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**Microsoft CRM Customization v1.2
MB2-185**

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Total No of Questions:-154

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

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

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

Answer: A, C

Question: 13

In Microsoft CRM, sales processes are workflow rules designed specifically for which of the following objects?

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

Answer: D

Question: 14

Workflow Manager allows you to perform which of the following actions?

- A - Create a rule by copying an existing rule
- B - Edit an 'active' workflow rule
- C - Create rules that consist of conditions and actions defined in an "if-then-else" format
- D - Delete an 'inactive' workflow rule

Answer: A, C, D

Question: 15

If multiple workflow rules exist for an object, then how does Microsoft CRM determine the sequence in which the rules should be applied?

- A - All rules for the object are applied simultaneously
- B - The rules are applied based on the sequence in which they appear in Workflow Manager
- C - The rules are applied based on the create date and time of the rule, starting with the oldest rule
- D - The rules are applied based on a sequence number that you assign to each rule in Workflow Manager

Answer: B

Question: 16

Which layer of the Microsoft CRM architecture recognizes the occurrence of an event that initiates a workflow rule?

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

Answer: B

Question: 17

How can workflow rules be changed in the SQL tables by the system administrator?

- A - From any workstation that can access the SQL Server
- B - Only from the SQL server itself

- C - From the current version of Windows Explorer
- D - Never. They can only be changed from within Workflow Manager

Answer: D

Question: 18

Which of the following are valid actions that you can perform within Workflow Manager?

- A - Create rules by copying an existing rule
- B - Associate a rule with multiple objects
- C - Enable and disable rules
- D - Create sales processes for leads and opportunities

Answer: A, C

Question: 19

Which of the following are actions that can be performed in a workflow rule or a sales process?

- A - Assign Object
- B - Run Sub-Process
- C - Delete Activity
- D - Post URL

Answer: A, B, D

Question: 20

Which of the following events can trigger a workflow rule?

- A - Change Status
- B - Assign
- C - Disable
- D - Create

Answer: AB, D,

Question: 21

Which of the following customizations require publishing in order for the changes to be applied?

- A - Changes to preview panes
- B - Changes to the database schema
- C - Changes to Associated Views
- D - Changes to System Settings

Answer: A, B

Question: 22

Which of the following conditions would prevent you from removing a section from a form?

- A - The section contains a business recommended field
- B - The section contains a system required field
- C - The section contains a business required field
- D - The section contains an event dependent field

Answer: B, C, D

Question: 23

Which of the following can be customized in a view?

- A - Text Font
- B - Sort Order
- C - Filter Criteria
- D - Column Width

Answer: B, C, D

Question: 24

Due to a hardware failure, your database server crashes and you have to restore the Microsoft CRM database on a new server. Which of the following tools is used to reconfigure Microsoft CRM to point to the new database server?

- A - Schema Manager
- B - SQL Administration Manager
- C - Server Manager
- D - SQL Server Enterprise Manager

Answer: C

Question: 25

Which of the following tools provides the ability to publish a previously exported customization file?

- A - Update XML Customization
- B - Transport Customization
- C - Import Customization
- D - Activate Customization

Answer: C

Question: 26

If the Form Customization tool prohibits a user from saving a form that he customized, which of the following may be a cause of the problem?

- A - The form does not have at least one dependent field
- B - The form does not have at least one tab and one section
- C - The form does not include at least one Business Required field
- D - The form includes more than one Business Required field

Answer: B

Question: 27

How many places in a form can the same field be displayed?

- A - One time per tab
- B - One time perform
- C - One time per section
- D - As many times as desired

Answer: B

Question: 28

You plan to customize your Microsoft CRM application. However, as a safety precaution, you wish to back up your current XML configuration prior to making your changes. Which of the following Deployment Manager tools would you use to back up your existing XML configuration?

- A - XML Backup
- B - Transport Customization
- C - Customization Backup/Restore
- D - Export Customization

Answer: D

Question: 29

What are the main functions of the Schema Manager Attribute Manager tool?

