

Easy CramBible Lab



MB2-632

Applications in Microsoft Dynamics CRM 4.0

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THE TOTAL NUMBER OF QUESTIONS IS 50

QUESTION NO: 1 You work in a company which is named Wiikigo. You are experienced in using and implementing the Microsoft Dynamics CRM 4.0 Applications modules effectively. Besides, you can adequately convey solutions to other users by using the terms applied in the application. Therefore, you often provide technical support for the company. You work as the support engineer for your company. You receive an email from a client entitled alfunction with productID ABC123. But no more information about the problem is provided by the body of the email. As you know, the client exists in Microsoft Dynamics CRM. What is the most efficient method for you to record this as a case for this client?

- A. You should open the Email. Click Track in CRM and then click View in CRM. A case should be created from the actions menu in the CRM form for the e-mail.
- B. You should choose the Email. Click Track in CRM and then click Set regarding. Choose New and record the details of the case in the Look for records window.
- C. You should open the Email. Click Track in CRM and then click Regarding. Choose Case and then choose New in the Look for drop-down. At last the details of the case should be recorded.
- D. You should choose the Email. Click Track in CRM and then click Set regarding. You should choose Case and then choose New in the Look for drop-down. At last the details of the case should be recorded.

Answer: A

QUESTION NO: 2 You work in a company which is named Wiikigo. You are experienced in using and implementing the Microsoft Dynamics CRM 4.0 Applications modules effectively. Besides, you can adequately convey solutions to other users by using the terms applied in the application. Therefore, you often provide technical support for the company. Recently your company has begun doing business in the international market. A sales manager named Jason assigns a task to you. You have to produce a list of Opportunities, which shows the estimated revenue in the base currency, the transaction currency, and also the exchange rate. None of the existing Opportunities views contain all the fields you need. What should you do to produce the data and make it available to the sales manager in the minimum possible time? (Choose more than one)

- A. Export to Excel and select 'Dynamic worksheet'. Choose the columns you need in the report.
- B. Export to Excel and select 'Dynamic PivotTable? Choose the columns you need in the report.
- C. Generate a view with the correct fields by using advanced find. Then the resulting view should be saved and shared.
- D. Export to Excel and select 'Static worksheet with records from this page'. Choose the columns you need in the report.

Answer: A, C

QUESTION NO: 3 You work in a company which is named Wiikigo. You are experienced in using and implementing the Microsoft Dynamics CRM 4.0 Applications modules effectively. Besides, you can adequately convey solutions to other users by using the terms applied in the application. Therefore, you often provide technical support for the company. You have a customer who is named Tom. It is possible for you to sell a range of products to him. In the Microsoft Dynamics CRM database, the customer has an account record. The customer tells you that they have employed a consultant to help them decide whether to buy the products from your company. You intend to have this consultant added to the Microsoft Dynamics CRM system, and record that he is advising your customer on this purchase. What action should you perform?

- A. The consultant should be added as a new contact under each customer account.
- B. For the consultant, a new account should be created. The new account should be made a sub-account of each customer account.
- C. For the consultant, a new account should be created. A relationship role called Consultant should be created. This role should enable a contact to be linked to an account. A new relationship should be added to the consultant contact using the Consultant relationship role, in the account record for each customer.
- D. For the consultant, a new account should be created. A relationship role called Consultant should be created. This role should enable a contact to be linked to an opportunity. In each opportunity, a new relationship should be added to the consultant contact using the

Consultant relationship role.

Answer: D

QUESTION NO: 4 You work in a company which is named Wiikigo. You are experienced in using and implementing the Microsoft Dynamics CRM 4.0 Applications modules effectively. Besides, you can adequately convey solutions to other users by using the terms applied in the application. Therefore, you often provide technical support for the company. You utilize the Microsoft Dynamics CRM Client for Office Outlook. Your activity list displays six appointments and five phone calls in the CRM Workplace. You view these activities in Outlook. How do these appear in Outlook?

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

Answer: A

QUESTION NO: 5 You work in a company which is named Wiikigo. You are experienced in using and implementing the Microsoft Dynamics CRM 4.0 Applications modules effectively. Besides, you can adequately convey solutions to other users by using the terms applied in the application. Therefore, you often provide technical support for the company. Your company has a thousand different product lines. You work as the sales people in the company. 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. The details must be recorded in Microsoft Dynamics CRM 4.0. What should you do to achieve this?

- A. A new lead should be created with a follow up call to establish the product interest.
- B. A new contact should be created and a relationship should be created with your valued customer.
- C. A new contact should be created and a follow up call should be created to establish the product interest.
- D. In order to make sure that you can record the details of the products they are interested in, a new account and a new contact record and an opportunity record should be created.

Answer: A

QUESTION NO: 6 You work in a company which is named Wiikigo. You are experienced in using and implementing the Microsoft Dynamics CRM 4.0 Applications modules effectively. Besides, you can adequately convey solutions to other users by using the terms applied in the application. Therefore, you often provide technical support for the company. In your company, you are responsible for processing orders. Orders are delivered to warehouses. Invoices are sent to an accounts department which is not normally in the same location as the warehouse. The phone and fax fields have already been used on the order by you. According to your requirement, your delivery drivers should be able to call the mobile phones of the individuals who are in charge of delivery and billing enquiries. How do you record this information by using Microsoft Dynamics CRM 4.0?

- A. The details of the billing contact and the shipping contacts should be added in a note on the order.
- B. The billing contact and the shipping contact should be linked to the order via relationship roles.
- C. The billing contact and the shipping contact should be linked to the order. The names of these people should be recorded on the Address Contact fields.
- D. The billing contact and the shipping contact should be linked to the order via relationship roles to the opportunity to which the order relates.

Answer: C

QUESTION NO: 7 You work in a company which is named Wiikigo. You are experienced in using and implementing the Microsoft Dynamics CRM 4.0 Applications modules effectively. Besides, you can adequately convey solutions to other users by using the terms applied in the application. Therefore, you