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Question: 1

Your company has just started trading internationally, and the Head of Sales at your company has asked you to produce a list of Opportunities, showing the estimated revenue in both the transaction currency and the base currency, and also the exchange rate. None of the existing Opportunities views include all the fields you need. How can you produce the data and make it available to the Head of Sales as quickly as possible? Choose the 2 that apply.

- A. Export to Excel and choose 'Static worksheet with records from this page'. Select the columns you need in the report.
- B. Export to Excel and choose 'Dynamic worksheet'. Select the columns you need in the report.
- C. Export to Excel and choose 'Dynamic PivotTable? Select the columns you need in the report.
- D. Use advanced find to generate a view with the correct fields. Save the resulting view and share it.

Answer: B, D

Question: 2

You are a sales manager working for a large corporation that handles investments. Sales personnel are limited to viewing only their own customer records because of the sensitive nature of the business. One of your sales team, William, is taken seriously ill. You need to allocate another salesperson, Patricia, to manage William's accounts and opportunities while he is unwell. You will want William to manage his own accounts and opportunities when he returns to work. What should you do?

- A. Select all the accounts that William owns and assign them to Patricia.
- B. Select all the accounts that William owns and share them with Patricia.
- C. Select all the activities that William owns and assign them to Patricia.
- D. Select all the opportunities that William owns and share them with Patricia.

Answer: B

Question: 3

You are a Sales Representative working in Microsoft Dynamics CRM Outlook with offline access. You want to recording the details of an opportunity and have opened an account to view the information and need to know if the account is active. What is the most efficient way to locate this information?

- A. Click on the Administration tab and check the status field.
- B. Use the Status Bar at the bottom of the form to view the status of the record.
- C. Use the Form Assistant at the right side of the entity to view the status.
- D. Use the Inactive Accounts view to see if the account is present.

Answer: B

Question: 4

You are a marketing manager and discover that not all of your telemarketers call leads to verify contact details such as the postal address. You want to remind your telemarketers do this before the lead is included in any campaign activity. What is the most efficient way to do this?

- A. Ask your administrator to only allow a small group of telemarketers who are trusted to generate follow up calls for all the leads they enter.
- B. Set up an automated workflow that generates a follow up call for each new lead, and assign the call to a queue. Instruct the telemarketers to make the calls in the queue.
- C. Set up an automated workflow to generate an email informing you when a new lead is created so you can generate a follow up activity.

D. Create a view using advanced find to identify any new leads generated which do not have any activities associated with them. Generate follow up calls for these leads.

Answer: B

Question: 5

You are a support engineer for an international manufacturing company. You receive an email from a client entitled alfunction with productID ABC123 but the body of the email does not provide any more information about the problem. You know the client exists in Microsoft Dynamics CRM. What is the most efficient way to record this as a case for this client?

- A. Select the Email. Click Track in CRM and then click Set regarding. In the Look for drop-down select Case and then select New. Record the details of the case.
- B. Open the Email. Click Track in CRM and then click View in CRM. In the CRM form for the e-mail, create a case from the actions menu.
- C. Select the Email. Click Track in CRM and then click Set regarding. In the Look for records window, select New and record the details of the case.
- D. Open the Email. Click Track in CRM and then click Regarding. In the Look for drop-down select Case and then select New. Record the details of the case.

Answer: B

Question: 6

Your company Microsoft Dynamics CRM installation uses British Pounds (GBP) as its default currency and you have set Euros (EUR) as your default currency. You enter an opportunity detail for a customer that transacts business in United States Dollars (USD). After you save the opportunity you notice that you forgot to change the currency to USD and it has recorded the revenue in EUR. What should you do in order to correct this error?

- A. Edit the Opportunity and change the currency to USD.
- B. Edit your Personal Options and under the General Tab set the default currency to USD. Re open the Opportunity to see the changed currency.
- C. Re-create the Opportunity but this time select the currency as USD. Then delete the incorrect opportunity.
- D. Ask your Systems Administrator to update the currency for this opportunity.

Answer: C

Question: 7

You have an opportunity with a customer to sell a range of products. The customer has an account record in the Microsoft Dynamics CRM database and has informed you they have hired a consultant to help them decide whether to buy the products from your company. You want to add this consultant to the Microsoft Dynamics CRM system, and record that he is advising your customer on this purchase. What should you do?

