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QUESTION 11You receive an email message from a potential customer. You need to track the potential customer as a new lead in Microsoft Dynamics CRM 2013. What should you do? A.   Convert the email message into a lead.B.   Create a new lead and set a connection to the email message.C.   Create a new lead from the Regarding lookup of the email message.D.   Create a new lead, attach the email message to the lead, and then save the lead. Answer: A QUESTION 12You need to edit a Quote.Which quote status will allow you to make changes to the Quote? A.   OpenB.   ActiveC.   ReviseD.   Draft Answer: D QUESTION 13You plan to use service activities to interact with customers. What must you use in order to use service activities? A.   capacity schedulingB. scheduling moduleC.   resource groupD.   facility Answer: B QUESTION 14You are adding Units to a Unit Group. Which statement is true? A.   A Unit must have an owner.B.   A Unit must have a start date.C.   All Units in the same Unit Group must have the same Base Unit.D.   A Unit must have a quantity. Answer: D QUESTION 15You are creating a discount list.Which two types of discounts can you create?(Choose TWO) A.   UnitB.   BaseC.   FormulaD.   AmountE.   Percentage Answer: DE QUESTION 16Which status is NOT valid for a quote? A.   DraftB.   LostC.   WonD.   ClosedE.   Active Answer: B QUESTION 17Which benefit does service scheduling NOT provide? A.   A predictable workload for employeesB.   Reliable time estimates for customersC.   A designated service managerD.   Firm appointments Answer: C QUESTION 18You are adding resources to a resource group. Which three resource types can you add? (Choose Three) A.   facilityB.   business unitC.   resource groupD. nameE.   users Answer: ACE QUESTION 19Which business is an example of a complex service schedule business? A.   A hospital emergency roomB.   An attorneyC.   A lawn care serviceD.   Personal services such as barber shops or salons Answer: A QUESTION 20Which definition is used to describe how users or equipment are combined to perform a service? A.   selection rule B.   resourceC.   schedulingD.   weekly schedule Answer: C Instant Download Braindump2go New Released Microsoft MB2-700 Exam Dumps PDF & VCE! Enjoy 1 year Free Updation! 100% Exam Pass Guaranteed Or Full Money Back!

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