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QUESTION 31

An active Quote references an incorrect product.

You need to ensure that the Quote references the correct product.

What should you do?

- A. In the Quote record, update the price list to reference a price list that contains the correct product.
- B. In the Quote Product record, update the product reference.
- C. In the Quote record, change the Revision ID field and then save the Quote under a different name. In the new Quote record, update the product reference.
- D. In the Quote record, use the Revise feature and then update the product reference.

Answer: D

QUESTION 32

You review an Opportunity with a customer.

You use price lists to show the customer two options for a sale.

You need to present the two different price options to the customer in writing and maintain an association with the original Opportunity.

What should you do?

- A. Create two separate Quote records for the Opportunity, one for each price list and activate both Quote records.
- B. Create a Quote from the Opportunity by using the price list from the Opportunity. Create a separate Quote outside of the Opportunity that references the second price list.
- C. Create a report by using the Report Wizard to bring in quote information for this Opportunity.
- D. Create a new Opportunity, add all the same products, add the other price list and then create the second Quote.

Answer: A

QUESTION 33

You add a new product to the catalog.

Which attribute of the new product record is marked as read-only?

- A. Default Unit
- B. Currency
- C. Unit Group
- D. List Price

Answer: C

QUESTION 34

A manager is setting work hours and service restrictions for the resources in a company.

What is the smallest unit of time that he can use to define work hours and breaks?

- A. 1 minute
- B. 15 minutes
- C. 30 minutes
- D. 1 hour

Answer: A

QUESTION 35

You schedule time off for a resource in Microsoft Dynamics CRM.
How are the affected days displayed in the service calendar?

- A. as a red block
- B. as a green block
- C. as a blue block
- D. as an orange block

Answer: A

QUESTION 36

Which business is an example of an outgoing service scenario?

- A. a blood donation center
- B. a landscaping service
- C. a hospital emergency room
- D. an attorney

Answer: B

QUESTION 37

You are creating a new equipment record in Microsoft Dynamics CRM.
Which field is required?

- A. Description
- B. Time Zone
- C. Primary Email
- D. Site

Answer: B

QUESTION 38

In Microsoft Dynamics CRM 2013, you need to reschedule an existing service activity to a new date and time. What should you do?

- A. From the service calendar, copy the service activity to a new service activity.
- B. From the service calendar, choose the service activity, and then click Reschedule.
- C. Close the existing service activity as Cancelled, and then click Reschedule.
- D. Close the existing service activity as No Show, and then create a new service activity.

Answer: B

QUESTION 39

In Microsoft Dynamics CRM 2013, which fields are required to create a service activity? (Choose all that apply.)

- A. Customers
- B. Resources
- C. Service
- D. Start Time
- E. Subject

Answer: CDE

QUESTION 40

A company has a service in Microsoft Dynamics CRM 2013. The company has one facility with three employees. The facility can accept four customers per service appointment time.

You need to set the capacity of the facility appropriately.

What should you do? (Choose all that apply.)

- A. Edit the service activity.
- B. Edit the service selection rule.
- C. Edit each user's work schedule.
- D. Edit the facility's work schedule.

Answer: DB

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