- A. Create a new account for the consultant. Make the new account a sub-account of each customer account.
- B. Add the consultant as a new contact under each customer account.
- C. Create a new contact for the consultant. Create a relationship role called Consultant that enables a contact to be linked to an opportunity. In each opportunity, add a new relationship to the consultant contact using the Consultant relationship role.
- D. Create a new contact for the Consultant. Create a relationship role called Consultant that enables a contact to be linked to an account. In the account record for each customer add a new relationship to the consultant contact using the Consultant relationship role.

Answer: C

Question: 8

One of your customers is a hospital recorded in Microsoft Dynamics CRM 4.0 as an account record, and you have a contact record for a doctor who works at this hospital. You discover that this doctor also works one day a week at another hospital which is also a customer. You want to record this information in Microsoft Dynamics CRM 4.0. What should you do?

- A. Create a relationship role called part time employee between contact and account, and link the doctor contact record to the second hospital using the relationship role.
- B. Open the second hospital record, navigate to contacts, and choose add existing contact Select the doctor contact record.
- C. Make the second hospital a sub-account of the first hospital.
- D. Make the first hospital a sub-account of the second hospital.

Answer: A

Question: 9

Which of the following records are synchronized between Microsoft Outlook and Microsoft Dynamics CRM? Choose the 2 that apply.

- A. Contacts
- B. Accounts
- C. Notes
- D. Tasks

Answer: A, D

Question: 10

You are the second sales person for your company to work in Japan. You need to ensure that the default currency for any account records you create is set to Japanese Yen. What should you do?

- A. Navigate to Set Personal Options and select a default currency.
- B. Navigate to Set Personal Options and select a current format.
- C. Navigate to Business Management and create a new currency.
- D. Navigate to your User record and select a default currency.

Answer: A

Question: 11

You are a Sales Representative working for a small software supplier. You are working with an existing Lead. The Lead has a company name of Contoso which already exists as an Account in Microsoft Dynamics CRM 4.0. The Contoso Account has open Opportunities, but these relate to the Head office in Manchester and your Lead is with a subsidiary company in Birmingham. The person in the Lead does not exist as a contact in Microsoft Dynamics CRM 4.0. You need to record an Opportunity based on the Lead. What should you do?

- A. Convert the Lead to an Account, Contact and Opportunity in Microsoft Dynamics CRM 4.0. Merge the two Contoso Accounts.
- B. Convert the Lead to an Opportunity and Contact and relate this Opportunity to the existing Contoso Account.
- C. Deactivate the Lead. Navigate to the Account and enter a new address, enter a new Opportunity and a new Contact.

D. Convert the Lead to an Account, Contact and Opportunity in Microsoft Dynamics CRM 4.0. In the Birmingham Contoso Account, set the parent customer to be the Manchester Contoso Account.

Answer: D

Question: 12

You work for a training company. Your customers send sales people to you to learn presentation skills. You often ask sales people of your courses to produce a PowerPoint presentation. You need to store the PowerPoint presentations, produced by the sales people in Microsoft Dynamics CRM 4.0. How should you store these PowerPoint presentations in CRM so that your manager can review each students' work? Choose the 2 that apply.

- A. Locate the Contact. Create a task. Save the task and then attach the PowerPoint presentation.
- B. Locate the Account. Create a task. Save the task and then attach the PowerPoint presentation.
- C. Locate the Contact. Create a task and then attach the PowerPoint presentation. Save and close the task.
- D. Locate the Contact. Attach the PowerPoint presentation to it.

Answer: A, D

Question: 13

You use the Microsoft Dynamics CRM Client for Office Outlook. In the CRM Workplace, your activity list shows five phone calls and six appointments. You go to Outlook to view these activities. How do these appear in Outlook?

- A. In your calendar you see the appointments and phone calls synchronized from CRM.
- B. In your calendar you see the appointments synchronized from CRM. Your phone calls do not appear in Outlook.
- C. In your calendar you see none of these items but the phone calls and appointments appear as tasks in Outlook.
- D. In your calendar you see the appointments from CRM and in your task list you see the phone calls listed as tasks from CRM.

Answer: D

Question: 14

You are using the Microsoft Dynamics CRM Client for Office Outlook which has just been installed by your administrator. You want to record the details of a new business contact in Outlook and also in CRM. How can you achieve this? Choose the 2 that apply.