- A - It allows you to delete custom fields
- B - It allows you to change a field data type
- C - It allows you to add custom fields
- D - It allows you to change a field display name and description

Answer: C, D

Question: 30

Before the customizations to a form or preview pane can be visible within Microsoft CRM, which of the following Transport Manager tools has to be used first?

- A - Publish Customization
- B - Export Customization

- C - Import Customization
- D - Preview Customization

Answer: A

Question: 31

Which of the following field types have Value and Event properties?

- A - Text
- B - Pick list
- C - Lookup
- D - Boolean

Answer: B

Question: 32

Which of the following statements are TRUE regarding Customized Views?

- A - They are saved as private views
- B - They do not have to be published via Deployment Manager
- C - They are available in the User Interface immediately after being saved
- D - They must be shared to be made visible for all users

Answer: B, C

Question: 33

Which programming language can be used within a field event?

- A - Java
- B - JavaScript
- C - ASP.NET
- D - Vbscript

Answer: B

Question: 34

Which of the following statements are correct about sharing views?

- A - By default, all views are not available to users.
- B - By default, all views are available to users.
- C - Views cannot be restricted to one or more teams.
- D - Views can be restricted to one or more teams.

Answer: B, D

Question: 35

Where is Customization Transport Manager Tool located?

- A - Active Directory
- B - Domain Name Service
- C - Deployment Manager
- D - MSMQ

Answer: C

Question: 36

You have defined a Modal window. The user is in that window and would like to proceed. Which of the following is true?

- A - The action defined in the modal window must be performed before proceeding
- B - No action is required. The user can simply proceed
- C - The current action has to be paused before the user can proceed
- D - There is no such thing as a modal window

Answer: A

Question: 37

Supported methods to connect or extend Microsoft CRM via the SDK can broadly be categorized into which of the following areas?

- A - Upgradeability Integration
- B - Application Integration
- C - Implementation Functionality
- D - Extensibility using Web Services

Answer: B, D

Question: 38

The single most expensive part of any customizable business application over time is which of the following?

- A - Software upgrades
- B - Maintenance
- C - Hardware upgrades
- D - Training

Answer: B

Question: 39

Which of the following statements are TRUE regarding unsupported customizations?

- A - Developers should not directly modify or interact with the Microsoft CRM database.

B - When making customizations, the best practice is for developers to add tables to the Microsoft CRM database.

C - Developers working on supported and unsupported customizations for Microsoft CRM can receive technical support.

D - Unsupported modifications of the database can break the application.

Answer: A, D

Question: 40

To build solutions for Microsoft CRM using .NET, Microsoft Business Solutions recommends that a developer have which of the following skills or experience?

A - In-depth knowledge of PL/SQL language

B - Experience working with NET enabled languages

C - A clear understanding of the IPX/SPX protocol

D - A good understanding of Object Oriented programming concepts

Answer: B, D

Question: 41

What file does Microsoft CRM read at start-up that determines what will be displayed on the User Interface?

A - Xml.config

B - lsv.config

C - Ul.config

D - System.Config

Answer: B

Question: 42

Which of the following schemas are available in the Microsoft CRM SDK?

A - Fetch XML Schemas

B - Syntax Schemas

C - Object Schemas

D - Column Set XML Schemas

Answer: A, C, D

Question: 43

What does the acronym GUID stand for?

A - Global Universal Identifier

B - Global Unique Interface

C - Globally Unique Identifier

D - Globally Unique Indicator

Answer: C

Question: 44

Which of the following are unsupported Microsoft CRM customizations?

A - Direct interaction with the Microsoft CRM database

B - Modification of the application via .aspx, .js, or .css files

C - Application integration using isv.config

D - Interaction through Web Services

Answer: A, B

Question: 45

Which assembly gives the developer easy access to the Microsoft CRM API?

A - Microsoft CRM.Platform.Proxy

B - Microsoft CRM.Platform.Types

C - System

D - System.crm

Answer: A

Question: 46

What records are displayed in reports for a given record type?

