ISLEVER

MB7-846

NAV 2009 Relationship Management

DEMO

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

Q1. What must you set up in Relationship Management to synchronize customers, Exam Codes, and bank accounts with contacts?

A. Interaction IDs
B. Duplicates
C. Inheritance codes
D. Business relation codes

Answer: D

Q2. Which of the following activities in Microsoft Dynamics NAV 2009 can be automatically recorded as an interaction?

A. Creating a finance charge memo
B. Archiving a sales order
C. Posting a purchase order
D. Printing a purchase receipt

Answer: D

Q3. What must you set up in the Interaction Template Setup window for the program to

automatically log outgoing phone calls you make as an interaction?

A. Synchronization with customers and Exam Codes
B. Interaction template code
C. Logging user ID
D. Correspondence type

Answer: B

Q4. You are a sales manager for a company that has just upgraded to Microsoft Dynamics NAV 2009. You are setting up Relationship Management and need to set up e-mail logging to trace your e-mail messages with contacts, customers, and Exam Codes. Where can you define all of the e-mail logging setup options?

A. Role Center
B. Marketing Setup window in the RoleTailored client
C. Marketing Setup window in the Classic client

D. Interaction Template Setup window in the Classic or RoleTailored client

Answer: C

Q5. Which of the following Relationship Management entities are processed by the program when you search for a contact using the Contact Search feature? Choose the 3 that apply.

A. Contacts
B. Campaigns
C. To-dos
D. Comments

Answer: A C D

Q6. You are a sales manager. One of the contacts your company collaborates with has become a

Exam Code. Another salesperson in your company has created a Exam Code card for this contact, but the synchronization of the contact with this Exam Code does not work. What can you do to ensure synchronization of the information between the contact and Exam Code card?

A. Create a Exam Code from contact using the Create as Exam Code function on the contact card
B. Create a contact from Exam Code using the Create as Contact function on the Exam Code card
C. Fill in the Contact field on the Exam Code card
D. Link the contact with the Exam Code using the Link with existing Exam Code function on the contact card

Answer: D

Q7. You are a sales manager and are attending a meeting with your companys potential partners. One of the attendees gives you a business card. Upon return to the office, you want to register this contact person in the program. From the information on the business card you find out that the person is not working for any company. How can you specify that this person is an independent contact?

A. By leaving the Company No. field on the contact card empty
B. By selecting the Independent Contact check box on the contact card
C. By specifying the salutation code on the contact card other than COMPANY
D. By including the contact into the related contacts list in the Related Contacts window

Answer: A

Q8. You have recorded an interaction with the help of the Create Interaction wizard. Where can you view the recorded interaction?

A. In a specified folder on the hard drive
B. In the Interaction Log Entries window
C. In the Interaction Group Statistics window
D. In the Interaction Tmpl. Statistics window

Answer: B

Q9. What is the maximum number of attachments with the same language code that can be linked to an interaction template?

A. One
B. Ten
C. Twenty
D. As many as you need

Answer: A

Q10. You are a sales manager. An order shipped to one of the customers is delayed. You need to notify the customers contact person about the delay through e-mail as soon as possible. How can you send an e-mail in Microsoft Dynamics NAV 2009? Choose the 2 that apply.

A. By using the Send E-mail action on the Microsoft Outlook part in the Role Center
B. By using the Send E-mail action on the My Notifications part in the Role Center
C. By clicking the envelope icon next to the E-Mail field on the Communication FastTab on the contact card
D. By using the Create Interaction wizard with the EMAIL correspondence type

Answer: C D

Q11. You have created a number of interactions using the interactions templates. You need to view the total cost of these interactions. In which window can you do this? Choose the 2 that apply.

A. Interaction Log Entries
B. Interaction Group Statistics
C. Customer Statistics
D. Interaction Tmpl. Statistics

Answer: B D

Q12. You are a sales manager creating an interaction template. You need to create an attachment that would be automatically filled with up-to-date information from particular Relationship Management areas when you send this attachment to a contact. Which type of attachment can you create?