- A. Select New Contact from the Microsoft Dynamics CRM toolbar and enter the details of the new Contact.
- B. Select New Contact from the Microsoft Dynamics CRM toolbar and enter the details of the new Contact and click Track in CRM.
- C. Select File, New, Contact from the Outlook Menu and enter the details of the new Contact, and click Track in CRM.
- D. Select File, New, Contact from the Outlook Menu and enter the details of the new Contact.

Answer: A, C

Question: 15

You are an Accountant working for a manufacturing company. You want to record the name of your contact at the energy supplier to your company in Microsoft Dynamics CRM 4.0. What is the best way to record this in Microsoft Dynamics CRM 4.0?

- A. Create a contact record detailing your supplier contact and in the details tab under the description enter any details about the supplier.
- B. Create an account record with a relationship type of supplier and record your supplier contact linked to the account.
- C. Ask your administrator to create a new entity to record suppliers to separate them from your customers.
- D. Create a sub-account record for the supplier so that these accounts are not mixed with those for customers.

Answer: B

Question: 16

You are a sales manager and use mail merge to send letters to contacts. You have created a personal email template for these contacts. The marketing manager sees your email template and would like to use it for sending letters to accounts. What is the best way to achieve this?

- A. Share the template with the marketing manager.
- B. Edit the template and select Make available to organization.
- C. Change the template type from Contact to Global.
- D. Show the marketing manager how to create an email template.

Answer: D

Question: 17

The Sales Director has asked you to use Microsoft Dynamics CRM to produce a list of accounts with outstanding opportunities. He would like to see the Account name, Account Sales territory, Opportunity topic and Opportunity estimated revenue. How can you achieve this? Choose the 2 that apply.

- A. Create an Advanced Find on Accounts. Select the columns you need. Save the Advanced Find.
- B. Create an Advanced Find on Opportunities. Select the columns you need. Save the Advanced Find.
- C. Create a report. Use Account as the primary entity.
- D. Create a report. Use Opportunity as the primary entity.

Answer: B, C

Question: 18

You are a sales representative working for a large software company. You have been negotiating with a client on an existing opportunity and they refer to an earlier phone conversation. You need to find details of the phone conversation. What do you do?

- A. View the history for the account. In the Include drop-down select This Record Only.
- B. View the history for the account. In the Include drop-down select Related 'Regarding' Records.
- C. View the history for the opportunity. In the Include drop-down select This Record Only.
- D. View the history for the opportunity. In the Include drop-down select Related 'Regarding' Records.

Answer: B

Question: 19

You are a sales representative of a company with a thousand different product lines. A valued customer passes on the name of a company, and a person at that company, who your customer thinks may be interested in some of your products. You need to record the details in Microsoft Dynamics CRM 4.0. How should you do this?

- A. Create a new contact and create a follow up call to establish the product interest.
- B. Create a new contact and create a relationship with your valued customer.
- C. Create a new account and a new contact record and an opportunity record so that you can record the details of the products they are interested in.
- D. Create a new lead with a follow up call to establish the product interest.

Answer: D

Question: 20

With which of the following records can sales literature be associated? Choose the 2 that apply.

- A. Products
- B. Quotes
- C. Accounts
- D. Competitors

Answer: A, D

Question: 21

You are a sales representative for a company which trades in the US and Canada. You work in the Canadian office. One day you receive a call for a urgent order for immediate delivery. You record the name and customer details, select Canadian Dollars for the currency and the standard price list for that customer. You save the order. You then ask for the details of the products they want to purchase, and are told that it is the same list of three products that were recorded on an opportunity two weeks ago by a colleague operating in the US office for your customer's US office. How can you record the products most efficiently?

- A. In the Order, from the Actions menu select Get Products, and then select the Opportunity that contains the products.
- B. Cancel the Order. Navigate to the Opportunity, and create an Order from it.
- C. Navigate to the Opportunity. Export the Products from it. Import the Products to the Order.
- D. Using the Opportunity lookup on the Order, select the Opportunity that contains the Products.

Answer: A

Question: 22

You manage the product catalog for your organization which is using Microsoft Dynamics CRM 4.0. You have been asked to set up the product catalog for products. The products are sold in single units, and in three different currencies: Euros, Dollars, and Yen. The product is available to members of a trade association at a 10% discount of the price available to other customers. How should you set up the price list information?