A - All records for the record type

B - The same records which the user can normally view for that record type in the application

C - Only the records owned by the user or shared with the user for that record type

D - Only the records owned by the user or owned by teams in which the user is a member

Answer: B

Question: 47

What report engine is installed with Microsoft CRM v1 .2?

A - Crystal Enterprise version 8.0

B - OEM version of Crystal Enterprise 8.5

C - Crystal Enterprise for Microsoft CRM 9.0

D - Data Reports

Answer: C

Question: 48

What controls the reports a user will be able to view and run?

- A - The user's security roles
- B - The user's assigned license
- C - The user's assigned business unit
- D - There are no restrictions on the reports a user can view

Answer: B

Question: 49

Following the installation of Microsoft CRM Server, what is the status or the Crystal Administrator password?

- A - It's set to "Administrator"
- B - It's set to "Crystal"
- C - It's set to "Password"
- D - It's left blank

Answer: D

Question: 50

What is the difference between the Reports Standard View and Reports Advanced View?

- A - In the Standard View, you can see folders within one major category (Sales, Services, Admin). In the Advanced View, you can see all three categories at the same time.
- B - In the Standard View, you cannot open the report folders. In the Advanced View, you can open the report folders.
- C - In the Standard View, you can only open a single report folder. In the Advanced View, you can open multiple folders.
- D - In the Standard View, you cannot customize a report. In the Advanced View, you can customize a report...

Answer: A

Question: 51

Within the Application layer, the majority of the application logic performs what function?

- A - Data validation
- B - Business logic
- C - Database access
- D - ODBC connectivity

Answer: A

Question: 52

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: 53

Which layer of the Microsoft CRM architecture is responsible for performing the majority of the business logic?

- A - User Interface
- B - Application
- C - Platform
- D - Data Access

Answer: C

Question: 54

Which databases are created by the Microsoft CRM Server installation process?

- A - CRM Metabase
- B - CRM Crystal Database
- C - CRM Transaction Database
- D - CRM Distribution Database

Answer: A, B, D

Question: 55

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: 56

If multiple workflow rules exist for an object, then how does Microsoft CRM determine the sequence in which the rules should be applied?

- A - All rules for the object are applied simultaneously
- B - The rules are applied based on the sequence in which they appear in Workflow Manager

- C - The rules are applied based on the create date and time of the rule, starting with the oldest rule
- D - The rules are applied based on a sequence number that you assign to each rule in Workflow Manager

Answer: B

Question: 57

Which layer of the Microsoft CRM architecture recognizes the occurrence of an event that initiates a workflow rule?

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

Answer: B

Question: 58

In Microsoft CRM, sales processes are workflow rules designed specifically for which of the following objects?

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

Answer: D

Question: 59

What are the implications of the Assign event that is associated with a workflow rule?

- A - The rule performs the action of assigning ownership of a business entity to another user
- B - It causes the rule to trigger when ownership of a business entity is changed
- C - The rule performs the action of assigning another workflow rule to a business entity
- D - It causes the rule to trigger when the state of an object changes

Answer: B

Question: 60

Which of the following events can trigger a workflow rule?

- A - Change Status
- B - Assign
- C - Disable
- D - Create

Answer: A, B, D

Question: 61

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: 62

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: 63

In order to automate your company business processes, you have created a workflow rule that performs a sub-process. A sub-process is a workflow rule associated with what type of event?

- A - Manual event
- B - Sub-process event
- C - Inherited event
- D - Nested event

Answer: A

Question: 64

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

Answer: B, D

Question: 65

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 “WF100_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: 66

Which of the following are valid Wait conditions in a workflow?

- A - Wait Object Condition
- B - Wait Activity Condition
- C - Wait Timer Condition
- D - Wait on Assignment Condition

Answer: A, B, C

Question: 67

How many Sales Processes can be created in the Standard version of Microsoft CRM?

