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Answer: A QUESTION 22 You are a sales support specialist for a company that utilizes Microsoft Dynamics 365. You are going through the many records of their current database and inputting this data into Microsoft Dynamics 365.Which instance below would be created as an Opportunity record in Microsoft Dynamics 365? A. a person who calls into the company after receiving a mass mailing advertisement from your companyB. a person who has prequalified for a mortgage and wants to utilize a real estate agent to look at propertyC. a person who signs a contract to purchase three cases of your product on a quarterly basis for 2 yearsD. a list of people supplied by a marketing research firm that matches your target market Answer: D QUESTION 23 You are a sales professional for an insurance company. You have been working with a potential customer who was identified in Microsoft Dynamics 365 as an Opportunity. That customer has just signed a coverage agreement. How should you now modify the status of the designated Opportunity record? A. close the opportunity as LostB. delete the opportunity record, and create a customer recordC. close the opportunity as WonD. delete the opportunity record, and create a contact record Answer: B QUESTION 24 You are a new sales executive for a company that utilizes Microsoft Dynamics 365. You have begun tracking your activities in Microsoft Dynamics 365. You have completed the activities for one of your customers.How will the activity state of the designated tasks be modified to reflect the fulfillment of these A. You must manually change the activity state to Canceled.B. The activity state will update automatically when the associated opportunity is won.C. The activity state will update automatically when the associated sale order is complete.D. You must manually change the activity state to Completed. Answer: A QUESTION 25 You are a sales professional for a medium-sized firm.You are entering information into Microsoft Dynamics you organized at a trade show.What type of record should you create for each card? A. ProspectB. LeadC. AccountD. Opportunity Answer: D QUESTION 26 You are working with an organization that uses Microsoft Dynamics 365 and Microsoft Office 365. The organization communicates with their customers primarily via email. The organization is struggling with getting emails tracked in Dynamics 365 on the right records, and emails are often not tracked at all.Which feature should you recommend implementing to get visibility of untracked emails inside Dynamics 365 for relevant A. Relationship Insights with Email EngagementB. Relationship AssistantC. Server-Side Synchronization between Microsoft Dynamics 365 and ExchangeD. Relationship Insights with Auto Capture Answer: D QUESTION 27 You have created a personal dashboard in Microsoft Dynamics 365, consisting of personal charts and personal views. You want your team members to be able to fully take advantage of your dashboard. How should you fully share the needed components with the individuals on your team? A. Share only the views with the team.B. Share the views with each team member individually.C. Share the dashboard, views, and charts with the team.D. Share the dashboard and charts with each team member individually. Answer: D QUESTION 28 An organization uses goals aligned with fiscal periods. The fiscal periods were never set up and will now need to be aligned with the organization's actual fiscal year and period. What will happen to the goal records that use the old fiscal period when the settings are updated? A. Goals will automatically set the date range to match the new fiscal periods.B. Goals will become inactive until they are manually aligned with the new fiscal periods.C. Fiscal periods cannot be changed when used by active goals. Deactivate the goals while adjusting the fiscal period.D. Goals will continue to run using the old fiscal periods. A user can manually update the goals if needed. Answer: A QUESTION 29 You are working with an organization that has extended its reporting in Microsoft Dynamics 365 with Power BI The organization wants to use the Power BI dashboards and tiles inside Dynamics 365. Which two options are available? Each correct answer presents a complete solution. A. Once Power BI is enabled for the organization, a complete Power BI Dashboard can be added as a personal dashboard.B. Once Power BI is enabled for the organization, a Power BI tile can be added to a personal dashboard.C. A System Administrator can add a Power BI Dashboard in Microsoft Dynamics 365 on a system dashboard.D. A System Administrator can add a Power BI tile in Microsoft Dynamics 365 on a system dashboard. Answer: BD QUESTION 30 As a manager, you are only measured on annual goals for your staff, but your sales staff is measured quarterly.You need to set up goals, meeting the requirements and using a minimum

amount of goals without creating new rollup queries. Which approach should you take? A. Create quarterly and annual goals for each sales person, with an annual parent goal for you. B. Create quarterly and annual goals for each sales person, with both a quarterly and annual parent goals for you. C. Create quarterly goals for each sales person measured, with an annual parent goal you're your measurement. D. Create quarterly goals for each sales person, and an annual goal for your opportunities. Answer: A

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