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QUESTION 11   You receive an email message from a potential customer. You need to track the potential customer as a new lead in Microsoft Dynamics CRM 2013. What should you do? A.   Convert the email message into a lead. B.   Create a new lead and set a connection to the email message.   C.   Create a new lead from the Regarding lookup of the email message.   D.   Create a new lead, attach the email message to the lead, and then save the lead.   Answer: A QUESTION 12   You need to edit a Quote. Which quote status will allow you to make changes to the Quote? A.   Open B.   Active   C.   Revise D.   Draft Answer: D QUESTION 13   You plan to use service activities to interact with customers. What must you use in order to use service activities? A.   capacity scheduling B.   scheduling module   C.   resource group   D.   facility Answer: B QUESTION 14   You are adding Units to a Unit Group. Which statement is true? A.   A Unit must have an owner.   B.   A Unit must have a start date.   C.   All Units in the same Unit Group must have the same Base Unit. D.   A Unit must have a quantity. Answer: D QUESTION 15   You are creating a discount list. Which two types of discounts can you create?(Choose TWO) A.   Unit B.   Base C.   Formula   D.   Amount   E.   Percentage Answer: DE

http://www.passleader.com/mb2-700.html] QUESTION 16   Which status is NOT valid for a quote? A.   Draft B.   Lost   C.   Won   D.   Closed E.   Active Answer: B QUESTION 17   Which benefit does service scheduling NOT provide? A.   A predictable workload for employees B.   Reliable time estimates for customers C.   A designated service manager   D.   Firm appointments Answer: C QUESTION 18   You are adding resources to a resource group. Which three resource types can you add? (Choose Three) A.   facility B.   business unit   C.   resource group   D.   name E.   users Answer: ACE QUESTION 19   Which business is an example of a complex service schedule business? A.   A hospital emergency room B.   An attorney   C.   A lawn care service   D.   Personal services such as barber shops or salons Answer: A QUESTION 20   Which definition is used to describe how users or equipment are combined to perform a service? A.   selection rule B.   resource   C.   scheduling   D.   weekly schedule Answer: C   Get Real Passleader Free Microsoft MB2-700 PDF Dumps Help Passing Exam Microsoft MB2-700 **http://www.passleader.com/mb2-700.html**]