

# Business Management 2011 Dynamics CRM

Author: Danielrosenberger

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## 4. Chapter: 2011 Dynamics CRM

### 1. 2011 Dynamics CRM Questions

#### 4.1.1. Which of the following is a benefit of closed loop marketing?

Author: Danielrosenberger

Which of the following is a benefit of closed loop marketing?

Please choose all the answers that apply:

- Sales has visibility into what marketing is doing to support their efforts
- Marketing has visibility into what the sales team does to follow up on the leads they produce
- Overall marketing effectiveness improves because there is a way to measure what works and what does not
- All of the above

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger 1. which of the following is a benefit of closed loop marketing?](#)

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#### 4.1.2. Which of the following is not a feature of quick campaigns?

Author: Danielrosenberger

Which of the following is not a feature of quick campaigns?

Please choose all the answers that apply:

- Associate a marketing list
- Create campaign activities
- Create multiple campaign activities
- Send e-mail to a marketing list

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following is not a feature of quick campaigns?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-is-not-a-feature-of-quick-campaigns?pdf=1505>

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#### 4.1.3. Which of the following are features of both Quick Campaigns and Mar...

Author: Danielrosenberger

Which of the following are features of both Quick Campaigns and Marketing Campaigns?

Please choose all the answers that apply:

- Can both use marketing lists
- Can both use marketing lists
- Can distribute campaign activities to contacts, leads or accounts.
- Both have several built-in reports for tracking campaign effectiveness.

#### 4.1.4. Which of the following cost-related functions can you perform in ma...

Author: [Danielrosenberger](#)

Which of the following cost-related functions can you perform in marketing campaigns?

Please choose all the answers that apply:

- Forecast expenditures by month
- Budget the cost of activities
- View the total cost of the campaign
- Enter the actual cost of activities

#### 4.1.5. Which type of records can you use to create a marketing list?

Author: Danielrosenberger

Which type of records can you use to create a marketing list?

Please choose all the answers that apply:

- Account
- Contact
- Lead
- Opportunity

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which type of records can you use to create a marketing list?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-type-of-records-can-you-use-to-create-a-marketing-list?pdf=1505>

Interactive Question:

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#### 4.1.6. Which of the following are true regarding marketing lists?

Author: Danielrosenberger

Which of the following are true regarding marketing lists?

Please choose all the answers that apply:

- Marketing list members can include leads, accounts, contacts and opportunities.
- Marketing list members can include leads, accounts, and contacts
- Once a marketing list is saved, you cannot change the type of members that can be added to the list.
- All marketing lists are "static", and you must manually add or remove the members to reflect changes to the underlying data.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding marketing lists?](#)

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#### 4.1.7. Which of the following can be associated with a marketing campaign?

Author: Danielrosenberger

Which of the following can be associated with a marketing campaign?

Please choose all the answers that apply:

- Campaign activities
- Marketing lists
- Leads
- Target products

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following can be associated with a marketing campaign?](#)

Flashcards:

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#### 4.1.8. Which of the following are types of campaign activities?

Author: Danielrosenberger

Which of the following are types of campaign activities?

Please choose all the answers that apply:

- Letters
- E-mails
- Planning Activities
- Phone Calls

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are types of campaign activities?](#)

Flashcards:

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#### 4.1.9. Which of the following are required when you are creating a campaig...

Author: Danielrosenberger

Which of the following are required when you are creating a campaign record?

Please choose only one answer:

- Use a campaign template
- Set the start date
- Set the end date
- Name the campaign

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are required when you are creating a campaign record?](#)

Flashcards:

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#### 4.1.10. Which of the following are required fields on the Campaign form?

Author: Danielrosenberger

Which of the following are required fields on the Campaign form?

Please choose all the answers that apply:

- Name
- Currency
- Campaign Type
- Status Reason

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are required fields on the campaign form?](#)

Flashcards:

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#### 4.1.11. Which is an advantage of using a campaign template?

Author: Danielrosenberger

Which is an advantage of using a campaign template?

Please choose only one answer:

- Templates are required for every campaign.
- Templates reduce the time of setting up the campaign.
- Templates are required when a product is involved in the campaign.
- Templates increase the campaign's response rate.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which is an advantage of using a campaign template?](#)

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#### 4.1.12. What are some of the items that can be associated with a campaign t...

Author: Danielrosenberger

What are some of the items that can be associated with a campaign template?

Please choose all the answers that apply:

- Campaign Activities
- Campaign Results
- Target Products
- Collateral

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what are some of the items that can be associated with a campaign template?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-are-some-of-the-items-that-can-be-associated-with-a-campaign-template?pdf=1505>

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#### 4.1.13. Which of the following are true regarding the data import wizard?

Author: Danielrosenberger

Which of the following are true regarding the data import wizard?

Please choose all the answers that apply:

- A data map file must be created prior to running the data import wizard.
- Automatic mapping can often be used instead of creating an external data map.
- Column headers in the CSV file must match field names in Microsoft Dynamics CRM.
- If the column headers in the CSV file match field names in Microsoft Dynamics CRM the field mapping process is faster and easier.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding the data import wizard?](http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding-the-data-import-wizard?pdf=1505)

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#### 4.1.14. Adventure Works Cycle has decided to start a new marketing program ...

