



Exam : Microsoft MB2-186

**Title : Microsoft CRM Applications
Professional v.1.1**

Update : Demo

1. Which of the following statements regarding Account record relationships is correct?

- A. Contacts can only have one parent Account
- B. Accounts can parent many other Accounts
- C. Accounts can have many parent Accounts
- D. Accounts can parent many Contacts

Correct: A B D

2. When does an Activity change ownership in the Microsoft CRM application?

- A. When it is modified by another user
- B. When it is assigned to another user
- C. When it is shared with another user
- D. When it is viewed by another user

Correct: B

3. What is the significance of blue field labels found in Microsoft CRM records?

- A. A blue field label indicates a business required field value
- B. A blue field label indicates a business recommended field value
- C. A blue field label indicates a system generated field value
- D. A blue field label indicates a field value that may be updated only by a system administrator

Correct: B

4. Which of the following statements about Notes and Attachments is correct?

- A. Notes may be shared with other application users.
- B. Notes are always parented by another record.
- C. Sales Professional is required to use Notes and Attachments.
- D. Notes and attachments can only be added to Accounts, Contacts and Opportunities.

Correct: B

5. Which of the following are functions in Microsoft CRM for finding data?

- A. CRM Index Alphabet Bar
- B. Options menu
- C. Quick Create
- D. View menu

Correct: A D

6. What action in the Account and Contact record is permanent and cannot be reversed?

- A. Assigning
- B. Deactivating
- C. Deleting
- D. Sharing

Correct: C

7. What types of records may be assigned to a Queue in the Workplace?

- A. Accounts
- B. Activities
- C. Cases
- D. Opportunities

Correct: B C

8. A Subject record has how many parent relationships?

- A.1
- B.3
- C.5
- D.Unlimited

Correct:A

9.If a Microsoft CRM user accepts an Activity or Case, where will it be placed in the application?

- A.Assigned queue
- B.Draft queue
- C.In Progress queue
- D.Public queue

Correct:C

10.What are the personal options for converting incoming E-mail to Microsoft CRM Activity records?

- A.All Incoming e-mail
- B.Only inbound e-mail
- C.Only e-mail about a new CRM record
- D.Only e-mail about an existing CRM record

Correct:A D

11.An Activity is linked to an Opportunity record via which field on the Activity record?

- A.Category
- B.Owner
- C.Regarding
- D.Subject

Correct:C

12.How does application security and user licensing affect reporting in Microsoft CRM?

- A.A user cannot generate a report in Microsoft CRM if they do not have the proper application security access for Reports
- B.A user can generate any report that their user license gives them access to, but they will only be able to view records inside the report their application security allows
- C.A user can generate any report in Microsoft CRM and they will be able to view all records in the report regardless of their application security access and user license
- D.A user can generate any report and read all records in the report as long as their user license grants them access to the Reports module

Correct:B

13.E-mail messages created in or brought into Microsoft CRM are saved as which of the following record types?

- A.Activity records
- B.Case records
- C.Note records
- D.Task records

Correct:A

14.A record can be assigned to which of the following?

- A.A Business Unit

B.An Organization

C.A Team

D.A User

Correct:D

15.Of the following, the Quick Create feature allows for the creation of which record type?

A.Activities

B.Cases

C.Contacts

D.Reports

Correct:C

16.When an Activity is created through an Opportunity record, the Regarding field in the Activity is populated with which of the following records?

A.Account

B.Contact

C.Opportunity

D.Product

Correct:C

17.Prior to adding quotas, which of the following records are required to be set up in Microsoft CRM?

A.Accounts

B.Fiscal Periods

C.Leads

D.Users

Correct:B D

18.Which of the following is NOT available in the Microsoft CRM Sales for Outlook client?

A.Activities

B.Products

C.Quotes

D.Workplace

Correct:D

19.Before a user is able to create an Order from a Quote, what does the status of the Quote need to be?

A.Active

B.Closed

C.Draft

D.Open

Correct:A

20.What happens when an e-mail is sent using the CRM e-mail form from the CRM toolbar of the Microsoft CRM Sales for Outlook client in online mode?

A.The e-mail will show in your Sent Items folder

B.The e-mail will create and send a CRM E-mail Activity

C.The e-mail will populate all the required fields for you

D.The e-mail will show up on your Homepage in the web client

Correct:B

21.Which action is only available in the Microsoft CRM Sales for Outlook client?

- A.Assign
- B.Direct E-mail
- C.Fax
- D.Mail Merge

Correct:D

22.In the Microsoft CRM Sales Professional edition, what field in the Opportunity record is required for Products to be added to the Opportunity?

- A.Close Date
- B.Price List
- C.Probability
- D.Sales Stage

Correct:B

23.How many Accounts can be associated to an Opportunity?

- A.0
- B.1
- C.2
- D.Unlimited

Correct:B

24.If a Salesperson wanted to choose from one of several Sales Processes that are available to relate to an Opportunity they own, which Action would they use?

- A.Apply Rule
- B.Assign
- C.Import
- D.Update

Correct:A

25.Which type of user is the Microsoft CRM Sales for Outlook client targeted to?

- A.Accounting person
- B.Field Service person who travels to client sites
- C.Sales person
- D.Network Administrator

Correct:C

26.Which of the following records is editable offline in the Microsoft CRM Sales for Outlook client?

- A.Opportunities
- B.Price Lists
- C.Products
- D.Sales Literature

Correct:A

27.When converting a Lead, what records can be created and opened during the conversion?

- A.Account
- B.Contact
- C.Opportunity

D.Quote

Correct:A B C

28.Of the following, which Microsoft CRM Activity record type will map to its associated record type in Microsoft Outlook?

A.Fax

B.Letter

C.Phone Call

D.Task

Correct:D

29.When records are created using the native Microsoft Outlook menus and buttons, where do the newly created items appear in the Microsoft CRM Sales for Outlook application?

A.In the CRM folder list

B.In the CRM view pane

C.The records will only populate the native Microsoft Outlook folders

D.The records will only populate the Microsoft CRM web application

Correct:C

30.Sales Territories may be associated with which record type?

A.Accounts

B.Contacts

C.Leads

D.Opportunities

Correct:A