MB2-422

(CRM 3.0 Customization)

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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 anew 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 datatype.
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 IFrame 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 subprocesses 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
- Publish entity cus

C. - Change the di
- Edit attribute disp
- Manually modify
- Publish entity cus

D. - Change the d
- Edit any attribute
- Manually modify t ... y."
- Modify system me
- Publish entity cus
- Modify online hel
- Modify reports th

Answer: D

Question: 11

Company.com wan ... solely on the Account main phon

A. Add the main ... view. Train users to sort results on the ... o locate the record.
B. Create a new s ... in phone attribute as the first column. ... xtbox and click Find while using the 'M
C. In the Main Ph ... ia' check box. Train users to type the
D. Add the Main ... for Accounts. Train users to type the