Author: Danielrosenberger

Adventure Works Cycle has decided to start a new marketing program and wants to send postcards to existing contacts in various industries. The industry information is specified for each customer. Three e-mail messages have been created, each customized to a specific industry segment. What is the best way to implement the marketing campaign to ensure that each customer receives the correct e-mail?

Please choose only one answer:

- Create one campaign, one marketing list, and associate the three e-mail activities with the list.
- Create one campaign, three marketing lists, and associate the appropriate list with each e-mail activity.
- Create three campaigns, one marketing list, and associate the list and e-mail messages with each campaign.
- Create three campaigns, three marketing lists, and associate the lists and e-mail messages with each campaign.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger adventure works cycle has decided too...](#)

Flashcards:

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#### 4.1.15. Which of the following are features of planning tasks?

Author: Danielrosenberger

Which of the following are features of planning tasks?

Please choose all the answers that apply:

- The ability to track actual and budgeted costs
- They can be assigned to a user
- They can be associated with a marketing list
- They can have a duration set

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are features of planning tasks?](#)

Flashcards:

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#### 4.1.16. Which of the following are true regarding marketing campaigns?

Author: Danielrosenberger

Which of the following are true regarding marketing campaigns?

Please choose all the answers that apply:

- E-mail templates can be used to distribute personalized e-mail messages to contacts or leads.
- E-mail templates cannot be used in marketing campaigns.
- Opportunities created from campaign responses will automatically inherit the price list associated with a campaign.
- Sales from won opportunities associated with a campaign will be tied back to the campaign.
- Sales from won opportunities associated with a campaign will be tied back to the campaign.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding marketing campaigns?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-regarding-marketing-campaigns?pdf=1505>

Interactive Question:

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#### 4.1.17. Which of the following are features of Marketing Automation in Micr...

Author: Danielrosenberger

Which of the following are features of Marketing Automation in Microsoft Dynamics CRM?

Please choose all the answers that apply:

- Creating and managing marketing lists
- Tracking estimated and actual cost and revenue information
- E-commerce Web sites

#### 4.1.18. What is the fastest way to send an e-mail message to all customers ...

Author: Danielrosenberger

What is the fastest way to send an e-mail message to all customers in a particular city?

Please choose only one answer:

- Run the Sales History report to create a list of customers, and for each account in the results list, open the account and add an e-mail activity.
- Add each customer to a new Marketing List and then use the new list to create a Campaign to generate e-mail activities.
- Use Advanced Find to create a list of customers and then create a Quick Campaign for all records on all pages to generate e-mail activities.
- Use Advanced Find to create a list of customers, and for each account in the results list, open the account and add an e-mail activity.

#### 4.1.19. You are a sales representative for your company. The Marketing Depa...

Author: [Danielrosenberger](#)

You are a sales representative for your company. The Marketing Department is running a campaign and you want to know what tasks have been created for you to complete. Where will you look to determine those tasks?

Please choose only one answer:

- In the marketing lists that were used in the campaign.
- In the campaign activities created for the campaign.
- In the Activities in each of your customer records.
- Activities in My work in the Workplace.

Check the answer of this question online at [QuizOver.com](#):

Question: [danielrosenberger you are a sales representative for your company...](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-you-are-a-sales-representative-for-your-company?pdf=1505>

Interactive Question:

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#### 4.1.20. You recently ran a campaign. Active Cycling contacts you by telepho...

Author: [Danielrosenberger](#)

You recently ran a campaign. Active Cycling contacts you by telephone in response to the campaign, expressing interest in the campaign product. What is the best way to record the telephone call from the customer?

Please choose only one answer:

- Add a new campaign response to the campaign.
- Create a new campaign with the same marketing lists and add a campaign response
- Add a new opportunity against the Account record.
- Add a phone call activity against the Contact record.

Check the answer of this question online at [QuizOver.com](#):

Question: [danielrosenberger you recently ran a campaign...](#)

Flashcards:

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Interactive Question:

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#### 4.1.21. Which of the following steps must be completed to create a marketin...

Author: Danielrosenberger

Which of the following steps must be completed to create a marketing campaign that will create e-mail messages for customers?

Please choose all the answers that apply:

- Create planning tasks
- Add target lists
- Distribute campaign activities
- Create campaign activities

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following steps must be completed to...](#)

Flashcards:

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Interactive Question:

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#### 4.1.22. As part of a marketing campaign, your company outsourced the telema...

Author: [Danielrosenberger](#)

As part of a marketing campaign, your company outsourced the telemarketing function. The telemarketing company has provided you with the results in a text file. What is the best way to add the results to the Microsoft Dynamics CRM system?

Please choose only one answer:

- Import the text file as campaign responses.
- Import the text file as contacts.
- Enter the results manually as campaign responses.
- Enter the results manually as leads.

Check the answer of this question online at [QuizOver.com](#):

Question: [danielrosenberger as part of a marketing campaign,...](#)

Flashcards:

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#### 4.1.23. You created a campaign, added target marketing lists, defined plann...

Author: [Danielrosenberger](#)

You created a campaign, added target marketing lists, defined planning tasks, and created e-mail campaign activities. At which point will customers be sent an e-mail message?

