

Latest Version: 20.0

Question: 1

You need to configure pricing for the Contoso, Ltd. invoice.
What should you do?

- A. Set the Invoice Product to Override Price
- B. Set the Invoice Product to Use Default
- C. Configure an end date for the price list

Answer: A

Question: 2

HOTSPOT

You need to create a discount list for ticket sales.

Which pricing methods should you use? To answer, select the appropriate method in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Ticket price	Method
Alumni	<div>Percent Markup – Current Cost</div> <div>Percent Margin – Current Cost</div> <div>Percent Margin – Standard Cost</div>
Non-alumni	<div>Percent Markup – Current Cost</div> <div>Percent Margin – Current Cost</div> <div>Percent Margin – Standard Cost</div>

Answer:

Answer Area

Ticket price	Method
Alumni	<div>Percent Markup – Current Cost</div>
Non-alumni	<div>Percent Margin – Current Cost</div>

Question: 3

You need to implement dashboards.
Which URL should you use?

- A. <https://bellowscollege.crm.dynamics.com>

- B. <http://bellowscollege.crm.dynamics.com>
- C. <https://bellowscollege.dynamics.com>
- D. <https://crm.bellowscollege.dynamics.com>

Answer: A

Question: 4

You need to resolve the sales manager's issue regarding private box customers.
What should you do?

- A. Convert all incoming phone calls to leads.
- B. Convert the sales manager's emails to opportunities.
- C. Convert the sales manager's emails to leads.
- D. Convert the dean's phone call to an opportunity.

Answer: C

Question: 5

You need to configure a phone call activity for the dean.
To which value should you set the value of the Call With field?

- A. contact name
- B. stakeholder
- C. record owner
- D. dean

Answer: A

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/add-phonecall-task-email-appointment-activity-case-record>