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Microsoft Dynamics CRM 2011 Applications

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Note: The answer is for reference only, you need to understand all question.

QUESTION 1

Which of the following fields can you enter when creating a connection to a lead record in Microsoft Dynamics CRM 2011?

- A. a related goal
- B. a security role
- C. a connection role
- D. a related opportunity

Answer: C

Question 2

In Microsoft Dynamics CRM 2011, you need to create a dynamic marketing list. Which of the following entities can you select as the member type? (Choose all that apply.)

- A. Lead
- B. Parent
- C. Contact
- D. Account
- E. Organization

Answer: ACD

Question 3

Which of the following record types can a Microsoft Dynamics CRM 2011 marketing list include? (Choose all that apply.)

- A. Accounts
- B. Cases
- C. Leads
- D. Teams
- E. Users

Answer: AC

Question 4

In Microsoft Dynamics CRM 2011, which of the following can be associated to a marketing list? (Choose all that apply.)

- A. campaigns
- B. price lists
- C. products

- D. quick campaigns
- E. sales literature

Answer: AD

Question 5

In Microsoft Dynamics CRM Online 2011, you create a static marketing list from an Advanced Find of leads. A month later, you lock and deactivate the marketing list. Which of the following statements about the marketing list are true?

- A. Deleted leads remain in the marketing list.
- B. Deleting a lead also removes the lead from the marketing list.
- C. Marketing list members can be added after the list is activated.
- D. Marketing list members cannot be qualified until the list is activated and unlocked.

Answer: B

Question 6

In Microsoft Dynamics CRM 2011, you need to change the query for a dynamic marketing list while preserving the current list of members. What should you do?

- A. Share the members of the marketing list with a new static marketing list.
- B. Lock the dynamic marketing list. Then change the query for the dynamic marketing list.
- C. Copy the dynamic marketing list as a static list. Then change the query for the dynamic marketing list.
- D. Change the dynamic marketing list to a static marketing list. Then create a new dynamic marketing list to track additional members.

Answer: C

Question 7

Which of the following statements about marketing lists are true? (Choose all that apply.)

- A. Static marketing lists cannot be locked.
- B. You can copy a dynamic marketing list to a static marketing list.
- C. One dynamic marketing list can contain accounts, contacts, and leads.
- D. You can add members to a static marketing list by using an Advanced Find query.
- E. You can remove members from a dynamic marketing list by using an Advanced Find query.

Answer: BD

Question 8

You need to schedule a phone call to a group of Accounts and Contacts, followed three days later by an email message. What should you do?

- A. Create one quick campaign.

- B. Create two quick campaigns.
- C. Create one campaign with one marketing list.
- D. Create one campaign with two marketing lists.

Answer: D

Question 9

In Microsoft Dynamics CRM 2011, you create a quick campaign to announce the launch of a new product line. Which of the following can be done with a quick campaign?

- A. Create an appointment activity.
- B. Create a campaign from a template.
- C. Associate target products and price lists.
- D. Track financial information to determine return on investment (ROI).

Answer: A

Question 10

In Microsoft Dynamics CRM 2011, you create a quick campaign from a marketing list. You select Phone Call as the campaign activity. To which of the following can you assign ownership of the phone call activities? (Choose all that apply.)

- A. yourself
- B. a user
- C. a team
- D. a business unit
- E. a resource group

Answer: ABC

Question 11

In Microsoft Dynamics CRM 2011, you create a marketing campaign associated with several marketing lists and marketing activities. You create a new marketing list and plan to associate it with the campaign. To which marketing campaign elements can you add the new marketing list?

- A. parent target marketing lists
- B. new marketing campaign responses
- C. distributed marketing campaign activities
- D. undistributed marketing campaign activities
- E. open marketing campaign planning activities

Answer: D