Please choose only one answer:

- When the campaign is marked as launched
- When all the planning tasks have been
- When the campaign activities are distributed
- When the campaign activities are closed

Check the answer of this question online at [QuizOver.com](#):

Question: [danielrosenberger you created a campaign...](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-you-created-a-campaign?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-you-created-a-campaign?pdf=1505>

#### 4.1.24. Which of the following are features of lists, views and charts?

Author: Danielrosenberger

Which of the following are features of lists, views and charts?

Please choose all the answers that apply:

- Charts must be manually refreshed to reflect the data in the associated view.
- When a filter is applied to a view you have an option to refresh the chart.
- When you drill down through a chart you implicitly filter the data set.
- When you create a chart from a list view it is a personal chart.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are features of lists, views and charts?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-features-of-lists-views-and-charts?pdf=1505>

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#### 4.1.25. Which of the following are true regarding charts and dashboards?

Author: Danielrosenberger

Which of the following are true regarding charts and dashboards?

Please choose all the answers that apply:

- Charts and dashboards must be created by each individual user.
- Charts and dashboards can be created either as "personal" or "system" objects.
- Charts can only be created by system administrators, but dashboards can be created by any user.
- Most users can create personal charts and personal dashboards.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding charts and dashboards? 1](#)

Flashcards:

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Interactive Question:

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#### 4.1.26. A system administrator wants to deploy a chart so that all users ca...

Author: Danielrosenberger

A system administrator wants to deploy a chart so that all users can see it. Which of the following are viable approaches to do this?

Please choose all the answers that apply:

- Import a chart from Excel and publish it.
- Create and save a personal chart, export it, and then import it as a system chart.
- Customize the system and create a system chart.
- Create a custom report with the Report Wizard and include one of the "table and chart" options.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger a system administrator wants ...](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-a-system-administrator-wants?pdf=1505>

Interactive Question:

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#### 4.1.27. Which of the following are components for scheduling services?

Author: Danielrosenberger

Which of the following are components for scheduling services?

Please choose all the answers that apply:

- Resources
- Selection rules
- Repair technicians
- Capacity

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are components for scheduling services?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-components-for-scheduling-services?pdf=1505>

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#### 4.1.28. If in your bicycle repair shop the bike repair technicians should h...

Author: [Danielrosenberger](#)

If in your bicycle repair shop the bike repair technicians should have an equal amount of work disbursed among them, which resource allocation designation should you specify in the selection rule?

Please choose only one answer:

- Least Busy
- Most Busy
- Random

Check the answer of this question online at [QuizOver.com](#):

Question: [danielrosenberger if in your bicycle repair shop...](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-if-in-your-bicycle-repair-shop?pdf=1505>

Interactive Question:

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#### 4.1.29. Which of the following are benefits of Resource Groups?

Author: Danielrosenberger

Which of the following are benefits of Resource Groups?

Please choose all the answers that apply:

- Enable organizations to create, organize, and manage workflow and facilities/equipment
- Enable organizations to enforce skill set standards
- Enable users to build more sophisticated organizational structures
- Create a dynamic group of resources

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are benefits of resource groups? 1](#)

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#### 4.1.30. What can customer preferences include?

Author: Danielrosenberger

What can customer preferences include?

Please choose all the answers that apply:

- Preferred Service
- Preferred Facility/Equipment
- Preferred Payment terms
- Preferred User

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what can customer preferences include?](#)

Flashcards:

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Interactive Question:

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#### 4.1.31. What resolution actions can be taken on a service activity?

Author: Danielrosenberger

What resolution actions can be taken on a service activity?

Please choose all the answers that apply:

- It can be closed
- It can be marked for billing
- It can be marked On Hold
- It can be marked Expired

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what resolution actions can be taken on a service activity?](http://www.quizover.com/question/danielrosenberger-what-resolution-actions-can-be-taken-on-a-service-activity?pdf=1505)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-resolution-actions-can-be-taken-on-a-service-activity?pdf=1505>

Interactive Question:

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#### 4.1.32. What kind of flow does rescheduling a service activity mimic?

Author: Danielrosenberger

What kind of flow does rescheduling a service activity mimic?

Please choose only one answer:

- Canceling a service activity
- Closing a service activity
- Scheduling a service activity
- Putting a service activity On Hold

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what kind of flow does rescheduling a service activity mimic?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-kind-of-flow-does-rescheduling-a-service-activity-mimic?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-kind-of-flow-does-rescheduling-a-service-activity-mimic?pdf=1505>

#### 4.1.33. What can users change about service activities?

Author: Danielrosenberger

What can users change about service activities?

Please choose all the answers that apply:

- Resource
- Time and date
- Status
- Priority

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what can users change about service activities?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-can-users-change-about-service-activities?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-can-users-change-about-service-activities?pdf=1505>

#### 4.1.34. What of the following are default views available for Service Activ...

Author: Danielrosenberger

What of the following are default views available for Service Activities?

Please choose all the answers that apply:

- My Service Activities
- My Rescheduled Activities
- Closed Service Activities
- Canceled Service Activities

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what of the following are default views available for service activities?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-of-the-following-are-default-views-available-for-service-activities?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-of-the-following-are-default-views-available-for-service-activities?pdf=1505>

#### 4.1.35. What does the service activity calendar supply?

Author: Danielrosenberger

What does the service activity calendar supply?

