**Exam** : **MB6-285**

**Title** : Axapta 3.0 Sales and Marketing

**Version** : DEMO

**1.When a contact person leaves one of your customers:**

A.Delete the contact person from the system

B.Create a note in the memo field on the contact person

C.Replace the former contact person with the new contact person

D.Mark the contact person as inactive

**Correct:D**

**2.All mailings sent to a specific business relation can be viewed from:**

A.The Business relations form by clicking the Mailings button

B.The Mailings form by clicking the Business relation button

C.The Mailings form selecting the business relation in the filter option

D.The outbox in Outlook

**Correct:A**

**3.Where can you get an overview of all activities on a single business relation?**

A.Select Status all in the Workbook form, Open activities tab

B.View the specific customer in the Management statistics form, Activities category

C.Open the Business relations form, select a business relation, and click the Activities button

D.Open the Activities form, right-click on the Business account field of the desired business relation, and choose Filter

**Correct:C D**

**4.Which of the following fields require an entry in order to create a business relation?**

A.Name of the business relation

B.Business Account

C.Vendor group

D.Organization number

**Correct:B**

**5.To view all quotations for a specific prospect, you:**

A.Open the Quotations form, select a quotation for the prospect, and click the Business relations button

B.Open the Business relations form, select the prospect, and click the Quotations button

C.Open the Workbook tab Quotations and filter for the specific prospect

D.Enter the Management statistics form, select category Business relation and view the quotation

**Correct:B**

**6.How do you invite a colleague to help you in an activity of type Task?**

A.Create several individual tasks with different responsible persons

B.Select the task in your Workbook and create a new task and enter the attendees on the Attendee list tab

C.Use the Attendees field in the Activities form, General tab

D.Create the activity in your colleague's calendar using the Synchronization function

**Correct:A**

**7.After having created a customer in the Customer form, who will be assigned as a main contact in the Business relations table?**

A.You need to assign the main contact manually

B.It depends on who you have selected as a default in the CRM parameters form

C.It depends on who is selected in the Employee field of the filer in the Business relations form

D.The current user is assigned

**Correct:D**

**8.Where do you enter business sectors for a business relation?**

A.In the CRM parameters tab

B.In the customer group tab

C.In the Business relation form

D.In the Customer form

**Correct:C**

**9.You are planning your schedule for next week. How do you view all of your appointments for next week at one time?**

A.Step through the days in the Workbook form, Day plan tab

B.In the Activities form, filter on the date interval in the From/to date fields

C.View the Activity List tab in the Activities form and select the date of the first day of next week

D.View the appointments in the Workbook form, Week plan tab

**Correct:D**

**10.You are a consultant implementing the Sales and Marketing system on an existing Axapta installation. How would you make the existing customers available in the CRM module?**

A.It will be done automatically when entering the Business relation table

B.By using the Data Export/Import feature on the Administration tab of the Main Menu

C.By executing the Synchronize CustTable function in the Business relations form

D.By using the Import function under Periodic, Import

**Correct:C**

**11.Quotations can be created for:**

A.Customers

B.Competitors in order to record excluding quotations

C.Vendors

D.Customers and prospects

**Correct:D**

**12.How do you attach a new quotation to a project?**

A.Enter Project, click CRM quotation, and create a new quotation

B.Create a quotation in the Quotation form and select Functions, Convert to project

C.Create a quotation in the Quotation form, click the Projects button, and select the project

D.In the Campaigns form, click Quotations on a campaign that is attached to a project

**Correct:A B**

**13.Your customer wants a quotation and asks you to reserve the items. What must be done?**

A.When the item line is created, the items will automatically be reserved

B.Select Reservation from the Inventory button on the quotation

C.The Reservation check box in the CRM parameters must be enabled

D.Convert to a sales order in order to reserve the items

**Correct:D**

**14.How can you view total invoiced amount on a customer for a specific time interval?**

A.On the Business relations form, click Update financial on the Financials tab, and view the field Total invoiced

B.Run the report CRM/Reports/Sales Management/Internal account statement

C.Open Management statistics, Business relation category, select the Specific Customer radio button, and select the respective customer

D.Select CRM, Inquiries, Statistics

**Correct:C**

**15.I create a series of quotations for a single customer and I know that only one quotation will be accepted. How do I make sure that only one of the quotations is used in my statistical tools?**

A.I cancel the excess quotations using the Functions, Set status cancelled button in the Quotations form

B.I exclude the remaining quotations using a filter on the quotation field type

C.I enter the remaining quotations on the Competition tab in the Quotation form

D.I mark the remaining quotations as inactive

**Correct:C**

**16.To include quotations in Master planning the following information must be entered:**

A.Quotation ID

B.Probablity percentage

C.Sales order ID

D.Delivery date

**Correct:B**

**17.If you wish to create a sales order through the CRM module, you:**

A.Create a new sales order from the Open sales order tab in the Business relations form

B.Use the function Convert to sales order on an existing quotation

C.Establish a link from the quotation by clicking on the Sales order button

D.Change the quotation status to Sales order

**Correct:B**

**18.Where can you view a sales unit's quarterly key financial indicators?**

A.In the Sales target form

B.On the Financials tab in the Business relations form

C.In the Employee form

D.Under Setup, Sales Management, Sales unit/team

**Correct:A**

**19.A sales order created in the Sales order form should have been attached to a campaign. How do you correct this?**

A.You click the Functions, Connect to campaign button in the Sales order form

B.You select the campaign on the General tab in the Sales order form

C.You delete the first sales order and create a new one through the campaign form

D.You find the sales order in the Quotations form and select the Campaign ID on the General tab

**Correct:B**

**20.How do you enter the reason why you either won or lost a given quotation?**

A.Enter the information on the SWOT analysis tab of the Quotations form

B.Use the Functions, Set reason won/lost button

C.Enter the information in the field Reason won/lost on the Details tab of the Quotations form

D.Use the Notes field on the Reason won/lost tab

**Correct:C**