

# IT 认证电子书



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**Exam** : **MB2-700**

**Title** : Microsoft Dynamics CRM  
2013 Applications

**Version** : DEMO

1.You review a published Knowledge Base article.  
Which two actions can you perform? (Choose TWO)

- A.Add a note
- B.Change the subject
- C.Add a keyword
- D.Add a section
- E.Add a comment

**Answer:** A, E

2.What role do keywords play in the Knowledge Base?

- A.Keywords are only used to manage the Knowledge Base.
- B.Keywords relate similar cases to each other
- C.Keywords are used to search for articles.
- D.Keywords define the subject tree.

**Answer:** C

3.You review a Knowledge Base article.  
On the Article tab of the ribbon, which option is NOT in the Action group?

- A.Submit
- B.Unpublish
- C.Approve
- D.Reject
- E.Publish

**Answer:** E

4.Which two record types require a reference to the subject tree? Each answer presents part of the solution.(Choose TWO)

- A.Sales Attachments
- B.Case Resolution Activity
- C.Cases
- D.Sales Literature
- E.Knowledge Base articles

**Answer:** DE

5.A company tracks competitors by using Connection records instead of using the native Competitors feature in Microsoft Dynamics CRM.The company assigns a Connection with the Connection Roles of Related Opportunity and Competitor between the Opportunity and the Account, which represents the competitor.Accounts have a flag which designates the record as a competitor.

Which statement is true?

- A.The Connection record is used to populate the options in the Competitor field on the Opportunity's resolution activity for Lost Opportunities.
- B.A Connection record is created between the Opportunity and the Account.
- C.The Competitor/Win Loss report uses the Connection record to indicate how well the organization is doing versus a competitor

D.The Connection record is used to populate the options in the Competitor field on the Opportunity's resolution activity for Won Opportunities.

**Answer: B**

6.In which two circumstances does the autosave process save changes to Lead records?(Choose TWO)

A.When a user exits a changed record

B.Every 30 seconds

C.When a user creates the record

D.Every 120 seconds

E.Every time a user moves the focus out of an edited field

**Answer: AB**

7.Which field is required to create a new Opportunity record?

A.Originating Lead

B.Customer

C.Topic

D.Contact

E.Account

**Answer: C**

8.When you qualify a lead, which two records will also be created?(Choose TWO)

A.Account

B.Contract

C.Campaign Response

D.Opportunity

E.Contact

**Answer: AD**

9.Which type of activity can you convert to a Lead?

A.Task

B.Appointment

C.Email

D.Fax

**Answer: C**

10.When creating a Lead, which type of information can you enter on the Main Lead form?

A.Goals

B.Competitors

C.Additional addresses

D.Products

**Answer: B**