- A - 1
- B - 3
- C - 10
- D - Unlimited

Answer: A

Question: 68

How can workflow rules be changed in the SQL tables by the system administrator?

- A - From any workstation that can access the SQL Server
- B - Only from the SQL server itself
- C - From the current version of Windows Explorer
- D - Never. They can only be changed from within Workflow Manager

Answer: D

Question: 69

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

- A - Accounts

- B - Activities
- C - Case
- D - Lead

Answer: A, C, D

Question: 70

If a sales process has been instantiated for a given opportunity, what will happen if the user uses Microsoft CRM to change the sales stage of the opportunity to an earlier stage that was already performed by the sales process?

- A - The sales process will continue from the earlier stage
- B - The sales process will stop
- C - You cannot change a sales stage to an earlier stage
- D - The sales process will ignore the user change and will continue from the stage it was at prior to the change

Answer: B

Question: 71

Which of the following field types have Value and Event properties?

- A - Text
- B - Pick list
- C - Lookup
- D - Boolean

Answer: B

Question: 72

Due to a hardware failure, your database server crashes and you have to restore the Microsoft CRM database on a new server. Which of the following tools is used to reconfigure Microsoft CRM to point to the new database server?

- A - Schema Manager
- B - SQL Administration Manager
- C - Server Manager
- D - SQL Server Enterprise Manager

Answer: C

Question: 73

Which of the following statements are TRUE regarding Customized Views?

- A - They are saved as private views
- B - They do not have to be published via Deployment Manager

- C - They are available in the User Interface immediately after being saved
- D - They must be shared to be made visible for all users

Answer: B, C

Question: 74

You plan to customize your Microsoft CRM application. However, as a safety precaution, you wish to back up your current XML configuration prior to making your changes. Which of the following Deployment Manager tools would you use to back up your existing XML configuration?

- A - XML Backup
- B - Transport Customization
- C - Customization Backup/Restore
- D - Export Customization

Answer: D

Question: 75

What are the main functions of the Schema Manager Attribute Manager tool?

- A - It allows you to delete custom fields
- B - It allows you to change a field data type
- C - It allows you to add custom fields
- D - It allows you to change a field display name and description

Answer: C, D

Question: 76

Which of the following statements are correct about sharing views?

- A - By default, all views are not available to users.
- B - By default, all views are available to users.
- C - Views cannot be restricted to one or more teams.
- D - Views can be restricted to one or more teams.

Answer: B, D

Question: 77

Which of the following customizations require publishing in order for the changes to be applied?

- A - Changes to preview panes
- B - Changes to the database schema
- C - Changes to Associated Views
- D - Changes to System Settings

Answer: A, B

Question: 78

Which of the following tools provides the ability to publish a previously exported customization file?

- A - Update XML Customization
- B - Transport Customization
- C - Import Customization
- D - Activate Customization

Answer: C

Question: 79

Which of the following conditions would prevent you from removing a section from a form?

- A - The section contains a business recommended field
- B - The section contains a system required field
- C - The section contains a business required field
- D - The section contains an event dependent field

Answer: B, C, D

Question: 80

You have just finished customizing the Account form and you would like to see how those changes will appear in the application prior to actually publishing them. Which of the following are the preview forms that you can check in order to see how your changes will appear once they are published?

- A - Create form
- B - Associated form
- C - Update form
- D - Read only form

Answer: A, C, D

Question: 81

When a user creates a new view for a given record type, which of the following statements regarding this process are TRUE?

- A - The user must publish changes for this record type in order to see the new view
- B - The record type's primary field cannot be removed from the view
- C - The record type's primary field will always be the first column in any view created for that record type
- D - The new view is automatically treated as a private view and must be shared in order to make it available to all users

Answer: B, C

Question: 82

Before the customizations to a form or preview pane can be visible within Microsoft CRM, which of the following Transport Manager tools has to be used first?

- A - Publish Customization
- B - Export Customization
- C - Import Customization
- D - Preview Customization

Answer: A

Question: 83

How many Associated Views can be set up for each record type?

