



## **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 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 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.

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- Edit any attribute
- Publish entity cust
  
- C. - Change the di
- Edit attribute disp
- Manually modify l
- Publish entity cust
- D. - Change the di
- Edit any attribute
- Manually modify t
- Modify system me
- Publish entity cust
- Modify online hel
- Modify reports th

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y."

Answer: D

Question: 11

**Company.com want to display Account main phone number solely on the**

- A. Add the main phone number to the list view. Train users to sort results on the main phone attribute.
- B. Create a new system user and set the first column. Train users to type the main phone number while using the 'Main Phone' check box.
- C. In the Main Phone list view, train users to type the main phone number.
- D. Add the Main Phone attribute to the list view. Train users to type the main phone number.

**solely on the**

view. Train users to  
 to locate the record.  
 in phone attribute as  
 textbox and click Find  
 'Main Phone' check box. Train  
 for Accounts. Train

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