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**Navision 4.0 Relationship Management
MB7-231**

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Total No Of Questions: 120

Question: 1

It 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**

Answer: B

Question: 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**

Answer: A

Question: 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**

Answer: C

Question: 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**

Answer: D

Question: 5

You have two options in the Relationship Management Setup window: Inheritance Information and Defaults Information. Which or 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.**

Answer: B

Question: 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

Answer: B

Question: 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

Answer: D

Question: 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

Answer: C

Question: 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

Answer: C

Question: 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

Answer: A, B, C

Question: 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.

Answer: C

Question: 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

Answer: A

Question: 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

Answer: A

Question: 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

Answer: C

Question: 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 I Record Interaction from the Document form

Answer: C

Question: 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

Answer: B

Question: 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

Answer: A, B, C

Question: 18

Interaction templates are modules you use to:

- A** - Process Interactions
- B** - Create Interactions
- C** - Record Interactions
- D** - Delete Interactions

Answer: B

Question: 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

Answer: D

Question: 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

Answer: C

Question: 21

When you create an Interaction for a segment, what automatically gets applied to all contacts within the segment?

- A** - Interaction Template Code
- B** - Contact Name
- C** - Campaign Name
- D** - G/L Account

Answer: A

Question: 22

What are the two steps for creating a segment within the program?

- A** - Enter your G/L accounts associated with the segment and contact information for the segment
- B** - Enter general information about the segment and select the contacts to be included within the segment
- C** - Select proper criteria for the segment and general information about the segment
- D** - Setup customer and contact to be associated with this segment

Answer: B

Question: 23

What does the program do with the contacts when you choose the option "Reduce" from a segment wizard?

- A** - Delete the contacts from the segment
- B** - Reduce the accounts to the number you want
- C** - Minimize the contact number from the segment
- D** - Remove the contacts you want to delete from the segment

Answer: D

Question: 24

The Campaign Status window is used to do the following:

- A** - Select the appropriate status code for the campaign
- B** - Open and close campaigns
- C** - Show the starting of a new campaign
- D** - Link additional campaigns to the original

Answer: A

Question: 25

What must be installed prior to using the Outlook Integration feature within Microsoft Navision?

- A** - Outlook Integration Objects
- B** - Collaboration Data Objects
- C** - Outlook Synchronization Objects
- D** - Nothing special is needed for Outlook Integration

Answer: B

Question: 26

What type of person gets assigned to Activities from the To-do List form?

- A - Only employees recorded as salespeople
- B - All employees can be assigned any activity
- C - Warehouse employees only
- D - Customers

Answer: A

Question: 27

Why is it recommended that you do not click the Cancel button when the synchronization with Outlook batch job has begun?

- A - Synchronization can only happen one time.
- B - You will be unable to retrieve the data as it existed before you started the batch job.
- C - If the batch job does not complete, Contacts are removed.
- D - You can click the Cancel button and there will be no ill effects because of Microsoft Navision roll back functionality

Answer: B

Question: 28

Who gets assigned to a team within Microsoft Navision?

- A - Customers
- B - Vendors
- C - Salesperson
- D - There is not a need to assign anyone to teams

Answer: C

Question: 29

What does not get synchronized with Outlook at any time?

- A - To-do
- B - City, postal codes and country information
- C - Team To-do
- D - Customer Contact Information

Answer: C

Question: 30

You have run the synchronization process to synchronize Outlook with Microsoft Navision. After this process was run, you removed a To-Do from Outlook accidentally. You then try to access the To-Do from the To-do List form using the Show Outlook Item Function. What will happen to this To-Do?

- A - Auto-synchronization between Microsoft Navision and Outlook will occur
- B - Nothing. Once a synchronized task was removed, there is no way to get it back.
- C - Microsoft Navision will display a message asking if you would like to synchronize the To-Do with Outlook.
- D - Synchronization will need to be setup once again, and the batch job will need to be synchronized manually.

