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Exam : MB7-846

Title : NAV 2009 Relationship
Management

Vendors : Microsoft

Version : DEMO

NO.1 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

Answer: B

NO.2 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

Answer: C

NO.3 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

Answer: A, C, D

NO.4 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

Answer: D

NO.5 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

Answer: D