ITTEST

QUESTION & ANSWER

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Exam : **MB7-231**

Title : Navision 4.0 Relationship Management

Version : DEMO

1.If you want to store the documents inside Microsoft Navision, which option do you need to specify in the Setup window?

A.Disk File

B.Embedded

C.Network

D.No setup option is needed

Correct:B

2.Within Microsoft Navision Relationship Management, Synchronization can occur for the following:

A.Bank Accounts, Customers, and Vendors

B.Country, Currency Codes, and G/L Accounts

C.G/L Accounts only

D.All Master Records within Microsoft Navision

Correct:A

3.What is the default Time Interval (Sec.) setting within the E-mail Logging tab?

A.10 seconds

B.15 seconds

C.30 seconds

D.60 seconds

Correct:C

4.You would like the Microsoft Navision application to automatically record interactions. What types of processes will NOT record interactions?

A.Print Sales and Purchase Quotes

B.Print Sales and Purchase Orders

C.Print Sales and Purchase Invoices

D.Post Sales and Purchase Blanket Orders

Correct:D

5.You have two options in the Relationship Management Setup window: Inheritance Information and Defaults Information. Which of the following override the other when both are selected or filled in?

A.The default information overrides the inheritance information.

B.The inheritance information overrides the default information.

C.The first information to be filled in overrides.

D.All original information is used as the override.

Correct:B

6.The duplicate search feature in the Relationship Management area works on which of the following selections?

A.Contact person only

B.Contact company only

C.Both contact person and company

D.Only contacts that have been created as customers

Correct:B

7.What is the effect if you enter a low percentage in the Search Hit field?

A.A lower number gives a better chance of finding true duplicates

B.The number has no effect on finding duplicates

C.A higher number does not find as many true duplicates

D.A lower number finds many duplicates, but many of these will not be true duplicates

Correct:D

8.Your company has an opportunity to sell 20 pieces of office furniture to a potential new customer and the customer has asked for a sales quote. You would like to enter this opportunity into the system, but not yet make a customer card because the sale is in an early stage. What type of card should you make to enter the opportunity under?

A.To-do

B.Customer Card

C.Customer Template

D.Sales quotes can be entered without any codes

Correct:C

9.Your company makes changes or additions to the contact card each time it is opened. You would like the system to update the data in the fields each time a change has taken place. You will want to set up your Search Index Mode field with the following selection:

A.Each Time

B.Manual

C.Automatic

D.Blurry Key

Correct:C

10.Before a Sales Quote is created, what must be defined?

A.A Contact

B.Customer Template

C.Opportunity must exist

D.A Shipping Address

Correct:A B C

11.The Contact Web Sources window is used for what?

A.To see the last time the Contact paid their bill.

B.To check the amount owed by the contact.

C.To select a search engine or web site and enter in a search word that the program will use when searching for information about the contact on the Internet.

D.This window is used to show all internet activity by the contact to your website to include inquiries, online sales and payments.

Correct:C

12.Which field on the Contact Card contains the date of the last interaction which was successful or unsuccessful?

A.Last Date Attempted

B.Date of Last Interaction

C.Last Date Modified

D.No such field exists

Correct:A

13.What function would you use if you would like to save a Sales Quote?

A.Archive Document function

B.Save Document function

C.Restore Document function

D.Log Interaction function

Correct:A

14.What is the result of two or more users opening and/or modifying an interaction template attachment at the same time?

A.All user changes occur when the document is imported

B.No changes occur when the document is imported

C.The changes of the first user to import the document will be saved

D.Microsoft Navision will shut down

Correct:C

15.Automatically recorded interactions primarily occur when you do the following action:

A.Post All Sales Documents

B.Print the various documents

C.No action is needed to record interactions automatically

D.Click on Posting | Record Interaction from the Document form

Correct:C

16.To record a phone call as an interaction, what must be done prior to recording the interaction?

A.Relationship Management must have all Number Series setup.

B.The Interaction Template Code for Outgoing phone calls has been selected on the Interactions tab of the Relationship Management setup window.

C.Outgoing calls should automatically be recorded.

D.Manually process the telephone call in a new Microsoft Word document and save this as an attachment to the Interaction Template

Correct:B

17.Your company normally assigns attachments to Interaction Templates. Select all kinds of documents that can be assigned to Interaction Templates

A.New Microsoft Word Documents

B.Import all types of documents

C.Copy already existing attachments from other interaction templates

D..pdf files

Correct:A B C

18.Interaction templates are modules you use to:

A.Process Interactions

B.Create Interactions

C.Record Interactions

D.Delete Interactions

Correct:B

19.You need to delete an interaction log entry from the database due to a mistake. What needs to be done to the interaction to allow deletion from the system?

A.Open

B.Closed

C.Saved

D.Canceled

Correct:D

20.You would like to use Campaign Pricing to setup your promotional prices for items on your campaign. What are the 2 different methods that the program allows you to set these promotional prices?

A.Freehand and annual percentage

B.Percentage and straight line

C.Fixed sales price and discount percentage

D.Fixed sales price and freehand

Correct:C