Please choose all the answers that apply:

- Ability to view, edit, create, and delete items on the calendar
- Ability to see the resource's Outlook Calendar
- Ability to see monthly view – a primary view for Work Calendars for an individual resource
- Ability to easily distinguish between various types of calendar tasks

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what does the service activity calendar supply?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-does-the-service-activity-calendar-supply?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-does-the-service-activity-calendar-supply?pdf=1505>

#### 4.1.36. Which of the following are components of service scheduling?

Author: Danielrosenberger

Which of the following are components of service scheduling?

Please choose all the answers that apply:

- Resources
- Selection rules
- Automatic scheduling performed by workflows
- Capacity

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are components of service scheduling?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-components-of-service-scheduling?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-components-of-service-scheduling?pdf=1505>

#### 4.1.37. Which of the following must be configured for Capacity Scheduling?

Author: Danielrosenberger

Which of the following must be configured for Capacity Scheduling?

Please choose only one answer:

- Capacity
- Work hours
- Personal time
- Billing rates

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following must be configured for capacity scheduling?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-must-be-configured-for-capacity-scheduling?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-must-be-configured-for-capacity-scheduling?pdf=1505>

#### 4.1.38. Which of the following are benefits of resource groups?

Author: Danielrosenberger

Which of the following are benefits of resource groups?

Please choose all the answers that apply:

- Enable organizations to create, organize and manage workforce and facilities/equipment
- Enable organization to enforce skill set standards
- Account, contact and lead records can be shared with resource groups
- Create a dynamic grouping of resources

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are benefits of resource groups?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-benefits-of-resource-groups?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-benefits-of-resource-groups?pdf=1505>

#### 4.1.39. When users are created, what business closure information is linked...

Author: Danielrosenberger

When users are created, what business closure information is linked to them?

Please choose only one answer:

- That of their business unit
- None
- That of their resource group
- That of their team

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger when users are created, what business closure information is linked to them?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-when-users-are-created-what-business-closure-information-is-linked-to-them?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-when-users-are-created-what-business-closure-information-is-linked-to-them?pdf=1505>

#### 4.1.40. Which of the following is required to create an opportunity?

Author: Danielrosenberger

Which of the following is required to create an opportunity?

Please choose only one answer:

- A marketing list
- A lead
- A competitor
- A customer

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following is required to create an opportunity?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-is-required-to-create-an-opportunity?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-is-required-to-create-an-opportunity?pdf=1505>

#### 4.1.41. Is the use of leads required for the sales process?

Author: Danielrosenberger

Is the use of leads required for the sales process?

Please choose only one answer:

- Yes
- No

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger is the use of leads required for the sales process?](http://www.quizover.com/question/danielrosenberger-is-the-use-of-leads-required-for-the-sales-process?pdf=1505)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-is-the-use-of-leads-required-for-the-sales-process?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-is-the-use-of-leads-required-for-the-sales-process?pdf=1505>

#### 4.1.42. What is an opportunity?

Author: Danielrosenberger

What is an opportunity?

Please choose only one answer:

- Promise of purchase by a customer
- Potential sale
- An opportunity is the same as a Lead
- A record that is created after you prepare a quote

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what is an opportunity?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-is-an-opportunity?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-is-an-opportunity?pdf=1505>

#### 4.1.43. Which of the following must you specify before adding products to a...

Author: Danielrosenberger

Which of the following must you specify before adding products to an opportunity?

Please choose only one answer:

- Salesperson
- Estimated Revenue
- Price List
- Discount

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following must you specify before adding products to an opportunity?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-must-you-specify-before-adding-products-to-an-opportunity?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-must-you-specify-before-adding-products-to-an-opportunity?pdf=1505>

#### 4.1.44. What happens when an opportunity is deleted?

Author: Danielrosenberger

What happens when an opportunity is deleted?

Please choose all the answers that apply:

- All related note information is lost
- The opportunity cannot be reactivated
- A status reason can be specified
- All related activity information is lost

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what happens when an opportunity is deleted?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-happens-when-an-opportunity-is-deleted?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-happens-when-an-opportunity-is-deleted?pdf=1505>

#### 4.1.45. The organization associated with a closed opportunity has changed i...

Author: Danielrosenberger

The organization associated with a closed opportunity has changed its mind and has expressed interest in doing business with your company. How should you record this potential sale in Microsoft Dynamics CRM?

Please choose only one answer:

- Create a new opportunity
- Reopen the closed opportunity
- Activate the closed opportunity
- Assign the closed opportunity to a sales representative

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger the organization associated with a closed...](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-the-organization-associated-with-a-closed?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-the-organization-associated-with-a-closed?pdf=1505>

4.1.46. To access the Sales Pipeline report, the user can click on Reports ...

Author: Danielrosenberger

To access the Sales Pipeline report, the user can click on Reports from which module?

Please choose only one answer:

- Workplace module
- Sales module
- Service module
- Settings module

#### 4.1.47. Which of the following are good scenarios for a Dialog Process?

Author: Danielrosenberger

Which of the following are good scenarios for a Dialog Process?