Answer: C

Question: 31

Your company uses Microsoft Outlook for its email client. You also use Microsoft Navision Relationship Management. To streamline processing, you would like to send meeting requests in Outlook with a meeting invitation attachment inserted. You would also like to receive acceptance/decline confirmations from the meeting attendees. How should you have your Relationship Management set up?

- A** - Synchronization with Outlook not enabled
- B** - Your To-do must be marked as Outlook Enabled
- C** - Attachments should be marked as interaction Enabled
- D** - Synchronization with Outlook is enabled

Answer: D

Question: 32

A To-do can only be modified from:

- A** - To-do List window
- B** - To-do Card
- C** - Activity Card
- D** - Salesperson Card

Answer: B

Question: 33

Which batch job would you use to update your Profile Questionnaires?

- A** - Update Contact Classification batch job
- B** - Increase Sale batch job
- C** - Profile Questionnaire batch job
- D** - The program will automatically update the classifications of contacts

Answer: A

Question: 34

Before you can create an interaction using a Salutation code, what should you have set up on the customer card?

- A** - Salutation Code and Contact Number
- B** - Language Code, Salutation Code and Correspondence type
- C** - Language Code and Interaction type
- D** - Contact Card to include e-mail address

Answer: B

Question: 35

Before you can make a Sales Order from a Sales Quote, what must be done?

- A** - A sales quote must be created for the opportunity
- B** - Contacts must be set up as a customer
- C** - Outlook and Microsoft Navision should be synchronized
- D** - Your Salesperson must manually create the Sales Order

Answer: A, B

Question: 36

In Salutation Formula, if you want to make the salutation "Dear Mr. Jones", your formula would be

as follows (Name 1 = Surname):

- A** - Dear Mr. Name 1
- B** - Dear Mr. Last Name
- C** - Dear Mr. #1
- D** - Dear Mr. %1

Answer: D

Question: 37

In Microsoft Navision, all opportunities must be associated with:

- A** - Customer
- B** - Salesperson
- C** - Contact
- D** - Campaign

Answer: B, C

Question: 38

What is the purpose of an opportunity within Microsoft Navision?

- A** - To see customer orders
- B** - To track closed to-do's
- C** - To track potential sales with contacts
- D** - To track the productivity of your Salespeople

Answer: C

Question: 39

What do you use to add contacts to segments of campaigns?

- A** - Contact Information only
- B** - Customer Profile Information
- C** - Salesperson Code
- D** - Customer Business Relationship

Answer: B

Question: 40

In Microsoft Navision you can have the program automatically classify your contacts according to:

- A** - Customer, Vendor and Bank
- B** - Contacts, Customer and Vendor
- C** - Vendors and Customers
- D** - Contacts and Banks

Answer: B

Question: 41

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

Answer: A

Question: 42

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.**

Answer: B

Question: 43

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**

Answer: D

Question: 44

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**

Answer: C

Question: 45

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**

Answer: B

Question: 46

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**

Answer: B

Question: 47

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

Answer: A

Question: 48

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

Answer: D

Question: 49

Name two ways in which you can create a contact person:

- A** - Create independent contact persons
- B** - Create the same contact for 2 different companies
- C** - Create contacts from the Salesperson Cards
- D** - Create a contact person from existing contact companies

Answer: A, D

Question: 50

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

Answer: C

Question: 51

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** - Slurry Key

Answer: C

Question: 52

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

- A - A Contact**
- B - Customer Template**
- C - Opportunity must exist**
- D - A Shipping Address**

Answer: B, C

Question: 53

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**

Answer: A, B, C

Question: 54

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**

Answer: A

Question: 55

Interaction templates are modules you use to:

- A - Process Interactions**
- B - Create Interactions**
- C - Record Interactions**
- D - Delete Interactions**

Answer: B

Question: 56

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**

Answer: B

Question: 57

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 I Record Interaction from the Document form

Answer: C

Question: 58

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

Answer: C

Question: 59

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

Answer: D

Question: 60

What does the program do with the contacts when you choose the option "Reduce" from a segment wizard?

