Vendor: Microsoft

Exam Code: MB2-717

Exam Name: Microsoft Dynamics 365 for Sales

Version: DEMO

QUESTION 1
You have been hired to configure a new Microsoft Dynamics 365 implementation for a company.
You need to create a business process flow that accommodates multiple work flows, based on a sen.
Which action will meet your need?

A. Add additional multiple linear business process flows.
B. Add stages to the linear business process flow.
C. Add branches to the business process flow.
D. Add multiple steps to the business process flow.

Answer: D
Explanation:
https://technet.microsoft.com/en-us/library/dn887193.aspx

QUESTION 2
You are setting up a Product Catalog in Microsoft Dynamics 365 that has a series of products that have similar properties.
When added to an Opportunity, the user should be required to make selections on these properties for the products.
How should you set this up?

A. For each of the products, add the Product Properties.
B. Create a Price List add the Product Properties to the Price List and add the Products as price list items.
C. Create the Products, then create the Product Family, add the Product Properties to the family, and add the products to the family.
D. Create the Product Family, add the Product Properties, create the Products, and add the Family Hierarchy in the process.

Answer: D

QUESTION 3
You have recently been hired as a sales assistant for a new employer.
The company sales staff uses Microsoft Dynamics 365, and you must occasionally input data for them.
You want to use the CRM Help Center for assistance to perform these tasks.
Which two help sources are available for you? Each correct answer presents a complete solution.

A. phone support
B. training links
C. online chat
D. community blogs

Answer: AC
Explanation:
https://mbs.microsoft.com/customersource/northamerica/CRM/support/support-lifecycle/CRMSupport

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

Answer: ADE
Explanation:
https://neilparkhurst.com/2016/07/05/mb2-712-certification-customization-and-configuration-in-microsoft-dynamics-crm-2016-views/

QUESTION 5
You are a sales professional for an insurance company.
You have been working with a potential customer who was identified in Microsoft Dynamics 365 as an Opportunity.
That customer has just signed a coverage agreement.
How should you now modify the status of the designated Opportunity record?

A. close the opportunity as Lost
B. delete the opportunity record, and create a customer record
C. close the opportunity as Won
D. delete the opportunity record, and create a contact record

Answer: C
Explanation:
https://www.microsoft.com/en-us/dynamics/crm-customer-center/close-an-opportunity-as-won-or-lost-sales.aspx

QUESTION 6
An organization manages their sales process and tracks their competitors on opportunities through Microsoft Dynamics 365. A sales executive requests a report on how they are performing against each of their competitors. Using only out-of-box capabilities, how should you get this report for the sales executive?

A. On a view of opportunities, run the Pipeline Management Excel Template.
B. Add the Power BI content pack for Sales Managers, and share it with the executive.
C. Run the built-in Competitor Win/Loss report and send it to the sales executive.
D. Create a dashboard with the chart editor and include the competitors' details, and share it with the sates executive.

Answer: C

QUESTION 7
You have created a personal dashboard in Microsoft Dynamics 365, consisting of personal charts and personal views.
You want your team members to be able to fully take advantage of your dashboard.
How should you fully share the needed components with the individuals on your team?

A. Share only the views with the team.
B. Share the views with each team member individually.
C. Share the dashboard, views, and charts with the team.
D. Share the dashboard and charts with each team member individually.

Answer: C

QUESTION 8
You are working with the Microsoft Dynamics 365 for Phones app.
You have created a new Opportunity to track information that could lead to a sale while visiting a customer and have a Business Process Flow at the Qualify stage.
You need to be able to update the record with information for qualifying the Opportunity.
What are three items you can capture on the Opportunity to help you manage this opportunity through to a sale? Each correct answer presents a complete solution.

A. tracking product returns
B. tracking activities related to the opportunity
C. tracking Invoice adjustment notes
D. tracking competitors
E. tracking the products in which the customer is interested

Answer: BDE

QUESTION 9
Your sales manager has asked you to take over management of a sale for a customer that was managed by a previous employee.
You want to make sure everyone who views the Opportunity has full visibility to everything that has happened with the sale to this point and allow other staff to see that you are now managing the sale.
How can you meet these needs in Microsoft Dynamics 365?

A. Email the new management information to everyone in the company.
B. Delete the Opportunity and recreate it.
C. Assign the record to yourself.
D. Assign the record to a team.

Answer: D