Please choose all the answers that apply:

- An auto-responder e-mail when a form is submitted
- A call script for a telesales representative
- A process to route case records based on information entered on the case form
- A process to guide a sales representative through a series of configuration questions and then generate an appropriate opportunity record

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are good scenarios for a dialog process?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-good-scenarios-for-a-dialog-process?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-good-scenarios-for-a-dialog-process?pdf=1505>

4.1.48. Which one of the following tasks is NOT required when creating a pr...

Author: Danielrosenberger

Which one of the following tasks is NOT required when creating a product catalog?

Please choose only one answer:

- Setting up price lists
- Setting up products
- Setting up unit groups
- Setting up contract templates

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which one of the following tasks is not required when creating a product catalog?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-one-of-the-following-tasks-is-not-required-when-creating-a-product-catalog?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-one-of-the-following-tasks-is-not-required-when-creating-a-product-catalog?pdf=1505>

#### 4.1.49. Which of the following are benefits of using the product catalog?

Author: Danielrosenberger

Which of the following are benefits of using the product catalog?

Please choose all the answers that apply:

- Can use system calculated pricing and automatically generate quotes from opportunities.
- Can apply different price lists to opportunities and quotes and see their impact on opportunity or quote totals.
- Can no longer use user provided pricing.
- Can associate price lists with campaigns and automatically pre-fill campaign opportunities with the same price list.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are benefits of using the product catalog?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-benefits-of-using-the-product-catalog?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-benefits-of-using-the-product-catalog?pdf=1505>

#### 4.1.50. What defines the various measurements in which a product is availab...

Author: Danielrosenberger

What defines the various measurements in which a product is available or packaged

Please choose only one answer:

- Unit groups
- Base units
- Primary units
- Discount lists

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what defines the various measurements in which a product is available or packaged](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-defines-the-various-measurements-in-which-a-product-is-available-or-packaged?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-defines-the-various-measurements-in-which-a-product-is-available-or-packaged?pdf=1505>

#### 4.1.51. What must be created before you can create a price list item? Mark ...

Author: Danielrosenberger

What must be created before you can create a price list item? Mark all that apply.

Please choose all the answers that apply:

- A price list
- A unit group
- A region
- A product

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what must be created before you can create a price list item? mark all that apply.](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-must-be-created-before-you-can-create-a-price-list-item-mark-all-that-apply?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-must-be-created-before-you-can-create-a-price-list-item-mark-all-that-apply?pdf=1505>

#### 4.1.52. What status must a quote have for you to make changes to it?

Author: Danielrosenberger

What status must a quote have for you to make changes to it?

Please choose only one answer:

- Initial
- Draft
- Update
- Active

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what status must a quote have for you to make changes to it?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-status-must-a-quote-have-for-you-to-make-changes-to-it?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-status-must-a-quote-have-for-you-to-make-changes-to-it?pdf=1505>

#### 4.1.53. Which of the following are true of opportunities?

Author: Danielrosenberger

Which of the following are true of opportunities?

Please choose all the answers that apply:

- Possible status values are Open, Qualified, Pending and Won.
- Possible status values are Open, Lost and Won.
- Only open opportunities can be modified
- Only opportunities associated with a price list can use system calculated pricing.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true of opportunities?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-of-opportunities?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-of-opportunities?pdf=1505>

#### 4.1.54. Which of the following are true regarding opportunities and quotes?

Author: Danielrosenberger

Which of the following are true regarding opportunities and quotes?

Please choose all the answers that apply:

- Quotes can be automatically generated only if user provided pricing is used.
- A quote must always be based on an existing opportunity record.
- Quotes can be created based on opportunities, or independently.
- Quotes can be automatically generated only if user system calculated pricing is used.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding opportunities and quotes?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-regarding-opportunities-and-quotes?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding-opportunities-and-quotes?pdf=1505>

#### 4.1.55. What can you do when printing a quote?

Author: Danielrosenberger

What can you do when printing a quote?

Please choose all the answers that apply:

- Start from a blank document
- Use a pre-defined template
- Print the linked invoices
- Include order information

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what can you do when printing a quote?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-can-you-do-when-printing-a-quote?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-can-you-do-when-printing-a-quote?pdf=1505>

#### 4.1.56. Which of the following are valid status values for invoices?

Author: Danielrosenberger

Which of the following are valid status values for invoices?

Please choose all the answers that apply:

- Cancelled
- Requested
- Paid
- Sent

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are valid status values for invoices?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-valid-status-values-for-invoices?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-valid-status-values-for-invoices?pdf=1505>

#### 4.1.57. On orders, Quote Discount discounts a percentage from what?

Author: Danielrosenberger

On orders, Quote Discount discounts a percentage from what?

Please choose only one answer:

- Total amount
- Freight charges
- Selected product
- Taxes

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger on orders, quote discount discounts a percentage from what?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-on-orders-quote-discount-discounts-a-percentage-from-what?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-on-orders-quote-discount-discounts-a-percentage-from-what?pdf=1505>

#### 4.1.58. When you search for an address while filling out a quote, the addre...

Author: Danielrosenberger

When you search for an address while filling out a quote, the address must have what?

Please choose only one answer:

- A street
- A zip code
- A city
- A name

#### 4.1.59. True or false: charts are available for standard lists, but are not...

Author: Danielrosenberger

True or false: charts are available for standard lists, but are not available for advanced find views.