- A** - Delete the contacts from the segment
- B** - Reduce the contacts to the number you want
- C** - Minimize the contact number from the segment
- D** - Remove the contacts you want to delete from the segment

Answer: D

Question: 61

What are the two steps for creating a segment within the program?

- A** - Enter your G/L accounts associated with the segment and contact information for the segment
- B** - Enter general information about the segment and select the contacts to be included within the segment
- C** - Select proper criteria for the segment and general information about the segment
- D** - Setup customer and contact to be associated with this segment

Answer: B

Question: 62

When you create an interaction for a segment, what automatically gets applied to all contacts within the segment?

- A - Interaction Template Code
- B - Contact Name
- C - Campaign Name
- D - G/L Account

Answer: A

Question: 63

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

Answer: C

Question: 64

The Campaign Status window is used to do the following:

- A - Select the appropriate status code for the campaign
- B - Open and close campaigns
- C - Show the starting of a new campaign
- D - Link additional campaigns to the original

Answer: A

Question: 65

Your company uses Microsoft Outlook for its email client. You also use Microsoft Navision Relationship Management. To streamline processing, you would like to send meeting requests in Outlook with a meeting invitation attachment inserted. You would also like to receive acceptance/decline confirmations from the meeting attendees. How should you have your Relationship Management set up?

- A - Synchronization with Outlook not enabled
- B - Your To-do must be marked as outlook Enabled
- C - Attachments should be marked as interaction Enabled
- D - Synchronization with Outlook is enabled

Answer: D

Question: 66

A To-do can only be modified from:

- A - To-do List window
- B - To-do Card
- C - Activity Card
- D - Salesperson Card

Answer: B

Question: 67

You would like to have your Salesperson Annette Hill delegated to a specific To-Do. Where would

you delegate Annette to this To-Do?

- A** - To-do Card
- B** - To-do List window
- C** - Activities window
- D** - To-do Statistics window

Answer: B

Question: 68

Which date is used when calculating the synchronization period when synchronizing To-do with your Outlook tasks and calendar items?

- A** - System Date
- B** - Work Date
- C** - Green Mean Time
- D** - To-Do Date

Answer: A

Question: 69

What does not get synchronized with Outlook at any time?

- A** - To-do
- B** - City, postal codes and country information
- C** - Team To-do
- D** - Customer Contact information

Answer: C

Question: 70

Why is it recommended that you do not click the Cancel button when the synchronization with Outlook batch job has begun?

- A** - Synchronization can only happen one time.
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Answer: B

Question: 71

What must be installed prior to using the Outlook Integration feature within Microsoft Navision?

- A** - Outlook Integration Objects
- B** - Collaboration Data Objects
- C** - Outlook Synchronization Objects
- D** - Nothing special is needed for Outlook Integration

Answer: B

Question: 72

Who gets assigned to a team within Microsoft Navision?

- A** - Customers

- B** - Vendors
- C** - Salesperson
- D** - There is not a need to assign anyone to teams

Answer: C

Question: 73

Which batch job would you use to update your Profile Questionnaires?

- A** - Update Contact Classification batch job
- B** - Increase Sale batch job
- C** - Profile Questionnaire batch job
- D** - The program will automatically update the classifications of contacts

Answer: A

Question: 74

What do you use to add contacts to segments of campaigns?

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Question: 75

Before you can make a Sales Order from a Sales Quote, what must be done?

- A** - A sales quote must be created for the opportunity
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Answer: A, B

Question: 76

Before you can create an interaction using a Salutation code, what should you have set up on the customer card?

