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QUESTION 51 You have a Contract that has a status value of Invoiced. One of the contract lines references an incorrect product. You need to correct the contract line. What should you do? A. Open the contract line and replace the value in the Product field with the correct product. B. On the invoiced contract, add a new contract line that has the correct product. Cancel the contract line that has the incorrect product. C. Copy the invoiced contract. In the newly created draft contract, update the Product field for the affected contract line. Activate the new contract and then cancel the invoiced contract. D. Delete the contract line. Add a new contract line that has the correct product. Answer: C QUESTION 52 You have a Contract that has a status value of Active. One of the contract lines references an incorrect product. You need to correct the contract line. What should you do? A. Open the contract line and replace the value in the Product field with the correct product. B. Delete the contract line. Add a new contract line that has the correct product. C. On the active contract, add a new contract line that has the correct product. Cancel the contract line that has the incorrect product referenced. D. Copy the active contract. In the newly created draft contract, update the Product field for the affected contract line. Activate the new contract and then cancel the invoiced contract. Answer: C QUESTION 53 A user views the Service area of the navigation pane in Microsoft Dynamics CRM. What is displayed when the user clicks the down arrow on the Cases button? A. A list of recently viewed cases B. The most recently viewed case record C. The Quick Create form for cases D. the New Case form Answer: A QUESTION 54 When can you resolve, cancel, or delete a case that has activities associated with it? A. You can resolve cases when all activities associated to the case are completed. You can cancel or delete cases at any time. B. You can resolve or cancel cases only when the associated activities are closed. You can delete cases at any time. C. You can resolve, cancel, or delete cases at any time. D. You can resolve, cancel, or delete cases only when all activities associated with the case are completed. Answer: B QUESTION 55 Which condition must be true before you can close a case? A. The case must NOT be marked as high priority. B. All knowledge base articles that the case references must be active. C. All activities that are related to the case must be in a closed state. D. All activity parties for activities that are related to the case must be active customers. Answer: C QUESTION 56 You review the Similar Cases section for a case by using the Default Case form. Which cases does Microsoft Dynamics CRM show? A. cases with the same product B. cases with similar case descriptions C. cases with the same customer D. cases with the same subject Answer: D QUESTION 57 Which three entities are associated with cases by default? Each correct answer presents part of the solution. (Choose Three) A. Appointments B. Quotes C. Products D. Opportunities E. Knowledge Base Articles Answer: ABD QUESTION 58 Which Service entity has Quick Create forms? A. Service Appointments B. Articles C. Cases D. Goals Answer: C QUESTION 59 What are two ways to find content in Knowledge Base articles? (Choose TWO) A. search subjects B. browse articles C. search by using keywords D. search by using templates E. search for common articles Answer: AC QUESTION 60 Which of the following

actions can you perform with articles? (Choose all that apply.) A. attach an article to a case
B. add an article to a product C. add an article to a campaign
D. email an article to a contact E. add a connection to an article Answer: AD
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