Please choose only one answer:

- True
- False

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger true or false: charts are available...](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-true-or-false-charts-are-available?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-true-or-false-charts-are-available?pdf=1505>

#### 4.1.60. Which of the following are true regarding lists, views and charts?

Author: Danielrosenberger

Which of the following are true regarding lists, views and charts?

Please choose all the answers that apply:

- Every record type has pre-configured charts which cannot be modified.
- Record types such as accounts, opportunities and leads have pre-configured charts.
- Selecting a view automatically updates the chart to reflect the records in the selected view.
- Applying a filter to a view automatically updates the chart to reflect the records included in the filtered view.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding lists, views and charts?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-regarding-lists-views-and-charts?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding-lists-views-and-charts?pdf=1505>

#### 4.1.61. Which of the following are true regarding exporting Microsoft Dynam...

Author: Danielrosenberger

Which of the following are true regarding exporting Microsoft Dynamics CRM data to Microsoft Office Excel?

Please choose all the answers that apply:

- Records can be exported to static or dynamic worksheets; dynamic worksheets when refreshed will reflect changes to the underlying CRM data.
- Data can only be exported to dynamic worksheets.
- Data can only be exported to static worksheets.
- When exporting to Dynamic PivotTables or Dynamic worksheets, you can select columns different from those contained in the currently selected view.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding... 1](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-regarding-1?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding-1?pdf=1505>

#### 4.1.62. Which of the following is true regarding exporting goal records to ...

Author: Danielrosenberger

Which of the following is true regarding exporting goal records to Excel?

Please choose only one answer:

- Goal records cannot be exported to Excel.
- Goal records can be exported to Excel, but only as a "static worksheet".
- Goal records can be exported to Excel to create chart types not available within the Microsoft Dynamics CRM chart designer.
- Only system administrators can export to Excel.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following is true regarding exporting goal records to excel?](http://www.quizover.com/question/danielrosenberger-which-of-the-following-is-true-regarding-exporting-goal-records-to-excel?pdf=1505)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-is-true-regarding-exporting-goal-records-to-excel?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-is-true-regarding-exporting-goal-records-to-excel?pdf=1505>

#### 4.1.63. Which of the following are true regarding Dynamics CRM goals?

Author: Danielrosenberger

Which of the following are true regarding Dynamics CRM goals?

Please choose all the answers that apply:

- In-progress and actual values are recalculated in real time.
- In-progress and actual values are calculated fields, and must be manually recalculated to reflect changes in the underlying data.
- A Goal Metric record specifies the record type a goal is for as well as its owner and time period.
- A Goal Metric record specifies the record type a goal is defined for and the status values that roll up to in-progress and actual values.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding dynamics crm goals?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-regarding-dynamics-crm-goals?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding-dynamics-crm-goals?pdf=1505>

#### 4.1.64. True or false: Most users do not have sufficient security privilege...

Author: [Danielrosenberger](#)

True or false: Most users do not have sufficient security privileges to create new personal charts.

Please choose only one answer:

- True
- False

#### 4.1.65. Which of the following are true regarding charts and dashboards?

Author: Danielrosenberger

Which of the following are true regarding charts and dashboards?

Please choose all the answers that apply:

- Personal charts can be created by most users, and by default will be visible to all other users.
- Personal charts can be created by most users, and by default are not visible to other users.
- Personal charts can be created by most users and can be made available to other users by sharing them.
- Personal charts can be created by most users and can only be shared out to users, not to teams.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding charts and dashboards? 2](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-regarding-charts-and-dashboards-2?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding-charts-and-dashboards-2?pdf=1505>

#### 4.1.66. The sales manager creates a Personal Chart and wishes to export it ...

Author: Danielrosenberger

The sales manager creates a Personal Chart and wishes to export it and then import it as a System Chart so it will be available to all users. Which of the following are true?

Please choose all the answers that apply:

- By default the sales manager security role does not allow this.
- By default the sales manager security role does allow this.
- By default only the CEO/Business Manager security role can do this.
- By default only the System Administrator and System Customizer security roles allow this.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger the sales manager creates a personal chart](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-the-sales-manager-creates-a-personal-chart?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-the-sales-manager-creates-a-personal-chart?pdf=1505>

#### 4.1.67. Which of the following are true regarding Microsoft Dynamics CRM se...

Author: Danielrosenberger

Which of the following are true regarding Microsoft Dynamics CRM service management?

Please choose all the answers that apply:

- Contracts can be used to resolve cases but are not required.
- A case record with open activities cannot be resolved.
- A case record can be resolved with open activities but you will be warned in advance.
- Use of the Subject Tree is required for cases and service management.

#### 4.1.68. Which of these entities are important components of service managem...

Author: Danielrosenberger

Which of these entities are important components of service management in Microsoft Dynamics CRM?

Please choose all the answers that apply:

- Cases
- Contracts
- Quotes
- Quotes

#### 4.1.69. What is the subject tree?

Author: Danielrosenberger

What is the subject tree?

