Microsoft

MB2-186

Microsoft CRM Applications Professional v.1.1

Answer: C

QUESTION: 136
You would like to send a newsletter to all of your active Accounts. What is the easiest and quickest way to access these accounts?

A. Use the Advanced Find feature
B. Use the CRM Index Alphabet bar
C. Use the View menu
D. Use the Basic Find method in the List View

Answer: C

QUESTION: 137
Microsoft CRM modules may be accessed in which of the following ways?

A. By typing the module name in the Find function
B. By choosing the module from the Navigation Bar
C. By choosing the module from the Quick Create function
D. By choosing the module from the GoTo menu

Answer: B, D

QUESTION: 138
The Subject Manager is maintained in which area of Microsoft CRM?

A. Reports
B. Service
C. Settings
D. Workplace

Answer: C

QUESTION: 139
What status reasons are available when closing an Invoice in Microsoft CRM?

A. Canceled
B. Closed
C. Paid in Full
D. Pending

Answer: A, C

QUESTION: 140
Which feature in Microsoft CRM is used to find Cases by Subject?

A. Advanced Find
B. Basic Find
C. Subject Manager
D. View Menu

Answer: A

QUESTION: 141
In the Microsoft CRM Customer Service Professional edition, what is Routing used for?

A. Assigning Case records to specific queues or users
B. Assigning Activity records to specific queues or users
C. Creating Notes that are attached to a case
D. Creating Contracts for Accounts

Answer: A, B

QUESTION: 142
Knowledge Base articles may be searched from which of the following locations?

A. Customer Service Accounts area
B. Customer Service Case area
C. Home Page
D. Workplace Knowledge Base area

Answer: D

QUESTION: 143
A Case can be assigned to which of the following?

A. Knowledge Base article
B. Opportunity record
C. Public queue
D. Sales Literature article

Answer: C

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