Question 1
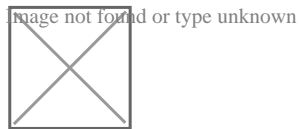
You use products with properties for your opportunities in Dynamics 365.

You are adding a new product to your product catalog.

You need to create the product with a new set of properties.

Which Three product catalog components should you configure in sequence? To answer, move the appropriate components from the list of components to the answer area and arrange them in the correct order.s

Answer:

Properties   Product Family   Produc

Explanation:

https://docs.microsoft.com/en-us/dynamics365/sales-enterprise/create-product-family

Question 2

The product development team for a toy company creates a new remote-control toy.

You need to create the necessary records and record relationships to sell the product.

Which five records and/or components should you configure in sequence? To answer, move the appropriate records and/or components from the list of records and components to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

:

Answer:

unitsgroups   produc

Question 3

A customer places an order that includes all of the products from a previous order.

You need to add products from the previous order to the new order.

From which sources can you retrieve the list of products? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Source entity	Source
Quote	**▼** Lead Opportunity Quote Order
Order	**▼** Lead Opportunity Quote Order
Invoice	**▼** Lead Opportunity Quote Order

Question 4

An order uses quote and order functionality in Dynamics 365 for Sales. Multiple quotes may be provided to customers at one time. Quotes are revised often.

You need to create a process that meets the following requirements:

*Create an order from a quote.

*Close the associated opportunity as won.

*Update the actual values to reflect values from the quote.

Which two opportunities can you close as won? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

A) The opportunity has other quotes in the won status.

B) The opportunity has other quotes in the draft status.

C) The opportunity has other quotes in the active status.

D) The opportunity has other quotes in the revised status reason.

Answer:

A, B

Question 5

Question Type: Hotspot

You are a salesperson using Dynamics 365. You receive customer phone calls and manage leads.

You need to qualify leads and send phone calls to sales representatives.

How should you manage each of the following situations? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Question	Record created
You want to convert a phone call. To which type of entity can you convert the call?	▼ Case Lead
You qualify a lead. For which entity is a record created?	▼ Contact Case

Question 6

A company uses Dynamics 365 for Sales.

You need to reduce the number of pre-sales support days that are available based on the days the company is closed for public holidays.

How should you configure the schedule? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Item	Value
Schedule type	▼
	Holiday
	Recurrence
Option	▼
	Number of days
	Owner

Question 7

You run an Account Overview report for Fourth Coffee. The following results are displayed.

Account Overview as of:	11/13/2018	Status	Acct#
Fourth Coffee (sample)		Active	ABSS4G45

Basic Profile

Parent Account:
Relationship:
Industry:
Location: Renton, Tx
Category:
Website: http://www.fourthcoffee.com/
Ownership:
Ticker Symbol:

Primary Contact

Yvonne McKay (sample)
Title: Purchasing Manager
Location: Redmond, WA
Business Phone: 555-0100
Mobile Phone:
Home Phone:
Fax:
Pager:
Email: someone_a@example.com

Additional Contacts

Yvonne McKay (sample) - Purchasing Manager - (555-0100)

Opportunity Summary

Active opportunities by probability   All opportunities by current state

No Data   No Data

Active Opportunities	Amount	Prob	Weighted
Other			
Total		0	

Service Summary

Satisfaction (all closed cases)   Status Reason (all cases)

Problem Solved

In Progress

Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Question	Answer choice
Why is the satisfaction area blank?	▼
	There are no closed cases
	Users are not completing the satisfaction field
	The Reporting Service is down
	Cases with the problem solved have not been closed
Which type of account is Fourth Coffee?	▼
	Active
	Parent Account
	Inactive
	Child Account