- A - Just one
- B - One for each View
- C - As many as desired
- D - One for each entity the record type is mapped to.

Answer: A

Question: 84

When viewing an Account Record in Microsoft CRM, users can click on the Contacts button to display a list of Contacts linked to a particular Account. To customize this Contacts view, which of the following areas of system customization needs to be customized?

- A - Contact Associated View
- B - Contact View
- C - Account/Contact View
- D - Contact Form

Answer: A

Question: 85

Defining a dependency for a field event accomplishes which of the following?

- A - Creates a hierarchical relationship
- B - Makes the field accessible for scripts
- C - Prevents the field from being removed
- D - Indicates the dependent field will be automatically deleted from the form if the target field is deleted

Answer: C

Question: 86

You have defined a Modal window. The user is in that window and would like to proceed. Which of the following is true?

- A - The action defined in the modal window must be performed before proceeding
- B - No action is required. The user can simply proceed
- C - The current action has to be paused before the user can proceed
- D - There is no such thing as a modal window

Answer: A

Question: 87

Where does the isv.config file reside?

- A - Biztalk Server
- B - Exchange Server
- C - Domain Controller
- D - Microsoft CRM Web server

Answer: D

Question: 88

Which of the following are unsupported Microsoft CRM customizations?

- A - Direct interaction with the Microsoft CRM database
- B - Modification of the application via .aspx, .js, or .css files
- C - Application integration using isvconfig
- D - Interaction through Web Services

Answer: A, B

Question: 89

Which of the following statements are TRUE regarding unsupported customizations?

- A - Developers should not directly modify or interact with the Microsoft CRM database.
- B - When making customizations, the best practice is for developers to add tables to the Microsoft CRM database.
- C - Developers working on supported and unsupported customizations for Microsoft CRM can receive technical support.
- D - Unsupported modifications of the database can break the application.

Answer: A, D

Question: 90

The single most expensive part of any customizable business application over time is which of

the following?

- A - Software upgrades
- B - Maintenance
- C - Hardware upgrades
- D - Training

Answer: B

Question: 91

The SDK documents which of the following features during configuration of customized buttons and menus?

- A - Modal or Modeless windows
- B - Parameter Passing
- C - Data validation
- D - Validity options for Create or Update

Answer: A, B, D

Question: 92

What does the acronym GUID stand for?

- A - Global Universal Identifier
- B - Global Unique Interface
- C - Globally Unique Identifier
- D - Globally Unique Indicator

Answer: C

Question: 93

Which assembly gives the developer easy access to the Microsoft CRM API?

- A - Microsoft.CRM.Platform.Proxy
- B - Microsoft CRM.Platform.Types
- C - System
- D - System.crm

Answer: A

Question: 94

To build solutions for Microsoft CRM using .NET, Microsoft Business Solutions recommends that a developer have which of the following skills or experience?

- A - In-depth knowledge of PL/SQL language
- B - Experience working with .NET enabled languages
- C - A clear understanding of the IPX/SPX protocol

D - A good understanding of Object Oriented programming concepts

Answer: B, D

Question: 95

Which of the following schemas are available in the Microsoft CRM SDK?

A - Fetch XML Schemas

B - Syntax Schemas

C - Object Schemas

D - Column Set XML Schemas

Answer: A, C, D

Question: 96

Crystal Enterprise for Microsoft CRM comes with 50 concurrent user licenses. How many users should this number of licenses be sufficient to support?

A - Between 50 to 100 users

B - Between 100 to 350 users

C - Between 350 to 500 users

D - Between 500 to 1000 users

Answer: C

Question: 97

What controls the reports a user will be able to view and run?

A - The user's security roles

B - The user's assigned license

C - The user's assigned business unit

D - There are no restrictions on the reports a user can view

Answer: B

Question: 98

What would be the corresponding result if the Crystal Smart Viewer for Active X is not installed?

