PASSEXAM 問題集

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EXAM

1年で無料進級することに提供する

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Exam : **MB2-717**

Title : Microsoft Dynamics 365 for Sales

Version : DEMO

1.You are a technical support specialist for your company.
The Company's sales staff are issued a company laptop to use when interfacing with Microsoft Dynamics 365. They need to integrate their smart phones with Microsoft Dynamics 365 as well. Many of their phones, however, do not have a supported web browser.
What should you suggest to meet this sales staff's need?
A. Advise them to run the Microsoft Dynamics 365 web app on their phones.
B. Advise them to use the web client to access Microsoft Dynamics 365 from their phones.
C. Advise them to download the Microsoft Dynamics 365 App from the Office 365 Admin portal.
D. Advise them to download the Microsoft Dynamics 365 App from their phone's store.
Answer: D
Explanation:
References:
https://www.microsoft.com/en-us/dynamics/crm-customer-center/install-dynamics-365-for-phones-and-tablets.aspx

2.You are a sales manager for a large company that is about to implement Microsoft Dynamics 365.
A company called Fabrikam, Inc. has three divisions within the company that purchase services from your firm.
You have created an account record for each of the three divisions and for Fabrikam, Inc. and need to link the records.
How should you set up the records to properly link the record for Fabrikam, Inc. with its three divisions using Microsoft Dynamics 365 account management?
A. Fabrikam, Inc. is a Primary Contact.
B. Fabrikam, Inc. is a Parent account.
C. Fabrikam, Inc. is a Parent Customer.
D. Fabrikam, Inc. is a Child account.
Answer: B
Explanation:
References:
http://crmbook.powerobjects.com/basics/searching-and-navigation/understanding-accounts-and-contacts/

3.You have recently been hired as a sales assistant for a new employer.
The company sales staff uses Microsoft Dynamics 365, and you must occasionally input data for them.
You want to use the CRM Help Center for assistance to perform these tasks.
Which two help sources are available for you? Each correct answer presents a complete solution.
A. phone support
B. training links
C. online chat
D. community blogs
Answer: AC
Explanation:
References:
https://mbs.microsoft.com/customersource/northamerica/CRM/support/support-lifecycle/CRMSupport

4.You are the technical support specialist for a company that utilizes Microsoft Dynamics 365.
A new user calls the help desk complaining that every time they try to create a record, they are being denied the ability to save it. The user states that some type of error is displayed as well.
What would cause this error?
A. The user cannot create records using the Outlook client.
B. The user failed to populate at least one required field.
C. The used is using Dynamics 365 Business Edition rather than Enterprise Edition.
D. The user cannot input more than 250 characters into a single line of text field.
Answer: B

5.You are a sales support specialist for a company that utilizes Microsoft Dynamics 365.
You are going through the many records of their current database and inputting this data into Microsoft Dynamics 365.
Which instance below would be created as an Opportunity record in Microsoft Dynamics 365?
A. A person who calls into the company after receiving a mass mailing advertising from your company.
B. A person who has prequalified for a mortgage and wants to utilize a real estate agent to look at property.
C. A person who signs a contract to purchase three cases of your product on a quarterly basis for 2 years.
D. A list of people supplied by a marketing research firm that matches your target market.
Answer: B