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QUESTION 61 In Microsoft Dynamics CRM 2013, a queue that contains some old queue items is no longer needed. You need to remove the queue by using the least amount of effort. What should you do? (Choose all that apply.) A. Delete the queue without removing the queue items. B. Deactivate the queue without removing the queue items. C. Remove the queue items, and then delete the queue. D. Remove the queue items, and then deactivate the queue. Answer: CB

QUESTION 62 When working with Service Management goals in Microsoft Dynamics CRM 2013, when are the Actual and In Progress goal fields recalculated? (Choose all that apply.) A. automatically B. when the goal record is saved C. as scheduled on the service calendar D. when a user clicks the Recalculate button Answer: AD

QUESTION 63 In Microsoft Dynamics CRM 2013, how can you display the Service Activity Volume report? (Choose all that apply.) A. Run the report from the Reports list. B. Run the report from the Activities list. C. Run the report from the Service Calendar. D. Run the report from the Run Report menu of the Cases list. Answer: AD

QUESTION 64 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

QUESTION 65 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. Approved D. Reject E. Publish Answer: E

QUESTION 66 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

QUESTION 67 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

QUESTION 68 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

QUESTION 69 Which field is required to create a new Opportunity record? A. Originating Lead B. Customer C. Topic D. Contact E. Account Answer: C

QUESTION 70 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

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