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QUESTION 91 You create a sales order by using the latest currency exchange rate. Which three changes to a sales order will force a recalculation of the sales order money? (Choose Three) A. The record is created. B. The state of the record is changed. C. A money field is updated. D. The shipping address is changed. E. The order name is changed. Answer: BCD

QUESTION 92 You create an Order from a Quote by using the Create Order process. On the Create Order dialog, which action should you perform? A. Close the originating Opportunity. B. Specify a ship-to address. C. Fulfill the order. D. Add additional write-in products. Answer: A

QUESTION 93 Which entity must you add to an Opportunity record before you can add products to the record? A. Contacts B. Price List C. Exchange Rate D. Write-in Product Answer: B

QUESTION 94 You need to create an opportunity with a product that does not currently exist in the product catalog. What should you do? (Choose all that apply.) A. Add a new product to the opportunity. B. Add a Write-In Product to the opportunity. C. Add a product to the product catalog, and add the new product to the opportunity. D. Add a Write-In Product to the product catalog, and add the new Write-In Product to the opportunity. Answer: CB

QUESTION 95 Which of the following statements about cases in Microsoft Dynamics CRM 2013 are true? (Choose all that apply.) A. Cases can be assigned to teams. B. A case must be assigned a subject. C. Custom activity types can be converted into cases. D. A case cannot be resolved until all activities associated to the case are completed. Answer: ACD

QUESTION 96 In Microsoft Dynamics CRM 2013, which of the following actions can be taken on a resolved case? A. creating notes B. adding activities C. assigning a new owner D. assigning a different contract to the case Answer: A

QUESTION 97 A user reports that he cannot delete a Knowledge Base article template. You need to ensure that the user can delete the template. What should you do? A. Delete all articles associated with the article template. B. Unpublish the article template. C. Ensure that the user has the Delete Article permission enabled. D. Deactivate the article template. Answer: A

QUESTION 98 You need to send a Knowledge Base article by email to a Contact record. Which condition must be met? A. The article is shared. B. The article has a unique subject. C. The article has been approved. D. The article has been submitted. Answer: C

QUESTION 99 Which entity can you associate with sales literature? A. Quotes B. Competitors C. Goals D. Accounts Answer: B

QUESTION 100 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: AE

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