- A. Set up two price lists: one for members and one for non-members. Record the prices for each of the three currencies within each price list.
- B. Set up six price lists: three for members (one for each currency), and three for non-members (one for each currency).
- C. Set up one price list. Record the prices for each of the three currencies within the price list. Create a discount list for members.

D. Set up three price lists: one for each currency, and create a discount list for members.

Answer: B

Question: 23

You are a sales rep working for a small manufacturing company. The Sales Director wants to be able to record information about lost sales for analysis purposes. You have just lost a sale to a competitor. What is the best way of recording this information?

- A. Close the Opportunity with a status of lost and a status reason of out-sold. Record the details of the competitor in the description.
- B. Open the Opportunity select Competitors and add the business you lost the sale to. Then close the Opportunity as lost and out-sold.
- C. Close the Opportunity with a status of lost and a status reason of out-sold. Use the look up competitor field to select the business you lost to.
- D. Close the Opportunity as with a status of lost and a status reason of canceled. Use the look up competitor field to select the business you lost to.

Answer: C

Question: 24

You are a sales manager for your company. A newer version of one of your products is available, and the CEO has asked you to ensure that the old version is not included in any more sales. The CEO wants you to do this as soon as possible, so that he can compare the sales of the new version with sales of the old one at the end of the month. What is the most effective way of achieving this in Microsoft Dynamics CRM 4.0?

- A. Navigate to Products in the Sales Area. Select the product and delete it.
- B. Navigate to the Product Catalog in the Settings Area. Select Products and then highlight the product and delete it.
- C. Navigate to the Product Catalog in the Settings Area. Select Products and then highlight the product and deactivate it.
- D. Navigate to Products in the Sales Area. Select the product and deactivate it.

Answer: C

Question: 25

You are in charge of processing orders for your company. Orders are delivered to warehouses, and invoices are sent to an accounts department, which is not normally in the same location as the warehouse. You already use the phone and fax fields on the order. You want your delivery drivers to be able to call the mobile phones of the individuals responsible for delivery and billing enquiries. How can you use Microsoft Dynamics CRM 4.0 to record this information?

- A. Link the billing contact and the shipping contact to the order via relationship roles.
- B. Link the billing contact and the shipping contact to the order. Record the names of these people on the Address Contact fields.
- C. Link the billing contact and the shipping contact to the order via relationship roles to the opportunity to which the order relates.
- D. Add the details of the billing contact and the shipping contacts in a note on the order.

Answer: B

Question: 26

You are the sales manager for your organization. You have created an opportunity for a new product and closed the opportunity form. The CEO then tells you that the price of the selected product is 10% too high, and needs to be changed. You need to ensure that the form for the opportunity displays the correct total. What do you need to do?

- A. Edit the product's price in the Product Catalog. The system will automatically update the Opportunity next time the form is opened.
- B. Edit the product's price in the Product Catalog. Re-open the Opportunity and choose Recalculate.
- C. Open the Opportunity and edit the price in the Opportunity Product.
- D. Open the Opportunity and apply a discount to the Opportunity Product.

Answer: A

Question: 27

You are the marketing manager for a company which sells electronic goods. You conduct marketing campaigns using phone and email activities, but now want to communicate with your target market using text messages to their mobile phones. As with other activities, you want to record the fact that a marketing message was sent to your customers, and whether or not they responded. You also want to compare the effectiveness of this campaign with others. How can you achieve your objectives?

- A. Within a campaign, create a campaign Activity with a channel of other. Record details of the campaign activity. Distribute the campaign activity to the relevant customers.
- B. Within a campaign, create a campaign Activity with a channel of phone. Record details of the campaign activity, and make it clear that this is a text message activity rather than a phone call activity.
- C. Within a campaign, create a campaign Activity with a channel of mobile. Record details of the campaign activity. Distribute the campaign activity to the relevant customers.
- D. Use third-party software to send the text messages. Import this data as activities. Use the third-party software to record responses. Import this data as campaign responses.

Answer: B

Question: 28

The marketing manager of your company wants to contact twenty preferential customers to inform them about an offer on one of your products which is available only for the next three days. Because of the limited time, she decides to contact these customers by phone. In the future, she plans similar offers for other products to other groups of customers, and wants to compare the number of customers who buy the advertised product. You want to allocate the phone calls to your team as soon as possible. What do you do?

