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# MICROSOFT MB2-632

## Q&As

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Number: MB2-632  
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## **CertifyMe-70-232**

### **Sections**

1. Microsoft

## Exam A

### QUESTION 1

Your company has just started trading internationally, and the Head of Sales at your company has asked you to produce a list of Opportunities, showing the estimated revenue in both the transaction currency and the base currency, and also the exchange rate. None of the existing Opportunities views include all the fields you need. How can you produce the data and make it available to the Head of Sales as quickly as possible? Choose the 2 that apply.

- A. Export to Excel and choose 'Static worksheet with records from this page'. Select the columns you need in the report.
- B. Export to Excel and choose 'Dynamic worksheet'. Select the columns you need in the report.
- C. Export to Excel and choose 'Dynamic PivotTable? Select the columns you need in the report.
- D. Use advanced find to generate a view with the correct fields. Save the resulting view and share it.

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 2

You are a sales manager working for a large corporation that handles investments. Sales personnel are limited to viewing only their own customer records because of the sensitive nature of the business. One of your sales team, William, is taken seriously ill. You need to allocate another salesperson, Patricia, to manage William's accounts and opportunities while he is unwell. You will want William to manage his own accounts and opportunities when he returns to work. What should you do?

- A. Select all the accounts that William owns and assign them to Patricia.
- B. Select all the accounts that William owns and share them with Patricia.
- C. Select all the activities that William owns and assign them to Patricia.
- D. Select all the opportunities that William owns and share them with Patricia.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### QUESTION 3

You are a support engineer for an international manufacturing company. You receive an email from a client entitled alfunction with productID ABC123 but the body of the email does not provide any more information about the problem. You know the client exists in Microsoft Dynamics CRM. What is the most efficient way to record this as a case for this client?

- A. Select the Email. Click Track in CRM and then click Set regarding. In the Look for drop-down select Case and then select New. Record the details of the case.
- B. Open the Email. Click Track in CRM and then click View in CRM. In the CRM form for the email, create a case from the actions menu.
- C. Select the Email. Click Track in CRM and then click Set regarding. In the Look for records window, select New and record the details of the case.
- D. Open the Email. Click Track in CRM and then click Regarding. In the Look for drop-down

select Case and then select New. Record the details of the case.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 4

Your company Microsoft Dynamics CRM installation uses British Pounds (GBP) as its default currency and you have set Euros (EUR) as your default currency. You enter an opportunity detail for a customer that transacts business in United States Dollars (USD). After you save the opportunity you notice that you forgot to change the currency to USD and it has recorded the revenue in EUR. What should you do in order to correct this error?

- A. Edit the Opportunity and change the currency to USD.
- B. Edit your Personal Options and under the General Tab set the default currency to USD. Re open the Opportunity to see the changed currency.
- C. Re-create the Opportunity but this time select the currency as USD. Then delete the incorrect opportunity.
- D. Ask your Systems Administrator to update the currency for this opportunity.

**Correct Answer:** C

**Section:** (none)

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