



Vendor: Microsoft

Exam Code: MB7-846

Exam Name: Microsoft Dynamics NAV 2009 Relationship
Management

Version: DEMO

1: What must you set up in Relationship Management to synchronize customers, vendors, and bank accounts with contacts?

- A.Interaction IDs
- B.Duplicates
- C.Inheritance codes
- D.Business relation codes

Correct Answers: D

2: Which of the following activities in Microsoft Dynamics NAV 2009 can be automatically recorded as an interaction?

- A.Creating a finance charge memo
- B.Archiving a sales order
- C.Posting a purchase order
- D.Printing a purchase receipt

Correct Answers: D

3: What must you set up in the Interaction Template Setup window for the program to automatically log outgoing phone calls you make as an interaction?

- A.Synchronization with customers and vendors
- B.Interaction template code
- C.Logging user ID
- D.Correspondence type

Correct Answers: B

4: You are a sales manager for a company that has just upgraded to Microsoft Dynamics NAV 2009. You are setting up Relationship Management and need to set up e-mail logging to trace your e-mail messages with contacts, customers, and vendors. Where can you define all of the e-mail logging setup options?

- A.Role Center
- B.Marketing Setup window in the RoleTailored client
- C.Marketing Setup window in the Classic client
- D.Interaction Template Setup window in the Classic or RoleTailored client

Correct Answers: C

5: Which of the following Relationship Management entities are processed by the program when you search for a contact using the Contact Search feature? Choose the 3 that apply.

- A.Contacts
- B.Campaigns
- C.To-dos
- D.Comments

Correct Answers: A C D

6: You are a sales manager. One of the contacts your company collaborates with has become a vendor. Another salesperson in your company has created a vendor card for this contact, but the

synchronization of the contact with this vendor does not work. What can you do to ensure synchronization of the information between the contact and vendor card?

- A.Create a vendor from contact using the Create as Exam Code function on the contact card
- B.Create a contact from vendor using the Create as Contact function on the vendor card
- C.Fill in the Contact field on the vendor card
- D.Link the contact with the vendor using the Link with existing Exam Code function on the contact card

Correct Answers: D

7: You are a sales manager and are attending a meeting with your companys potential partners. One of the attendees gives you a business card. Upon return to the office, you want to register this contact person in the program. From the information on the business card you find out that the person is not working for any company. How can you specify that this person is an independent contact?

- A.By leaving the Company No. field on the contact card empty
- B.By selecting the Independent Contact check box on the contact card
- C.By specifying the salutation code on the contact card other than COMPANY
- D.By including the contact into the related contacts list in the Related Contacts window

Correct Answers: A

8: You have recorded an interaction with the help of the Create Interaction wizard. Where can you view the recorded interaction?

- A.In a specified folder on the hard drive
- B.In the Interaction Log Entries window
- C.In the Interaction Group Statistics window
- D.In the Interaction Tmpl. Statistics window

Correct Answers: B

9: What is the maximum number of attachments with the same language code that can be linked to an interaction template?

- A.One
- B.Ten
- C.Twenty
- D.As many as you need

Correct Answers: A

10: You are a sales manager. An order shipped to one of the customers is delayed. You need to notify the customers contact person about the delay through e-mail as soon as possible. How can you send an e-mail in Microsoft Dynamics NAV 2009? Choose the 2 that apply.

- A.By using the Send E-mail action on the Microsoft Outlook part in the Role Center
- B.By using the Send E-mail action on the My Notifications part in the Role Center
- C.By clicking the envelope icon next to the E-Mail field on the Communication FastTab on the contact card
- D.By using the Create Interaction wizard with the EMAIL correspondence type

Correct Answers: C D

11: You have created a number of interactions using the interactions templates. You need to view the total cost of these interactions. In which window can you do this? Choose the 2 that apply.

- A.Interaction Log Entries
- B.Interaction Group Statistics
- C.Customer Statistics
- D.Interaction Tmpl. Statistics

Correct Answers: B D

12: You are a sales manager creating an interaction template. You need to create an attachment that would be automatically filled with up-to-date information from particular Relationship Management areas when you send this attachment to a contact. Which type of attachment can you create?

- A.A Microsoft Office Word file
- B.A Microsoft Office Excel file
- C.A Microsoft InfoPath file
- D.A Microsoft OneNote file

Correct Answers: A

13: You are a sales manager and need to have the program automatically record the sales and purchase orders you print for one of your customers as interactions. Which condition must the customer meet?

- A.The customer must be created from a customer template
- B.The customer must be linked to a contact
- C.The interaction template code must be specified for this customer
- D.The customer must not be included in any segment

Correct Answers: B

14: You have attached a letter to a segment and plan to send it out as an e-mail attachment. The Ignore Contact Corres. Type field on the Interactions FastTab in the Segment window is set to Yes. One of the contacts phones you and requests a printed version of the letter. What do you need to do to have the program print the letter when you log the segment?

- A.Select the Print Attachment check box on the segment line for the required contact
- B.Open the required attachment from the Segment window and use the Print Attachment function
- C.Set the Correspondence Type field to Hard Copy on the segment line with the required contact
- D.Set the Interaction Template Code field for the required contact to EMAIL

Correct Answers: C

15: You are a sales manager and you need to set up promotional prices for the items in your campaign. What are the two methods to set up campaign promotional prices in Microsoft Dynamics NAV 2009? Choose the 2 that apply.

- A.Retail/wholesale prices
- B.Fixed sales prices

- C.Discount percentages
- D.Cost plus percentages

Correct Answers: B C

16: You have opened a segment that contains an attachment. You need to find which attachments were personalized for certain contacts. What indicates that an attachment on a segment line is modified?

- A.The Attachment field is set to Unique
- B.The Attachment field is set to Inherited
- C.The Correspondence Type field is empty
- D.The Subject field is filled in

Correct Answers: A

17: You have set up the sales prices and specified the segments for a campaign. What must you do so that these sales prices are used by the program on sales lines when creating a sales order or a sales quote for any contact in one of the segments? Choose the 2 that apply.

- A.Select the Campaign Target check box in the Segment window
- B.Select the Update Prices/Discounts check box in the Segment window
- C.Use the Apply Prices/Discounts to Segment function on the campaign card
- D.Use the Activate Sales Prices/Discounts function on the campaign card

Correct Answers: A D

18: You are creating a new segment and have selected contacts to be included in your segment according to certain criteria. What can you do to reuse the same criterion while creating another segment? Choose the 2 that apply.

- A.Use the Copy Segmentation Criteria function while creating a new segment
- B.Use the Copy Contacts function while creating a new segment
- C.Save the segmentation criteria and create a new segment on the basis of the saved criteria
- D.Log the segment and create a new segment on the basis of the logged segment entry

Correct Answers: C D

19: You created a segment to send a campaign invitation to all contacts in that segment. After you sent the invitations, saved the segment criteria, and logged the segment, you learn that the campaign will be postponed. How do you create a new segment to send a follow-up with a new meeting time to the same contacts?

- A.By using the saved segment criteria
- B.By reusing the logged segment
- C.By using the Copy Contacts to New Segment function
- D.By using the Go Back function on the logged segment

Correct Answers: B

20: You are setting up relationship management and need to group the employees working toward the same goals into teams. Which condition must an employee meet so that you can include him or her into a team?

- A.The employee must be recorded in the program as a salesperson
- B.The employee must not already be included in another team
- C.The employee must not be added to any segment
- D.The employee must not be a responsible person for any campaign

Correct Answers: A