- A. Create a campaign. Create a marketing list containing the preferential customers. Include the marketing list in the campaign.
- B. Create a campaign template. Create a marketing list containing the preferential customers. Include the marketing list in the campaign template.
- C. Create a marketing list containing the preferential customers. Create a quick campaign on the members of the marketing list.
- D. Create a campaign. Include the preferential customers in the campaign.

Answer: A

Question: 29

Which of the following are features of a quick campaign? Choose the 2 that apply.

- A. A particular quick campaign can target both accounts and contacts.
- B. Campaign costs can be tracked.
- C. Campaign responses can be tracked.
- D. A quick campaign can have one campaign activity.

Answer: C, D

Question: 30

You are creating a campaign template. The head of the legal department has instructed that all emails sent using marketing campaigns contain some standard terms and conditions. He has provided you with the standard text that should be included. Where should you put the text so that it appears in the emails that are sent via campaigns created from this campaign template?

- A. In the Description field of the campaign template.
- B. In the Offer field of the campaign template.
- C. In a note on the campaign template.
- D. In the body of a campaign activity in the campaign template.

Answer: B

Question: 31

Which of the following are characteristics of campaign templates? Choose the 2 that apply.

- A. Campaign templates must contain planning tasks.
- B. Campaigns can be created from campaign templates.
- C. Campaign templates can be created from campaigns.
- D. Campaign templates must contain target marketing lists.

Answer: B, C

Question: 32

When should a campaign be marked as completed?

- A. When all campaign activities have been closed.
- B. When all anticipated responses have been received.
- C. When criteria set in the planning phase have been met.
- D. When all campaign responses have been followed up by sales representatives.

Answer: C

Question: 33

You are planning to send an email about a special offer to all contacts in three different cities. The VP of Marketing says that he also wants fifty other contacts to be included as well, in order to compare the response from the selected cities with the client base. What is the best way to achieve this?

- A. Make a marketing list, and then generate a quick campaign from it.
- B. Make a marketing list, and then generate a campaign from it.
- C. Run an advanced find to select all the contacts, and generate a quick campaign from it.
- D. Run an advanced find to select all the contacts, and generate a campaign from it.

Answer: A

Question: 34

You are the marketing manager of an electronics company. You want to inform leads, accounts and contacts about the price reductions you are offering for the next seven days. You decide to email all potential buyers first, and follow this email with a telephone call two days later, for those who have not responded to the email. How can you achieve this with the minimum of effort?

- A. Create one quick campaign.
- B. Create three quick campaigns.
- C. Create one campaign with three marketing lists.
- D. Create one campaign with one marketing list.

Answer: C

Question: 35

Your organization uses contracts and contract lines for service management. All cases must be associated with a contract line, as this information is necessary for reporting and analysis purposes. In the past a subject hierarchy was created, which is only used for cases. You are now reviewing your subject hierarchy, and note that some subjects that have been used in the past are no longer needed. These subjects are not associated with any open cases. What action should you take?

- A. Delete the subjects which are no longer needed.
- B. Delete cases with subjects that are no longer needed, and then delete the subjects that are no longer needed.
- C. Restructure the subject hierarchy, and place the subjects no longer needed under an archive parent subject area.
- D. Deactivate the subjects no longer needed.

Answer: C

Question: 36

You just have created a contract and contract line for a customer, and the contract has been invoiced. You have sent the customer an email containing details of their contract, including the billing frequency, service level and contract id. Then you notice that the pricing information you recorded is incorrect. What action should you take to rectify this?

- A. Edit the contract so that the pricing information is correct.
- B. Edit the contract line so that the pricing information is correct.
- C. Renew the contract, correct the pricing information, and invoice the new contract. Cancel the old contract. Email the changed information to the customer.
- D. Copy the contract, correct the pricing information, and invoice the new contract. Cancel the old contract. Email the changed information to the customer.

Answer: D

Question: 37

Which of the following applies to knowledge base articles?

- A. Articles can be viewed by users as soon as they are submitted.
- B. Articles can be shared.
- C. Articles can be assigned.
- D. Only users who have permission can view articles.

