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QUESTION 11You receive an email message from a potential customer. You need to track the potential customer as a new lead in Microsoft Dynamics CRM 2013. What should you do? A. Convert the email message into a lead.B. Create a new lead and set a connection to the email message.C. Create a new lead from the Regarding lookup of the email message.D. Create a new lead, attach the email message to the lead, and then save the lead. Answer: A QUESTION 12You need to edit a Quote.Which quote status will allow you to make changes to the Quote? A. OpenB. ActiveC. RevisedD. Draft Answer: D QUESTION 13You plan to use service activities to interact with customers. What must you use in order to use service activities? A. capacity schedulingB. scheduling moduleC. resource groupD. facility Answer: B QUESTION 14You are adding Units to a Unit Group. Which statement is true? A. A Unit must have an owner.B. A Unit must have a start date.C. All Units in the same Unit Group must have the same Base Unit.D. A Unit must have a quantity. Answer: D QUESTION 15You are creating a discount list.Which two types of discounts can you create?(Choose TWO) A. UnitB. BaseC. FormulaD. AmountE. Percentage Answer: DE QUESTION 16Which status is NOT valid for a quote? A. DraftB. LostC. WonD. ClosedE. Active Answer: B QUESTION 17Which benefit does service scheduling NOT provide? A. A predictable workload for employeesB. Reliable time estimates for customersC. A designated service managerD. Firm appointments Answer: C QUESTION 18You are adding resources to a resource group. Which three resource types can you add? (Choose Three) A. facilityB. business unitC. resource groupD. nameE. users Answer: ACE QUESTION 19Which business is an example of a complex service schedule business? A. A hospital emergency roomB. An attorneyC. A lawn care serviceD. Personal services such as barber shops or salons Answer: A QUESTION 20Which definition is used to describe how users or equipment are combined to perform a service? A. selection rule B. resourceC. schedulingD. weekly schedule Answer: C Braindump2go New Released Premium MB2-700 Exam Dumps Guarantee You a 100% Exam Success Or We Promise Full Money Back! Download Microsoft MB2-700 Exam Dumps Full Version From Braindump2go Instantly!

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