A - Users will not be able to print reports

B - Users will not be able to design new reports

C - Users will not be able to format reports

D - Users will not be able to edit or delete reports

Answer: A

Question: 99

Users with which license can view Service and Admin reports?

- A - Customer Service License
- B - Sales Standard
- C - Sales Professional
- D - The Service and Admin reports will be displayed regardless of the user's license

Answer: A

Question: 100

Microsoft CRM reports are divided into which of the following categories?

- A - Sales, Service and Admin
- B - Sales, Purchases and Admin
- C - Customer, Production and Admin
- D - Sales, Service and Account

Answer: A

Question: 101

Which layer of the Microsoft CRM architecture is responsible for performing the majority of the business logic?

- A - User Interface
- B - Application
- C - Platform
- D - Data Access

Answer: C

Question: 102

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

Answer: C

Question: 103

Within the Application layer, the majority of the application logic performs what function?

- A - Data validation
- B - Business logic
- C - Database access

D - ODBC connectivity

Answer: A

Question: 104

The Metabase holds the definition of the underlying Microsoft CRM database, which includes which of the following?

- A - Entity
- B - Attribute
- C - View Sort Order
- D - Relationship

Answer: A, B, D

Question: 105

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: 106

Which of the following are TRUE of workflow rules based on Manual events?

- A - A Manual rule can be automatically performed as a sub-process by another workflow rule.
- B - A Manual rule can be performed when a user selects “Apply Rule” from the Actions tab.
- C - A Manual rule can be triggered when the state of a record changes.
- D - A Manual rule can be triggered when a business entity is created.

Answer: A, B

Question: 107

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

Answer: A, C

Question: 108

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: 109

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

Answer: B, D

Question: 110

In Microsoft CRM, sales processes are workflow rules designed specifically for which of the following objects?

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

Answer: D

Question: 111

If multiple workflow rules exist for an object, then how does Microsoft CRM determine the sequence in which the rules should be applied?

- A - All rules for the object are applied simultaneously
- B - The rules are applied based on the sequence in which they appear in Workflow Manager
- C - The rules are applied based on the create date and time of the rule, starting with the oldest rule
- D - The rules are applied based on a sequence number that you assign to each rule in Workflow Manager

Answer: B

Question: 112

Workflow Manager allows you to perform which of the following actions?

- A - Create a rule by copying an existing rule
- B - Edit an 'active' workflow rule
- C - Create rules that consist of conditions and actions defined in an "if-then-else" format
- D - Delete an 'inactive' workflow rule

Answer: A, C, D

Question: 113

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: 114

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

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

Answer: A, C, D

Question: 115

How many Sales Processes can be created in the Standard version of Microsoft CRM?

- A - 1
- B - 3
- C - 10
- D - Unlimited

Answer: A

Question: 116

What are the implications of the Assign event that is associated with a workflow rule?

- A - The rule performs the action of assigning ownership of a business entity to another user
- B - It causes the rule to trigger when ownership of a business entity is changed
- C - The rule performs the action of assigning another workflow rule to a business entity
- D - It causes the rule to trigger when the state of an object changes

Answer: B

Question: 117

If a sales process has been instantiated for a given opportunity, what will happen if the user uses Microsoft CRM to change the sales stage of the opportunity to an earlier stage that was already performed by the sales process?

- A - The sales process will continue from the earlier stage
- B - The sales process will stop
- C - You cannot change a sales stage to an earlier stage
- D - The sales process will ignore the user change and will continue from the stage it was at prior to the change

Answer: B

Question: 118

Which of the following events can trigger a workflow rule?

- A - Change Status
- B - Assign
- C - Disable
- D - Create

Answer: A, B, D

Question: 119

In order to automate your company business processes, you have created a workflow rule that performs a sub-process. A sub-process is a workflow rule associated with what type of event?

- A - Manual event
- B - Sub-process event
- C - Inherited event
- D - Nested event

Answer: A

Question: 120

Which layer of the Microsoft CRM architecture recognizes the occurrence of an event that initiates a workflow rule?