- A** - Salutation Code and Contact Number
- B** - Language Code, Salutation Code and Correspondence type
- C** - Language Code and Interaction type
- D** - Contact Card to include e-mail address

Answer: B

Question: 77

You must set up sales cycles in order to efficiently manage

- A** - Customer buying behavior
- B** - Sales Opportunities
- C** - Sales Processes
- D** - Classification of Customers

Answer: B

Question: 78

In Salutation Formula, if you want to make the salutation “Dear Mr. Jones”, your formula would be as follows (Name 1 = Surname):

- A- Dear Mr. Name 1
- B - Dear Mr. Last Name
- C - Dear Mr. #1
- D- Dear Mr. %1

Answer: D

Question: 79

In Microsoft Navision, you can have the program automatically classify your contacts according to:

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- C - Vendors and Customers
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Answer: B

Question: 80

What is the purpose of an opportunity' within Microsoft Navision?

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- D - To track the productivity of your Salespeople

Answer: C

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

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- D - All Master Records within Microsoft Navision

Answer: A

Question: 82

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

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Answer: C

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Answer: D

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- C** - The first information to be filled in overrides.
- D** - All original information is used as the override.

Answer: B

Question: 87

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

- A** - Last Date Attempted
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- C** - Last Date Modified
- D** - No such field exists

Answer: A

Question: 88

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.

Answer: C

Question: 89

Name two ways in which you can create a contact person:

- A** - Create independent contact persons
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- C** - Create contacts from the Salesperson Cards
- D** - Create a contact person from existing contact companies

Answer: A, D

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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;

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- C** - Automatic
- D** - Slurry Key

Answer: C

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

- A** - A Contact
- B** - Customer Template
- C** - Opportunity must exist
- D** - A Shipping Address

Answer: A, B, C

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

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Answer: D

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- 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

Answer: B

Question: 94

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

Answer: A, B, C

Question: 95

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

Answer: D

Question: 96

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

Answer: A

Question: 97

Interaction templates are modules you use to:

A - Process Interactions

B - Create Interactions

C - Record Interactions

D - Delete Interactions

Answer: B

Question: 98

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 I Record Interaction from the Document form

Answer: C

Question: 99

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

Answer: C

Question: 100

What does the program do with the contacts when you choose the option “Reduce” from a segment wizard?

- A** - Delete the contacts from the segment
- B** - Reduce the contacts to the number you want
- C** - Minimize the contact number from the segment
- D** - Remove the contacts you want to delete from the segment

Answer: D

Question: 101

When you create an Interaction for a segment, what automatically gets applied to all contacts within the segment?

- A** - Interaction Template Code
- B** - Contact Name
- C** - Campaign Name
- D** - G/L Account

Answer: A

Question: 102

What are the two steps for creating a segment within the program?

- A** - Enter your G/L accounts associated with the segment and contact information for the segment
- B** - Enter general information about the segment and select the contacts to be included within the segment
- C** - Select proper criteria for the segment and general information about the segment
- D** - Setup customer and contact to be associated with this segment

Answer: B

Question: 103

The Campaign Status window is used to do the following:

- A** - Select the appropriate status code for the campaign
- B** - Open and close campaigns
- C** - Show the starting of a new campaign
- D** - Link additional campaigns to the original

Answer: A

Question: 104

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**

Answer: C

Question: 105

In order to view a To-do assigned to another salesperson, what must you have?

- A - Permission to access this Salesperson Outlook folder**
- B - Permission to the Salesperson card in Microsoft Navision**
- C - There are no settings that will allow this to happen**
- D - Permission to the Salesperson Outlook Calendar**

Answer: A

Question: 106

Why is it recommended that you do not click the Cancel button when the synchronization with Outlook batch job has begun?

- A - Synchronization can only happen one time.**
- B - You will be unable to retrieve the data as it existed before you started the batch job.**
- C - If the batch job does not complete, Contacts are removed.**
- D - You can click the Cancel button and there will be no ill effects because of Microsoft Navision roll back functionality'**

Answer: B

Question: 107

You have run the synchronization process to synchronize Outlook with Microsoft Navision. After this process was run, you removed a To-Do from Outlook accidentally. You then try to access the To-Do from the To-do List form using the Show Outlook Item Function. What will happen to this To-Do?

