



MB2-185

(Microsoft CRM Customization v.1.2)

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Question: 1

The object model, query processor, and metadata framework are main components of which layer of Microsoft CRM architecture?

- A - Database
- B - Platform
- C - Presentation
- D - Application

Answer: B

Question: 2

Which layer in the Microsoft CRM architecture includes the Browser Client and Sales for Outlook Client components?

- A - Platform
- B - Application
- C - Database
- D - Presentation

Answer: D

Question: 3

Communication between the application layer and the platform layer is accomplished using which technology?

- A - Remote Procedure Calls
- B - HTTP Post Method
- C - SOAP
- D - Stored Procedure Calls

Answer: C

Question: 4

Which technology does the Microsoft CRM browser client use to present the user interface to Internet Explorer?

- A - XML
- B - Generated Platform API
- C - ASP.NET
- D - Fetch Builder

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Answer: C

Question: 5

Which layer or Microsoft CRM performs all security checks independent of the caller?

- A - Application
- B - Platform
- C - Database
- D - Presentation

Answer: B

Question: 6

Once you have created a workflow rule, what must you do to it before you can test it in Microsoft CRM?

- A - Using Server Manager, run the server task titled "WF 100_Publish_Rule" in order to instantiate the workflow rule you created
- B - Activate the rule
- C - Publish the rule
- D - Assign the rule to a business unit

Answer: B

Question: 7

Your business is interested in using Microsoft CRM Workflow to automate its business processes and policies. Which types of processes can a company automate with Microsoft CRM Workflow?

- A - A process triggered by an event in an unlinked third-party application
- B - A process that specifies the steps a sales rep should go through to close a sale
- C - A process that schedules an activity for a non-Microsoft CRM user and places it on his Outlook calendar
- D - A process that assigns a sales rep to an account

Answer: B, D

Question: 8

Which of the following can instantiate a workflow rule against a particular record?

- A - A unit
- B - An event
- C - A code change
- D - A manual 'Apply Rule' action

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Answer: B, D

Question: 9

The Microsoft CRM Professional Edition includes which of the following Workflow tools?

- A - Workflow Manager
- B - Workflow Process Mapper
- C - Workflow Monitor
- D - Workflow Event Scheduler

Answer: A, C

Question: 10

Workflow Rules can be created for which of the following objects?

- A - Accounts
- B - Activities
- C - Case
- D - Lead

Answer: A, C, D

Question: 11

Which of the following Actions can you perform on Workflow Processes when in the Process tab of the Workflow Monitor?

- A - Abort
- B - Delete
- C - Pause
- D - Stop

Answer: A, C

Question: 12

Which of the following workflow examples can be implemented using Microsoft CRM workflow (without launching a custom program)?

- A - Create a Welcome letter when a prospect becomes a client
- B - For new opportunities, go to a web site and obtain a credit report and update a credit field in Microsoft CRM
- C - Send a series of emails at specified time intervals to the contacts associated with an opportunity that is on hold
- D - Add a new Microsoft CRM user based on Active Directory

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Question: 13

In Microsoft CRM, select the following objects that can be deleted:

- A - Accounts
- B - Cases
- C - Leads
- D - Opportunities

Answer: A, C

Question: 14

Workflow Manager can be used to:

- A - Create a rule based on a condition
- B - Edit an 'inactive' rule
- C - Create rules that use the "if-then-else" format
- D - Delete an 'inactive' rule

Answer: D

Question: 15

If multiple workflow rules are active, how does CRM determine the sequence in which they are executed?

- A - All rules for the same entity are executed in parallel
- B - Rules are executed in the order they are listed in the Workflow Manager
- C - Rules are executed in the order they are listed in the Workflow Manager
- D - The rules are executed in the order they are listed in the Workflow Manager

Answer: A, C, D

Answer: B

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