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QUESTION 31 You have an opportunity that has three open activities. The opportunity record and the activity records are owned by a user named User1. User 1 assigns the opportunity to a user named You need to identify what occurs to the ownership of the records. What should you identify? A. User1 remains the owner of the opportunity and the activities. B. User1 remains the owner of the opportunity. Users2 becomes the owner of the activities C. User2 becomes the owner of the opportunity and the activities. D. User2 becomes the owner of the opportunity. User1 remains the owner of the activities Answer: D

QUESTION 32 You have 20 sales representatives who each has a monthly goal that measures the number of phone calls made to their 10 key customers. The managers of the sale representatives want you to add parent goals that track this activity over the next three weeks for an internal competition. You need to use a parent goal to track the team score, and child goals to track the individual scores. Which two of configurations should you perform? Each correct answer presents part of the solution. A. Create new child goals that all use the same rollup queries. B. Change the parent goal of each child goal. C. Create a parent goal that has a custom period of three weeks from today D. Change the manager of each child goal E. Change the goal manager of each child goal. Answer: AC

Explanation: The goal rollup is done from the bottom of the hierarchy to the top of the hierarchy. During rollup, the child goal totals are rolled into the parent goal totals. The ending total for the root goal at the top of hierarchy is a cumulative sum of all goal totals in the hierarchy. <https://msdn.microsoft.com/en-us/library/gg309258.aspx>

QUESTION 33 You have B Dynamics CRM organization that uses Microsoft Social Engagement You need to analyze the sales pipeline and the Social sentiment to watch for social trends that affect sales. What should you do? A. Configure a link to CRM in Microsoft Social Engagement, and then build an interactive dashboard. B. Build a dashboard that has a chart for the pipeline and a widget from Microsoft Social Engagement. C. Build a multi-stream dashboard that has a global filter. D. Configure a link to CRM in Microsoft Social Engagement, and then build a personal view. Answer: B

Explanation: Microsoft Dynamics CRM Online users can add Microsoft Social Engagement charts and visuals to dashboards, or you can add them to account, contact, or competitor screens. You can also add Microsoft Social Engagement charts and visuals to other types of records.

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/add-social-engagement-visuals-to-a-dashboard-or-account.aspx>

QUESTION 34 You have Dynamics CRM organization that has 50,000 contacts in regions around the world. Your job is to review the records of the contacts from three regions. The contacts in the three regions are managed by different account managers. You work with only one of the regions per day, updating the address information of the contacts in that region. You need to view only the contacts from a specific region. What should you do? A. Follow the contact records. B. Add access teams. C. Create a dashboard. D. Create personal views. Answer: D

QUESTION 35 For a Customer an invoice named Inv1 is created automatically from an order named Ord1. The customer asks you to add a Hat delivery charge as a line item to the invoice. You do not have a delivery charge in the product catalog. You need to add the delivery charge as a line in the invoice. What should you click first? A. Get Products B. Write-in Product C. Use Current Pricing D. Recalculate Answer: B

Explanation: The CRM 2016 salesorderdetail EntityType has a Boolean property isproductoverridden which select whether the product exists in the Microsoft Dynamics CRM product catalog or is a write-in product specific to the order. Default Options: 1 : Write In 0 : Existing Note: Written in product means that you actually want to add to your opportunity/Quote/SalesOrder product which doesn't belong to any of pricelists. <https://msdn.microsoft.com/en-us/library/mt593069.aspx>

QUESTION 36 You work for a hotel chain. You integrate Dynamics CRM and Microsoft Social Engagement. You need to identify which sources are available for Microsoft Social Engagement. What are two possible sources? Each correct answer presents a complete solution. A. Twitter B. Facebook C. Trip Advisor D. Instagram Answer: AB

Explanation: Your customers and stakeholders are talking about you on Facebook, Twitter, or blogs. How do you learn about it? In Microsoft Dynamics CRM, you can get powerful social insights by connecting Microsoft Dynamics CRM to Microsoft Social Engagement. Microsoft Social Engagement collects data from social media websites and presents it to you in charts and graphs that you can use to spot emerging trends in people's comments, whether they're positive, negative, or neutral. <https://technet.microsoft.com/en-us/library/dn659847.aspx>

QUESTION 37 You Have a quote named Quote1 that is sent to a customer. The customer approves the quote. You generate an order from Quote 1. You need to identify the status of

the order. What should you identify? A. Invoiced B. Ready C. Draft D. Canceled E. Active Answer: E Explanation: There can be 5 different values for Order Status - Active, Cancelled, Fulfilled, Invoiced and Submitted. Note: A sales order (order) is a quote that has been accepted. This entity is called an order in CRM. An invoice is an order that has been billed.