Answer: D

Question: 38

Your company carries out cleaning and small domestic repairs. When a customer needs some work done, a task is created and assigned to either the Cleaning queue or the Repairs queue. You open a task in the Cleaning queue and notice that your manager should have assigned it to the Repairs queue. What do you do? Each answer presents a full solution to the problem.

Choose the 2 that apply.

- A. Assign the task directly to the Repairs queue.
- B. Accept the task from the queue, and then assign it from your personal assigned queue.
- C. Accept the task from the queue, and then assign it from your personal n Progress queue.
- D. Drag the task to the Repairs queue.

Answer: A, C

Question: 39

You are the support manager for a software company. You use cases and activities to record support effort. Your company operates a policy of closing cases after 48 hours if you do not hear from your customer. This usually works, but some customers communicate with you infrequently, and therefore, a case may need to be reopened, sometimes several times. Where should you look in the case form to determine the amount of time that has been spent on a closed case?

- A. In the Actions menu, choose Resolve Case and inspect the Total Time field in the dialog box.
- B. In the Navigation area, choose History and open the Case Resolution activity which has a status of Completed.
- C. In the Navigation area, choose History and sum the time recorded on all the activities.
- D. In the Navigation area, choose History and sum the time recorded on all the Case Resolution activities.

Answer: B

Question: 40

Your company manufactures medical equipment. With each purchase of a product, a customer is entitled to make three support calls, which are to be recorded as CRM cases. Your company also provides a technical information line, with calls charged by the hour. Trey Research purchases two different products, and also wants to use your technical information line. What is the best way to use Microsoft Dynamics CRM 4.0 to record Trey Research entitlements?

- A. Create one contract, with three contract lines: one for each product, and one for the technical information line.
- B. Create one contract, with two contract lines: one for the two products, and one for the technical information line.
- C. Create two contracts. In the first contract, create two contract lines, one for each product. In the second contract, create one contract line for the technical information line.
- D. Create two contracts. In the first contract, create one contract line for the two products. In the second contract, create one contract line for the technical information line.

Answer: C

Question: 41

You work for a company that produces accountancy software. Version 6 is the current version, but version 7 is about to be released. You use knowledge base articles to hold information about the software and how to use it. Version 7 is a significant upgrade and you have identified that documents for version 7 will need an additional section. You will still need to keep the Version 6 documents for your customers using that version of the software, but no new documents for

Version 6 must be written. How can you achieve this in the most efficient way? Each answer presents part of the solution. Choose the 2 that apply.

- A. Create a new article template for version 7 documents.
- B. Deactivate the article template for version 6 documents.
- C. Delete the article template for version 6 documents.
- D. Copy the article template for version 6 documents, and use it to create version 7 documents.

Answer: A, B

Question: 42

Which of the following can be related to cases? Choose the 3 that apply.

- A. Knowledge base articles
- B. Leads
- C. Contract Lines
- D. Service Activity

Answer: A, C, D

Question: 43

You are a support engineer for your company. You receive a support call from a person at Trey Research. You are easily able to answer the query in about ten minutes. However, the caller is a new employee and is not sure which of the five contracts Trey Research has with your company should be used for the support call. What do you do?

- A. Record the case. Record a phone call against the case. Ask the caller to call back with the contract details, and at that point, allocate the case to the contract and close the case.
- B. Record a phone call. Ask the caller to call back with the contract details, and create the case at that point. Allocate the case to the correct contract, the phone call to the case, and close the case.
- C. Record the case. Record a phone call against the case. Associate the case with one of the Trey Research contracts. Close the case. Ask the caller to call back with the contract details, and at that point, reallocate the case to the correct contract.
- D. Record the case. Record a phone call against the case. Associate the case with one of the Trey Research contracts. Ask the caller to call back with the contract details, and at that point, reallocate the case to the correct contract and then close it.

Answer: A

Question: 44

Your company produces engineering design software, and has two offices in Australia, one in Sydney and one in Melbourne, and one in England, in London. Your support engineers use conferencing software to connect to customers' computers to provide support. You need to schedule your support engineers using Services. The engineers work office hours in their own time zones. You have configured a Site in CRM for each of the three offices and added each engineer to the appropriate Site. You want to ensure that only the Australian engineers offer support to customers in Australia. How can you achieve this?

