100% Money Back Guarantee

Vendor: Microsoft

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Exam Name: Microsoft Dynamics 365 for Sales exam

Version: Demo

QUESTION 1

You are a project manager in charge of implementing Microsoft Dynamics 365 for a sales organization. You are creating a product catalog.

You have created a number of products, yet sales people are complaining that they cannot add these products to any invoices.

What must be done so that the sales people can add these products to their invoices?

A. The products must first be added to an opportunity.

B. The products must first be activated.

C. The products must be placed into draft status.

D. The products must first be included in a quote.

Correct Answer: A

QUESTION 2

You are working with the default Opportunity form In Microsoft Dynamics 365.

Your sales manager has asked all sales staff to maintain best practices when managing sales and to enter as much information as possible. You need to be able to add additional records and activities to the Opportunity without leaving the

form.

What are two types of records you can add from within the Opportunity form? Each correct answer presents a complete solution.

A. Invoices

B. Credit Notes / Adjustment Notes

C. Stakeholders

D. Products

Correct Answer: AC

QUESTION 3

You are a sales manager.

You need to have a formal way for your sales staff to trade your competitor information against over the course of the year.

Which three areas in Microsoft Dynamics 365 allow you to track this information?

Each correct answer presents a complete solution.

A. Opportunities

B. Tasks

C. Sales literature

D. Cases

E. Products

Correct Answer: BCD

QUESTION 4

You want to review the status of the sales opportunities you have been working on for the past three months.

Which three system views allow you to review Won and Lost opportunities in Microsoft Dynamics 365? Each correct answer presents a complete solution.

A. Closed Opportunities

B. All Opportunities

C. Top Open Opportunities

D. My Open Opportunities

E. Lost Opportunities

Correct Answer: AD

QUESTION 5

You receive an email from a person who was referred to your organization by a third party.

You track the email and create a Lead for the prospect After a few emails exchanged between you and the prospect you realize that the service they are want is not a service your company offers.

How do you capture this information in Microsoft Dynamics 365?

A. Disqualify the Lead.

B. Close the Lead as Lost.

C. Untrack the emails exchanged with the prospect

D. Qualify the Lead. Close the Opportunity as Lost.

Correct Answer: C

QUESTION 6

You are a mortgage broker for a bank.

You need to show the relationship between your Clients and their accountants who are already in the Microsoft Dynamics 365 system.

What should you do?

A. Create a Connection between the Opportunity and the accountant.

B. Add the accountant as a competitor.

C. Tie a Document containing the accountant s business card to the Opportunity,

D. Add a note to the Opportunity with the accountants\\' information.

Correct Answer: B

QUESTION 7

You have been communicating with a lead for two weeks, and now you have determined that you are in a good position to move forward on your sales process. You have decided to qualify the lead. When qualifying the lead, what happens next in your standard sales process?

A. An order is created.

B. An opportunity is created.

C. An invoice is created.

D. A quote is created.

Correct Answer: D

QUESTION 8

You have exchanged a few emails with a lead and it is now evident that your organization will be able to fulfill the customer\\'s need.

You need to proceed to the next step on the sales process and remove the lead from the Open Leads view, but keep it in the system for later review.

What should you do?

A. Delete the Lead.

B. Activate the Lead

C. Close the Lead as Won.

D. Qualify the Lead.

Correct Answer: A

QUESTION 9

One of your prospects is reviewing a quote you have provided and will be making a decision to either accept or revise your offer.

You need to reflect the prospect\\'s response by setting the quote status.

Which two options can you use to achieve this goal? Each correct answer presents a complete solution.

A. Fulfilled

B. Won

C. Inactive

D. Draft

Correct Answer: BC

QUESTION 10

You work for an organization that uses Microsoft Dynamics 365 to quote prices to customers.

The organization wants to incentivize bulk purchases by offering discounts on purchases of larger quantities.

How should you offer bulk discounts?

A. Create a Discount List and associate it with the Price List Item directly.

B. Create a Discount List, and associate it with the Quote directly.

C. Create a Discount List and associate it with the Product directly.

D. Create a Discount List and associate it with the Price List directly.

Correct Answer: C

QUESTION 11

After two months of communicating with a prospect your organization is ready to provide a formal offer for products and to the prospect

You need to ensure the record is correct in Microsoft Dynamics 365.

Which item should you create to represent this formal offer?

A. Opportunity

B. Quote

C. Lead

D. Order

Correct Answer: D

QUESTION 12

As a manager, you are only measured on annual goals for your staff, but your sales staff is measured quarterly.

You need to set up goals, meeting the requirements and using a minimum amount of goals without creating new rollup queries.

Which approach should you take?

A. Create quarterly and annual goals for each sales person, with an annual parent goal for you.

B. Create quarterly and annual goals for each sales person, with both a quarterly and annual parent goals for you.

C. Create quarterly goals for each sales person measured, with an annual parent goal for your measurement

D. Create quarterly goals for each sales person, and an annual goal for your opportunities.

Correct Answer: A

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