<https://msdn.microsoft.com/en-us/library/gg328015.aspx> QUESTION 38 You work for a company named Fabrikam, Inc. Fabrikam is acquired by a company named Contoso, Ltd. Both companies have different fiscal year ends. The sales team at Fabrikam will be required to use a new fiscal year end at the end of the current quarter. The Dynamics CRM administrator at Fabrikam updates the Fiscal Year Settings immediately. You need to ensure that reports on the goals use the Fabrikam year and until the end of the quarter. What should you do? A. Run the Align with Fiscal Period action immediately. B. Recalculate the goals. C. Run the Align with Fiscal Period action after the quarter ends. D. Create new goals for the old fiscal period. Answer: C QUESTION 39 Your company wants to integrate the Microsoft Yammer enterprise subscription and the Dynamics CRM organization. The managers at the company are concerned about potential data from CRM being visible to users who do not have a CRM account. They want to limit which user can see post in CRM. In Yammer, you can create a private group named CRM Posts, and you connect CRM to the CRM Posts group. Users report that they fail to see posts in Yammer that are created in CRM. You need to identify what prevents the users from seeing the posts. What should you identify? A. The users are not added to the CRM Posts group in Yammer. B. The posts are not being shared with the team of the users C. The security role assigned to the users does not provide access to Yammer posts D. The users are not following any records. Answer: D Explanation: Set your organization's preferences for Yammer posts (optional) 1. Make sure you're signed in to your enterprise Yammer account using your administrator credentials. 2. If desired, select whether Yammer posts are public (everyone sees Microsoft Dynamics CRM posts in the newsfeed, or private (people must follow a record to see posts about that record in the newsfeed). 3. If desired, select the default group where you would like Microsoft Dynamics CRM posts to appear. 4. If desired, select which record types trigger automatic posts to the Yammer newsfeed. <https://technet.microsoft.com/en-us/library/dn850385.aspx> QUESTION 40 The Base currency for your Dynamics CRM organization is US dollars. You have an order that has a transaction currency in euros. You need to identify which events will cause the exchange rate for the order to be recalculated. Which two events should you identify? Each correct answer presents a complete solution. A. The currency of the order record is updated. B. The exchange rates are updated in CRM. C. The order record is opened. D. The record state of the order record changes. Answer: AB QUESTION 41 You plan to export sales data that will be used in the annual report of your company. You need to provide a copy of some of the sales data to the company stakeholders. Which format can you use to export the data? A. Adobe PDF B. Microsoft Word C. Microsoft PowerPoint D. Microsoft Visio Answer: B Explanation: Word Templates can be used similar to the standard out of the box reports as a way of giving and distributing information. These types of reports can be styled how you wish (and using the limits of Microsoft Word) but with little effort can look much nicer whilst still taking less time and money creating more complex reporting through SSRS for example.

<https://community.dynamics.com/crm/b/crmcat/archive/2016/01/01/the-new-features-of-dynamics-crm-2016-amp-how-to-use-them> QUESTION 42 You call a potential customer to discuss one of your company's products. During the call, you discover that the potential customer is uninterested in the product. You need to document the conversation and your decision not to pursue the potential customer any further. What should you do? A. Detail the conversation in a note and attach the note to a lead. B. Create a lead, track the activity, and then mark the lead as Disqualified C. Create an opportunity, track the activity, and then close the opportunity as Lost D. Detail the conversation in a note and attach the note to an opportunity Answer: B Explanation: The Lead entity can have the state of Disqualified out of the following reasons: Lost Cannot Contact No Longer Interested Canceled

<https://technet.microsoft.com/en-us/library/dn531157.aspx> QUESTION 43 You have a Dynamics CRM organization that uses server-side synchronization to process email. A manager requests that you create the mailbox records defined as shown in the following table. You need to identify which record will fail to be created. Which record should you identify? A. User2 B. User3 C. User1 D. User4 Answer: B QUESTION 44 You have a Dynamics CRM organization that uses Microsoft SharePoint for document management by using server-side synchronization. You need to identify which SharePoint actions can be performed directly from CRM. What should you identify? A. Modify the settings of the columns in a SharePoint list. B. View the document version history. C. Display the documents contained in the SharePoint document library. D. Create and manage SharePoint content types- Answer: B Explanation: If you use SharePoint Server with Microsoft Dynamics CRM, CRM users and non-CRM users can work together as a team to achieve common business goals through improved communication. The document records are stored in SharePoint, and you can view them from within Microsoft Dynamics CRM. In addition, you can take advantage of SharePoint capabilities, such as checking documents in and out, viewing version history, and changing document properties. Note: Creating and managing SharePoint document location records. Microsoft Dynamics CRM users can create and manage SharePoint Server document location records after SharePoint Server integration is enabled. Using the Microsoft Dynamics CRM SDK

messages on the SharePointSite and SharePointDocumentLocation entities, you can create, retrieve, update, and delete records. Performing these operations on SharePoint location records only manipulates the data in Microsoft Dynamics CRM. It does not create, update, or delete the locations on the SharePoint server. <https://msdn.microsoft.com/en-us/library/gg309635.aspx>

QUESTION 45 You have a quote named Quote1 that was activated and presented to a customer. You plan to take a long leave of absence. In your absence, a user named User2 will take ownership of Quote1. You need to transfer ownership of Quote1 to User2. What should you do? A. Click Assign and select User2 B. Click Close and instruct User2 to create a new quote. C. Click Share and select User2 D. Click Email a Link and select User2 Answer: A Explanation: The Assign command changes ownership of a record. Valid for user-owned or team-owned entities. <https://msdn.microsoft.com/en-us/library/gg309396.aspx> Practise Lead2pass MB2-713 braindumps and pass your exam easily. Lead2pass is number one company for real exam dumps. Download Lead2pass MB2-713 exam questions and answers PDF file and prepare from our study material. MB2-713 new questions on Google Drive: <https://drive.google.com/open?id=0B3Syig5i8gpDSU9zR0pUYmpPcUU> 2017 Microsoft MB2-713 exam dumps (All 100 Q&As) from Lead2pass: <http://www.lead2pass.com/mb2-713.html> [100% Exam Pass Guaranteed]