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Exam : **MB2-186**

Title : Microsoft CRM Applications
Professional v.1.1

Version : DEMO

1.Which of the following statements regarding Account record relationships is correct?

- A.Contacts can only have one parent Account
- B.Accounts can parent many other Accounts
- C.Accounts can have many parent Accounts
- D.Accounts can parent many Contacts

Correct:A B D

2.When does an Activity change ownership in the Microsoft CRM application?

- A.When it is modified by another user
- B.When it is assigned to another user
- C.When it is shared with another user
- D.When it is viewed by another user

Correct:B

3.What is the significance of blue field labels found in Microsoft CRM records?

- A.A blue field label indicates a business required field value
- B.A blue field label indicates a business recommended field value
- C.A blue field label indicates a system generated field value
- D.A blue field label indicates a field value that may be updated only by a system administrator

Correct:B

4.Which of the following statements about Notes and Attachments is correct?

- A.Notes may be shared with other application users.
- B.Notes are always parented by another record.
- C.Sales Professional is required to use Notes and Attachments.
- D.Notes and attachments can only be added to Accounts, Contacts and Opportunities.

Correct:B

5.Which of the following are functions in Microsoft CRM for finding data?

- A.CRM Index Alphabet Bar
- B.Options menu
- C.Quick Create
- D.View menu

Correct:A D

6.What action in the Account and Contact record is permanent and cannot be reversed?

- A.Assigning
- B.Deactivating
- C.Deleting
- D.Sharing

Correct:C

7.What types of records may be assigned to a Queue in the Workplace?

- A.Accounts
- B.Activities
- C.Cases
- D.Opportunities

Correct:B C

8.A Subject record has how many parent relationships?

- A.1

- B.3
- C.5
- D.Unlimited

Correct:A

9.If a Microsoft CRM user accepts an Activity or Case, where will it be placed in the application?

- A.Assigned queue
- B.Draft queue
- C.In Progress queue
- D.Public queue

Correct:C

10.What are the personal options for converting incoming E-mail to Microsoft CRM Activity records?

- A.All Incoming e-mail
- B.Only inbound e-mail
- C.Only e-mail about a new CRM record
- D.Only e-mail about an existing CRM record

Correct:A D

11.An Activity is linked to an Opportunity record via which field on the Activity record?

- A.Category
- B.Owner
- C.Regarding
- D.Subject

Correct:C

12.How does application security and user licensing affect reporting in Microsoft CRM?

- A.A user cannot generate a report in Microsoft CRM if they do not have the proper application security access for Reports
- B.A user can generate any report that their user license gives them access to, but they will only be able to view records inside the report their application security allows
- C.A user can generate any report in Microsoft CRM and they will be able to view all records in the report regardless of their application security access and user license
- D.A user can generate any report and read all records in the report as long as their user license grants them access to the Reports module

Correct:B

13.E-mail messages created in or brought into Microsoft CRM are saved as which of the following record types?

- A.Activity records
- B.Case records
- C.Note records
- D.Task records

Correct:A

14.A record can be assigned to which of the following?

- A.A Business Unit
- B.An Organization
- C.A Team

D.A User

Correct:D

15.Of the following, the Quick Create feature allows for the creation of which record type?

A.Activities

B.Cases

C.Contacts

D.Reports

Correct:C

16.When an Activity is created through an Opportunity record, the Regarding field in the Activity is populated with which of the following records?

A.Account

B.Contact

C.Opportunity

D.Product

Correct:C

17.Prior to adding quotas, which of the following records are required to be set up in Microsoft CRM?

A.Accounts

B.Fiscal Periods

C.Leads

D.Users

Correct:B D

18.Which of the following is NOT available in the Microsoft CRM Sales for Outlook client?

A.Activities

B.Products

C.Quotes

D.Workplace

Correct:D

19.Before a user is able to create an Order from a Quote, what does the status of the Quote need to be?

A.Active

B.Closed

C.Draft

D.Open

Correct:A

20.What happens when an e-mail is sent using the CRM e-mail form from the CRM toolbar of the Microsoft CRM Sales for Outlook client in online mode?

A.The e-mail will show in your Sent Items folder

B.The e-mail will create and send a CRM E-mail Activity

C.The e-mail will populate all the required fields for you

D.The e-mail will show up on your Homepage in the web client

Correct:B