Please choose only one answer:

- A list of subjects the customer might want to discuss
- A hierarchical list of business subjects
- A hierarchical list of categories to which users can be assigned
- A list of topics the service representative needs to discuss with the customer

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what is the subject tree?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-is-the-subject-tree?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-is-the-subject-tree?pdf=1505>

#### 4.1.70. Subjects are associated with which of the following?

Author: Danielrosenberger

Subjects are associated with which of the following?

Please choose all the answers that apply:

- Products
- Cases
- Accounts
- Knowledge Base articles

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger subjects are associated with which of the following?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-subjects-are-associated-with-which-of-the-following?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-subjects-are-associated-with-which-of-the-following?pdf=1505>

#### 4.1.71. Which of the following is true regarding case records?

Author: Danielrosenberger

Which of the following is true regarding case records?

Please choose only one answer:

- They can only be deleted if there are no open activities.
- They can only be canceled if there are no open activities.
- Case records can never be deleted.
- Any case record can be canceled.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following is true regarding case records?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-is-true-regarding-case-records?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-is-true-regarding-case-records?pdf=1505>

#### 4.1.72. What is the best way to indicate a customer is being billed for les...

Author: Danielrosenberger

What is the best way to indicate a customer is being billed for less time than the actual time it took to resolve a case?

Please choose only one answer:

- Use the Notes field on the case record.
- When the case is resolved, enter the amount of time to bill in the Total Time field.
- When the case is resolved, enter the amount of time to bill in the Billable Time field.
- When the case is resolved, use the Description field to indicate this.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger what is the best way to indicate a customer...](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-what-is-the-best-way-to-indicate-a-customer?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-what-is-the-best-way-to-indicate-a-customer?pdf=1505>

#### 4.1.73. If a case is resolved, reactivated, and then resolved again, which ...

Author: Danielrosenberger

If a case is resolved, reactivated, and then resolved again, which of the following are true? Select all that apply.

Please choose all the answers that apply:

- History items for the case will include only one case resolution activity.
- History items for the case will include two case resolution activities.
- The single case resolution activity will have a status of canceled.
- One case resolution activity will have a status of canceled, and another will have a status of completed.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger if a case is resolved, reactivated...](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-if-a-case-is-resolved-reactivated?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-if-a-case-is-resolved-reactivated?pdf=1505>

#### 4.1.74. Which of the following fields are required to save a case record? S...

Author: Danielrosenberger

Which of the following fields are required to save a case record? Select all that apply.

Please choose all the answers that apply:

- Title
- Case Type
- Customer
- Subject

#### 4.1.75. Which of these functions are NOT provided by contracts?

Author: Danielrosenberger

Which of these functions are NOT provided by contracts?

Please choose only one answer:

- Designated representatives who provide the service
- Effective tracking for customer service agreements
- Quick access for customer service representatives to service agreement details
- Attachments to Customer Service Cases, which allows the case to be automatically deducted from the Contract

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of these functions are not provided by contracts?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-these-functions-are-not-provided-by-contracts?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-these-functions-are-not-provided-by-contracts?pdf=1505>

#### 4.1.76. Which of the following are true of contracts and contract lines? Se...

Author: Danielrosenberger

Which of the following are true of contracts and contract lines? Select all that apply.

Please choose all the answers that apply:

- A single contract can have contract lines with different allotment types.
- Contract lines can be added to active and draft contracts, but not to on hold contracts.
- When a case is resolved against an incident-based contract, a single case is deducted from the remaining allotment.
- An active contract can be copied but its contract lines cannot be copied to the new contract.

#### 4.1.77. Which is not an allotment type available for contracts and contract...

Author: Danielrosenberger

Which is not an allotment type available for contracts and contract templates?

Please choose only one answer:

- Time
- Budgeted dollar amount
- Number of cases
- Coverage dates

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which is not an allotment type available for contracts and contract templates?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-is-not-an-allotment-type-available-for-contracts-and-contract-templates?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-is-not-an-allotment-type-available-for-contracts-and-contract-templates?pdf=1505>

#### 4.1.78. Which of the following is true regarding the knowledge base?

Author: Danielrosenberger

Which of the following is true regarding the knowledge base?

Please choose only one answer:

- By default, all users can search the knowledge base and publish articles.
- Only CSRs and CSR managers can access the knowledge base.
- By default, all users can search the knowledge base and only system administrators can publish articles.
- By default, all users can search the knowledge base and only users with sufficient privileges can maintain templates and publish articles.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following is true regarding the knowledge base?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-is-true-regarding-the-knowledge-base?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-is-true-regarding-the-knowledge-base?pdf=1505>

#### 4.1.79. Which of the following are valid status values for KB articles?

Author: Danielrosenberger

Which of the following are valid status values for KB articles?

Please choose only one answer:

- Draft, Unpublished, Deleted, and Published
- Draft, Submitted, Published
- Draft, Unapproved, Published
- Draft, Unapproved, Published, Inactive

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are valid status values for kb articles?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-valid-status-values-for-kb-articles?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-valid-status-values-for-kb-articles?pdf=1505>

#### 4.1.80. Which of the following are true regarding the maintenance of KB art...

Author: Danielrosenberger

Which of the following are true regarding the maintenance of KB articles?

