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QUESTION 71Which type of activity can you convert to a Lead? A. TaskB. AppointmentC. EmailD. Fax Answer: C  
QUESTION 72When creating a Lead, which type of information can you enter on the Main Lead form? A. GoalsB. Competitors  
C. Additional addressesD. Products Answer: B QUESTION 73Microsoft Dynamics CRM Client for Outlook is installed.You  
view an email message from an existing customer. The customer requests a proposal for new business.You need to create a record  
for the email message that ensures other users can see the email message.What should you do? A. Use details from the email  
message to create an Opportunity by using the Quick Create form.B. Track the email message from Outlook by using the Track  
feature. Then convert the tracked email message to a Lead by using the Convert To feature.C. Track the email from Outlook by  
using the Track feature. Then convert the tracked email message to an Opportunity by using the Convert To feature.D. Track the  
email message from Outlook by using the Track feature. Then convert the tracked email message to a case by using the Convert To  
feature. Answer: C QUESTION 74In Microsoft Dynamics CRM, which two record types are considered customers?(Choose TWO)  
A. OpportunitiesB. AccountsC. LeadsD. Contacts Answer: BD QUESTION 75To which entity type can you convert an  
Activity record? A. CaseB. AccountC. QuoteD. Contact Answer: A QUESTION 76How many cases can an Account record  
have at any given time? A. One active case for each contact record that is associated with an accountB. An unlimited number of  
active and closed casesC. One active case for each account recordD. One active case and an unlimited number of closed cases  
Answer: B QUESTION 77What are three valid ways to create cases? (Choose Three) A. Convert a Custom Activity record to a  
case.B. Import cases by using a .csv file.C. Use the Quick Create form.D. Convert an Opportunity record to a case.E.  
Convert a lead to a case. Answer: ABC QUESTION 78You have a Microsoft Dynamics CRM instance that has sample data  
installed.Which three items are default areas of the subject tree? Each correct answer presents part of the solution.(Choose Three) A.  
default subjectB. serviceC. caseD. issueE. query Answer: ABE QUESTION 79You are modifying a customer service Case  
record by using the full form. Which activity type can you add to the service Case record from within the form? A. LetterB.  
Service activityC. Custom activity typeD. Phone call Answer: D QUESTION 80You are creating a case from an email message  
by using the Microsoft Dynamics CRM Outlook client.You need to complete the task by using the least number of steps.What  
should you do? A. Create a new case from the Outlook email message by using the Track and Convert To Case features. Set the  
Customer field of the case to the account of the person who sent the email message.B. Track the email message from Outlook in  
Microsoft Dynamics CRM. Create a case in Microsoft Dynamics CRM and set the Customer field of the case to the account of the  
person who sent the email message. Change the Set Regarding field on the email message to the case.C. Track the email message  
from Outlook in Microsoft Dynamics CRM by using the Track feature.Use the View in CRM feature to open the Microsoft  
Dynamics CRM email record. Convert the Microsoft Dynamics CRM email message to a case after the Microsoft Dynamics CRM  
email record opens.D. Create a new case from the Outlook email message by using the Set Regarding feature. Set the Customer  
field of the case to the account of the person who sent the email message. Answer: A Braindump2go is one of the Leading  
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