- A - Auto-synchronization between Microsoft Navision and Outlook will occur**
- B - Nothing. Once a synchronized task was removed, there is no way to get it back.**
- C - Microsoft Navision will display a message asking if you would like to synchronize the To-Do with Outlook.**
- D - Synchronization will need to be setup once again, and the batch job will need to be synchronized manually.**

Answer: C

Question: 108

Who gets assigned to a team within Microsoft Navision?

- A - Customers**
- B - Vendors**
- C - Salesperson**

D - There is not a need to assign anyone to teams

Answer: C

Question: 109

What must be installed prior to using the Outlook Integration feature within Microsoft Navision?

- A** - Outlook Integration Objects
- B** - Collaboration Data Objects
- C** - Outlook Synchronization Objects
- D** - Nothing special is needed for Outlook Integration

Answer: B

Question: 110

What type of person gets assigned to Activities from the To-do List form?

- A** - Only employees recorded as salespeople
- B** - All employees can be assigned any activity
- C** - Warehouse employees only
- D** - Customers

Answer: A

Question: 111

Your company uses Microsoft Outlook for its email client. You also use Microsoft Navision Relationship Management. To streamline processing, you would like to send meeting requests in Outlook with a meeting invitation attachment inserted. You would also like to receive acceptance/decline confirmations from the meeting attendees. How should you have your Relationship Management set up?

- A** - Synchronization with Outlook not enabled
- B** - Your To-do's must be marked as outlook Enabled
- C** - Attachments should be marked as interaction Enabled
- D** - Synchronization with Outlook is enabled

Answer: D

Question: 112

Which date is used when calculating the synchronization period when synchronizing To-do with your Outlook tasks and calendar items?

- A** - System Date
- B** - Work Date
- C** - Greenwich Mean Time
- D** - To-Do Date

Answer: A

Question: 113

What is the purpose of an opportunity within Microsoft Navision?

- A** - To see customer orders
- B** - To track closed to-do's
- C** - To track potential sales with contacts
- D** - To track the productivity of your Salespeople

Answer: C

Question: 114

Which batch job would you use to update your Profile Questionnaires?

- A** - Update Contact Classification batch job
- B** - Increase Sale batch job
- C** - Profile Questionnaire batch job
- D** - The program will automatically update the classifications of contacts

Answer: A

Question: 115

You must set up sales cycles in order to efficiently manage:

- A** - Customer buying behavior
- B** - Sales Opportunities
- C** - Sales Processes
- D** - Classification of Customers

Answer: B

Question: 116

In Salutation Formula, if you want to make the salutation “Dear Mr. Jones”, your formula would be as follows (Name 1 = Surname):

- A** - Dear Mr. Name 1
- B** - Dear Mr. Last Name
- C** - Dear Mr. #1
- D** - Dear Mr. %1

Answer: D

Question: 117

What do you use to add contacts to segments of campaigns?

- A** - Contact Information only
- B** - Customer Profile Information
- C** - Salesperson Code
- D** - Customer Business Relationship

Answer: B

Question: 118

In Microsoft Navision, all opportunities must be associated with

- A** - Customer
- B** - Salesperson
- C** - Contact
- D** - Campaign

Answer: B, C

Question: 119

In Microsoft Navision, you can have the program automatically classify your contacts according

to:

- A** - Customer, Vendor and Bank
- B** - Contacts, Customer and Vendor
- C** - Vendors and Customers
- D** - Contacts and Banks

Answer: B

Question: 120

Before you can create an interaction using a Salutation code, what should you have set up on the customer card?

- A** - Salutation Code and Contact Number
- B** - Language Code, Salutation Code and Correspondence type
- C** - Language Code and Interaction type
- D** - Contact Card to include e-mail address

Answer: B