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Microsoft

CRM 3.0 Customization

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Exam Name:	CRM 3.0 Customization		
Exam Type:	Microsoft		
Exam Code:	MB2-422	Total Questions:	217

Question: 1
Custom entity X exists with a relationship where the Account is the Primary entity.
Custom entity Y has a relationship where Custom Entity X is the Primary entity.
If you export only the customizations for custom entity X and import these customizations into a new Microsoft CRM installation you can expect that Custom Entity X exists in the new installation.
What else can you expect to find in the new installation?

A.. Custom Entity Y.
. The relationship between Custom Entity X and Account.
,.The relationship between Custom Entity Y and Custom Entity X.
B. The relationship between Custom Entity X and Account.
C. Custom Entity Y.
.The relationship between Custom Entity Y and Custom Entity X.
D. Nothing else is imported.

Answer: B

Question: 2
You want to modify a report included with Microsoft CRM. What do you need to do before you can begin? Choose three.

A. Download the report.
B. Locate the Report Template on the Microsoft CRM Server CD.
C. Create a Business Intelligence Project in Visual Studio.
D. Install the SQL Server Reporting Services Report Designer.

Answer: A, C, D

Question: 3
Which of the following represent limitations when using custom entities? Choose all that apply.

A. The Microsoft CRM Data Migration Framework does not support importing data into the custom entities.
B. Custom entities cannot represent the Customer in Cases or Opportunities
C. Duplicate instances of custom entities cannot be merged.
D. Custom entities cannot be the primary entity in relationships with system entities such as Case or Opportunity.

Answer: A, B, C

Question: 4
What should you be aware of when designing a new Sales Process? Choose two.

A. You must publish a Sales Process before it is available to users.
B. Before a user can start a new Sales Process you must grant the user appropriate rights for the Sales Process.
C. Any opportunity can only be associated with a single sales process at a time.
D. Sales processes can only be created for the Create and Manual events.

Answer: C, D

Question: 5
Which of the following are correct when creating relationships between custom and system entities? Choose two.

A. A relationship between a custom entity and a system entity can use the referential type of behavior.
B. A custom entity can be related to a Customer composite entity.
C. A relationship between a custom entity and a system entity can use the parental type of behavior if the system entity is the primary entity.
D. You cannot map attributes between custom and system entities.

Answer: A, C

Question: 6
You added a new attribute to the Account entity. This new attribute must be visible in the Account Overview report. How should you achieve this? Choose the best answer.

A. Download the report definition file, open with Microsoft Word, add the new attribute as a textbox control, and upload it from the Reports Area of Microsoft CRM.
B. Export the report as a HTML file, add the field with Microsoft? FrontPage, and import it with the Report Manager.
C. Download the report definition file, edit it with the SQL Server Reporting Services Report Designer, and upload the modified report from the Reports Areas of Microsoft CRM.
D. Save the Report as a mht file, edit it with Notepad, and upload the report to Microsoft CRM.

Answer: C

Question: 7
You want to display a photo of the contact in the Contact form. How can you achieve this?

A. Microsoft CRM does not allow this type of customization.
B. Add a new attribute to the form with the image data type.
C. Create a new relationship from the Contact entity to your image database and display the photo in the contact form.
D. Create an ASP.NET application that displays a photograph when the Microsoft CRM Contact GUID is passed to it. Configure the IF rame to use the URL of the application and to pass the GUID as a parameter.

Answer: D

Question: 8
You have two workflow rules associated with the Change Status event for the same entity. They must be applied in a specific order. How can you achieve this? Choose the simplest answer.

A. Use a naming convention that will sort the workflow rules alphabetically. Rules will be applied in alphabetical order.
B. Configure the rules as manual rules, then call them as sub processes from a workflow rule created for the Change Status event.
C. Set the workflow order using the up and down arrows on the standard toolbar of the Workflow Manager.
D. Rules are executed in the order they were created.

Answer: C

Question: 9
Which of the following are limitations of working with Workflows? Choose two.

A. There is a latency as the Microsoft CRM Workflow Service does not respond immediately to events.

B. The Workflow Manager does not include Update as an event that can trigger workflow.
C. Can only be used by a developer.
D. You cannot use XML Web Services.

Answer: A, B

Question: 10
Company.com wants to change the name of the Opportunity entity to "Deals". Which of the following best describes the process?

A. - Change the display name of the entity and publish the entity.
- All effected areas are updated through platform metadata.
B. - Change the display name of the entity.
- Edit any attribute display names that reference the term "opportunity".
- Publish entity customizations.
C. - Change the display name of the entity.
- Edit attribute display names that reference the term "opportunity."
- Manually modify Entity Forms and views that reference the term "opportunity."
- Publish entity customizations.
D. - Change the display name of the entity.
- Edit any attribute display names that reference the term "opportunity."
- Manually modify the Entity Forms and views that reference the term "opportunity."
- Modify system messages that reference the term "opportunity."
- Publish entity customizations.
- Modify online help content that uses the term 'opportunity. '
- Modify reports that use the term 'opportunity.'

Answer: D

Question: 11
Company.com wants users to be able to locate a specific account based solely on the Account main phone number. What is the best way to achieve this?

A. Add the main phone attribute as a View column to the Active Accounts view. Train users to sort results on the main phone column and use page controls on the view to locate the record.
B. Create a new system view called 'Main Phone View' that includes the main phone attribute as the first column. Train users to type the phone number in the 'Look for:' textbox and click Find while using the 'Main Phone View'
C. In the Main Phone attribute, select the 'Add attribute to Quick find criteria' check box. Train users to type the phone number in the 'Look for' text box and click Find.
D. Add the Main Phone attribute as a 'find Column' in the Quick Find View for Accounts. Train users to type the phone number in the 'Look for' text box and click Find.

Answer: D

Question: 12
Company.com wants to create a custom entity called 'Event' to store information about special events that are not part of the normal services they offer.
They want to include three lookup fields on the event form to associate Microsoft CRM users responsible for the areas of Entertainment, Catering, and Security.
Which of the following represent possible solutions to address this need? Choose three.

A. Create three relationships between Event and User where User is the primary entity. Display the lookup fields in the Event form.
B. Use a text field to enter the names of the individuals without using a lookup field.

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and many others.. See complete list Here