- A - Application layer

- B - Platform layer
- C - Database layer
- D - Presentation layer

Answer: B

Question: 121

Before the customizations to a form or preview pane can be visible within Microsoft CRM, which of the following Transport Manager tools has to be used first?

- A - Publish Customization
- B - Export Customization
- C - Import Customization
- D - Preview Customization

Answer: A

Question: 122

What are the main functions of the Schema Manager Attribute Manager tool?

- A - It allows you to delete custom fields
- B - It allows you to change a field data type
- C - It allows you to add custom fields
- D - It allows you to change a field display name and description

Answer: C, D

Question: 123

Which programming language can be used within a field event?

- A - Java
- B - JavaScript
- C - ASP.NET
- D - Vbscript

Answer: B

Question: 124

Which of the following conditions would prevent you from removing a section from a form?

- A - The section contains a business recommended field
- B - The section contains a system required field
- C - The section contains a business required field
- D - The section contains an event dependent field

Answer: BCD

Question: 125

Where is Customization Transport Manager Tool located?

- A - Active Directory
- B - Domain Name Service
- C - Deployment Manager
- D - MSMQ

Answer: C

Question: 126

You plan to customize your Microsoft CRM application. However, as a safety precaution, you wish to back up your current XML configuration prior to making your changes. Which of the following Deployment Manager tools would you use to back up your existing XML configuration?

- A - XML Backup
- B - Transport Customization
- C - Customization Backup/Restore
- D - Export Customization

Answer: D

Question: 127

Due to a hardware failure, your database server crashes and you have to restore the Microsoft CRM database on a new server. Which of the following tools is used to reconfigure Microsoft CRM to point to the new database server?

- A - Schema Manager
- B - SQL Administration Manager
- C - Server Manager
- D - SQL Server Enterprise Manager

Answer: C

Question: 128

Defining a dependency for a field event accomplishes which of the following?

- A - Creates a hierarchical relationship
- B - Makes the field accessible for scripts
- C - Prevents the field from being removed
- D - Indicates the dependent field will be automatically deleted from the form if the target field is deleted

Answer: C

Question: 129

Which of the following statements are correct about sharing views?

- A - By default, all views are not available to users.
- B - By default, all views are available to users.
- C - Views cannot be restricted to one or more teams.
- D - Views can be restricted to one or more teams.

Answer: B, D

Question: 130

Which of the following tools provides the ability to publish a previously exported customization file?

- A - Update XML Customization
- B - Transport Customization
- C - Import Customization
- D - Activate Customization

Answer: C

Question: 131

How many Associated Views can be set up for each record type?

- A - Just one
- B - One for each View
- C - As many as desired
- D - One for each entity the record type is mapped to.

Answer: A

Question: 132

Which of the following statements is TRUE?

- A - Custom preview panes can be defined for each view
- B - A single preview pane is defined for each record type
- C - Fields from related records can be displayed within a view
- D - Users can define the preview fields they wish to be displayed

Answer: B

Question: 133

How many places in a form can the same field be displayed?

- A - One time per tab
- B - One time perform

- C - One time per section
- D - As many times as desired

Answer: B

Question: 134

Which of the following field types have Value and Event properties?

- A - Text
- B - Pick list
- C - Lookup
- D - Boolean

Answer: B

Question: 135

When a user creates a new view for a given record type, which of the following statements regarding this process are TRUE?

- A - The user must publish changes for this record type in order to see the new view
- B - The record type's primary field cannot be removed from the view
- C - The record type's primary field will always be the first column in any view created for that record type
- D - The new view is automatically treated as a private view and must be shared in order to make it available to all users

Answer: B, C

Question: 136

Where does the isv.config file reside?

- A - Biztalk Server
- B - Exchange Server
- C - Domain Controller
- D - Microsoft CRM Web server

Answer: D

Question: 137

To activate your customizations, which key must you turn on in the web.config file?