- A. Define a Resource group called 'Support Engineers' and put all support engineers in it. Define a service called 'Australia Support'. For this service, define a selection rule which selects resources from the Sydney and Melbourne sites.
- B. Define a Resource group called 'Australian Support Engineers' and put all Australian support engineers in it. Define a service called Australia support. For this service, define a selection rule whose resource is defined as the Australian Support Engineers resource group.

C. Define a Resource group called 'Support Engineers' and put all support engineers in it. Define a service called 'Australia Support'. For this service, define two selection rules, one which selects resources from the Sydney site, and one which selects resources from the Melbourne site.

D. Define a Resource group called 'Australian Support Engineers' and put all Australian support engineers in it. Define a service called Australia support. For this service, define a selection rule which selects resources from the Sydney and Melbourne sites.

Answer: B

Question: 45

You are responsible for scheduling service activities for all your engineers. One of the engineers, Peter, has asked not to be scheduled to perform the 'Full Service' for any customers this Friday afternoon. However, he is able to perform any of the other services. How can you do this?

- A. Edit the user record for Peter and schedule a break.
- B. Edit the user record for Peter and schedule time off.
- C. Edit the user record for Peter and define a service restriction.
- D. Schedule a Full Service for Peter for Friday afternoon, but do not record a customer against it.

Answer: C

Question: 46

You want to schedule a service. Which of the following must be specified to book the service appointment? Choose the 2 that apply.

- A. Subject for the appointment
- B. Customer
- C. Time
- D. Place for the service to be performed

Answer: A, C

Question: 47

A customer has previously booked a service. The customer calls asking to postpone the service. Which of the following are ways to accomplish this? Choose the 3 that apply.

- A. Delete the service activity and schedule a new appointment.
- B. Navigate to the Service Calendar, open the service activity and change the scheduling information to suit the customer.
- C. Highlight the service activity in the Service Calendar and choose reschedule.
- D. Highlight the service activity in the Service Calendar and drag it to a new time to suit the customer.

Answer: A, B, C

Question: 48

Your organization employs and schedules cleaning staff. Some staff are permanent employees, but others are employed on a casual basis, sometimes for one week. The schedules are used by management; the cleaning staff do not log on to the network. What is the best way to accomplish this?

- A. Create a Facility/Equipment record for each temporary staff member. Delete the record when the staff member leaves.
- B. Create a user record for each temporary staff member. Delete it when they leave.

- C. Create a user record for each temporary staff member. Disable it when they leave.
- D. Create a Facility/Equipment record for each temporary staff member. Disable the record when the staff member leaves.

Answer: A

Question: 49

Your company uses the Service Scheduler and all CRM users have configured the Service Calendar to show conflicts. You create a service with an initial status reason of Open-Requested and a duration of one hour and one resource. Your colleague schedules a service activity using this service for 10 am next Monday. You are then asked to change the service so that the initial status reason is Scheduled-Pending. Another colleague then schedules a service activity using the amended service for next Monday morning. Which of the following happens?

- A. The scheduler does not offer the timeslot of the existing activity. If you choose one of the available timeslots and change the start time to 10 am, you get a warning. If you choose ignore and save, the clash is highlighted in the Service Calendar.
- B. The scheduler does not offer the timeslot of the existing activity. If you choose one of the available timeslots and change the start time to 10 am, you get a warning. If you choose ignore and save, the clash is not highlighted in the Service Calendar.
- C. The scheduler offers the timeslot of the existing activity. If you save the activity, you get a warning. If you choose to ignore and save, the clash is highlighted in the Service Calendar.
- D. The scheduler offers the timeslot of the existing activity. If you save the activity, you do not get a warning. The clash is not highlighted in the Service Calendar.

Answer: D

Question: 50

You work for a company that offers support for software via conferencing software. You want to define a service which requires a junior technician and a team leader. However, the team leader tells you that most of the time, the junior technician can handle the discussion, so the team leader can support up to three junior technicians at the same time. You define a service which needs the team leader and one of the three junior technicians. What else should you do?

- A. In the service, define the team leader's capacity to be 1, and the junior technicians' capacity to be 3.
- B. In the user records, define the team leader with a capacity of 1, and the junior technicians with a capacity of 3.
- C. In the service, define the team leader's capacity to be 3, and the junior technicians' capacity to be 1.
- D. In the user records, define the team leader with a capacity of 3, and the junior technicians with a capacity of 1.

Answer: D

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