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QUESTION 21
You need to update the status of a service activity to show that it is ready for billing.
Which status value should you use?

A.   Closed
B.   On Hold
C.   Cancelled
D.   Open

Answer: A

QUESTION 22
You need to schedule a resource for a service during a business closure.
Which statement is true?

A.   You cannot schedule resources for a service during a business closure.
B.   You can schedule the resource if the start date is before the business closure period, or the schedule end date and time is after the business closure period.
C.   You can schedule the resource if the resource is a user who is also the owner of the service.
D.   You can schedule the resource if the Do not observe option for the resource is selected.

Answer: D

QUESTION 23
You create views by using the Advanced Find feature.
A group of users often asks for access to these views.
You need to ensure that other users can see current data from the views that you create.
Which two actions will achieve the goal? Each answer presents a complete solution.(Choose TWO)

A.   Export dynamic worksheets of the views and then send the worksheets to the other users by using email.
B.   Provide a warning so that when users share the views, they share the underlying records also.
C.   Create a team and then share the views with the team.
D.   Export static worksheets of the views and then send the worksheets to the other users by using email.
E.   Advise an IT administrator to make the views available to other users.

Answer: AC

QUESTION 24
Which two security roles have permissions to create a new system dashboard?(Choose TWO)

A.   Scheduler
B.   System Administrator
C.   System Customizer
D.   Sales Manager
E.   Marketing Professional

Answer: BC

QUESTION 25
You view a Case Summary Table report in the Microsoft Dynamics CRM report viewer tool. Which action is available in the report viewer tool?

A.   Export the report to Microsoft Outlook.
B.   Assign Microsoft Dynamics CRM records to other users.
C.   Close open cases.
D.   Save the report to Microsoft Excel.

Answer: D

QUESTION 26
Which records are included in the Sales Pipeline report by default?

A.   Leads with a status of Open
B.   Leads with a status of Closed
C.   Opportunities with a status of Closed
D.   Opportunities with a status of Open

Answer: D

QUESTION 27
You use Microsoft Dynamics CRM Goal Management to define sales goals over a period of time.
You need to track actual and in-progress values for sales.
Which goal metric should you configure?

A.   Amount Data Type
B.   Rollup Fields
C.   Metric Type
D.   Fiscal Periods

Answer: D

QUESTION 28
You have a sales goal for a salesperson that includes all of the salesperson's opportunities for the current fiscal year.
You need to modify the sales goal to include opportunities only in a particular city for the upcoming six-month period.
How should you modify the goal?

A.   Create a rollup query that filters the customer list based on the customer's city and the new timeframe. Associate this rollup query with the Goal record.
B.   Create a rollup query that filters the customer list based on the customer's city. Associate this rollup query with the Goal record. Change the time period for the Goal record.

C. Update the Rollup field on the Goal record.
D.   Deactivate the existing Goal record and then create a new Goal record. Create a new goal metric with the filter for the customer's city and the new timeframe. Then, change the Goal Metric field on the Goal record to the new goal metric.
E.   Create a new goal metric with the filter for the customer's city and the new timeframe. Then, change the Goal Metric field on the Goal record to the new goal metric

Answer: B

QUESTION 29
Which entity includes access to system charts by default?

A. Customers
B. Vendors
C. Products
D. Opportunities

Answer: D

QUESTION 30
When you place an order, what value is the status of the Quote set to?

A. Revise
B. Active
C. Open
D. Won

Answer: D

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