Please choose all the answers that apply:

- Article templates can be deleted at any time.
- Article templates can be deleted if there are no articles based on them.
- Article templates can be deactivated at any time.
- Article templates can only be deactivated if there are no articles based on them.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding...](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-regarding?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding?pdf=1505>

#### 4.1.81. Which of the following are true regarding searching the knowledge b...

Author: Danielrosenberger

Which of the following are true regarding searching the knowledge base?

Please choose all the answers that apply:

- KB articles can be searched from within the form for and associated with both case and opportunity records.
- KB articles can be searched from the Workplace and from within a case record's form.
- Published and Unapproved articles appear in search results for system administrators but not for any other users.
- Only KB articles with a status of Published appear in search KB search results.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding searching the knowledge base?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-regarding-searching-the-knowledge-base?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding-searching-the-knowledge-base?pdf=1505>

#### 4.1.82. Which of the following are true of teams and users?

Author: Danielrosenberger

Which of the following are true of teams and users?

Please choose all the answers that apply:

- Which of the following are true of teams and users?
- Records can be assigned to teams but only if a team has an appropriate security role.
- A user must be in the same business unit as a team in order to be added as a team member.
- When a user is added as a member of a team, that user inherits all security privileges granted by the team's security roles.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true of teams and users?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-of-teams-and-users?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-of-teams-and-users?pdf=1505>

#### 4.1.83. Which of the following are true regarding records and queues?

Author: Danielrosenberger

Which of the following are true regarding records and queues?

Please choose all the answers that apply:

- Only cases and activities can be routed to queues.
- Cases and activities are queue-enabled by default, other record types can be customized to add support for queues.
- A single record can have multiple queue items in different queues at the same time.
- If you remove a queue item from a queue, the underlying record is not deleted.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding records and queues?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-regarding-records-and-queues?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding-records-and-queues?pdf=1505>

#### 4.1.84. True or false: a user without a security role will not be able to a...

Author: Danielrosenberger

True or false: a user without a security role will not be able to access Dynamics CRM or own records.

Please choose only one answer:

- True
- False

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger true or false: a user without a security role will...](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-true-or-false-a-user-without-a-security-role-will?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-true-or-false-a-user-without-a-security-role-will?pdf=1505>

#### 4.1.85. Which of the following are true of users, teams and queues?

Author: Danielrosenberger

Which of the following are true of users, teams and queues?

Please choose all the answers that apply:

- Queues can only be assigned to users, not to teams.
- If a user is added to a team, that user will always have more security privileges than before they were on the team.
- Users from different business units can be added as members to the same team
- A user may be able to see items in a queue without being able to delete them.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true of users, teams and queues?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-of-users-teams-and-queues?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-of-users-teams-and-queues?pdf=1505>

#### 4.1.86. Which of the following are not true of the Case Summary Table report?

Author: Danielrosenberger

Which of the following are not true of the Case Summary Table report?

Please choose only one answer:

- Vertical Groups group cases by category down the left-hand side of the report, and Horizontal Groups present category groups across the top.
- You can drag and drop column and row headings just as in Microsoft Office Excel Pivot Tables.
- It presents summary metrics including number of cases and percent of total cases by category
- It provides two levels of grouping for both columns and rows.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are not true of the case summary table report?](http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-not-true-of-the-case-summary-table-report?pdf=1505)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-not-true-of-the-case-summary-table-report?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-not-true-of-the-case-summary-table-report?pdf=1505>

#### 4.1.87. Which of these are true regarding Goal Management?

Author: Danielrosenberger

Which of these are true regarding Goal Management?

Please choose all the answers that apply:

- Target, Actual and In-Progress fields are all calculated.
- Target is a manually entered field, Actual and In-Progress fields are both calculated.
- Goal records are automatically recalculated as soon as a participating record is updated.
- Goal records must be recalculated on an as-needed basis to reflect changes in participating records.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of these are true regarding goal management?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-these-are-true-regarding-goal-management?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-these-are-true-regarding-goal-management?pdf=1505>

#### 4.1.88. Which of the following are true regarding Goal Management?

Author: Danielrosenberger

Which of the following are true regarding Goal Management?

Please choose only one answer:

- It can only be used for currency fields and so is mainly useful for sales management.
- A goal record must always have rollup fields defined for the calculated Actual and In-Progress fields.
- Goals can only be defined for fiscal periods.
- Goals can be defined for most record types in Dynamics CRM and for both fiscal periods and custom periods.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding goal management?](http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding-goal-management?pdf=1505)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-regarding-goal-management?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding-goal-management?pdf=1505>

#### 4.1.89. Which of the following are true regarding Charts and Dashboards?

Author: Danielrosenberger

Which of the following are true regarding Charts and Dashboards?

Please choose all the answers that apply:

- Only charts presented through a dashboard support drill-down
- Dashboards can only include charts.
- By default, all users can create personal charts and dashboards.
- Most charts support drill-down, which can be used to filter data sets.

Check the answer of this question online at QuizOver.com:

Question: [danielrosenberger which of the following are true regarding charts and dashboards?](#)

Flashcards:

<http://www.quizover.com/flashcards/danielrosenberger-which-of-the-following-are-true-regarding-charts-and-dashboards?pdf=1505>

Interactive Question:

<http://www.quizover.com/question/danielrosenberger-which-of-the-following-are-true-regarding-charts-and-dashboards?pdf=1505>