- A - ISV integration
- B - Object Set
- C - ISV Item
- D - Config XML

Answer: A

Question: 138

Which assembly gives the developer easy access to the Microsoft CRM API?

- A - Microsoft.CRM.Platform.Proxy
- B - Microsoft.CRM.Platform.Types
- C - System
- D - System.crm

Answer: A

Question: 139

Supported methods to connect or extend Microsoft CRM via the SDK can broadly be categorized into which of the following areas?

- A - Upgradeability Integration
- B - Application Integration
- C - Implementation Functionality
- D - Extensibility using Web Services

Answer: B, D

Question: 140

The single most expensive part of any customizable business application over time is which of the following?

- A. Software upgrades
- B - Maintenance
- C - Hardware upgrades
- D - Training

Answer: B

Question: 141

Which of the following schemas are available in the Microsoft CRM SDK?

- A - Fetch XML Schemas
- B - Syntax Schemas
- C - Object Schemas
- D - Column Set XML Schemas

Answer: A, C, D

Question: 142

What level of customization can be described as owered by Microsoft CRM?

- A - Connect
- B - Extend
- C - Embed
- D - CRUD (Create, Read, Update, Delete)

Answer: C

Question: 143

Which of the following are unsupported Microsoft CRM customizations?

- A - Direct interaction with the Microsoft CRM database
- B - Modification of the application via .aspx, .js, or .css files
- C - Application integration using isv.config
- D - Interaction through Web Services

Answer: A, B

Question: 144

You have defined a Modal window. The user is in that window and would like to proceed. Which of the following is true?

- A - The action defined in the modal window must be performed before proceeding
- B - No action is required. The user can simply proceed
- C - The current action has to be paused before the user can proceed
- D - There is no such thing as a modal window

Answer: A

Question: 145

What does the acronym GUID stand for?

- A - Global Universal Identifier
- B - Global Unique Interface
- C - Globally Unique Identifier
- D - Globally Unique Indicator

Answer: C

Question: 146

Microsoft CRM reports are divided into which of the following categories?

- A - Sales, Service and Admin
- B - Sales, Purchases and Admin
- C - Customer, Production and Admin
- D - Sales, Service and Account

Answer: A

Question: 147

What controls the reports a user will be able to view and run?

- A - The user's security roles
- B - The user's assigned license
- C - The user's assigned business unit
- D - There are no restrictions on the reports a user can view

Answer: B

Question: 148

Users with which license can view Service and Admin reports?

- A - Customer Service License
- B - Sales Standard
- C - Sales Professional
- D - The Service and Admin reports will be displayed regardless of the user's license

Answer: A

Question: 149

What records are displayed in reports for a given record type?

- A - All records for the record type
- B - The same records which the user can normally view for that record type in the application
- C - Only the records owned by the user or shared with the user for that record type
- D - Only the records owned by the user or owned by teams in which the user is a member

Answer: B

Question: 150

Crystal Enterprise for Microsoft CRM comes with 50 concurrent user licenses. How many users should this number of licenses be sufficient to support?

- A - Between 50 to 100 users
- B - Between 100 to 350 users
- C - Between 350 to 500 users
- D - Between 500 to 1000 users

Answer: C

Question: 151

What does the platform layer use to protect itself from changes to the underlying database

structures?

- A - Platform Proxy
- B - Metadata
- C - Local Data
- D - Database Replicator

Answer: B

Question: 152

Which of the following statements are True regarding testing and maintaining your workflow rules?

- A - You must activate the rule before testing it
- B - You can use Workflow Monitor to detect a possible infinite loop in a running workflow process
- C - Workflow Manager will flag possible infinite loops when you insert a sub-process into a rule that performs the rule being maintained
- D - You must deactivate a active rule in order to edit it

Answer: A, B, D

Question: 153

Which of the following events are available to trigger client-side actions?

- A - onClick
- B - onLoad
- C - onChange
- D - onSubmit

Answer: C

Question: 154

What parts of the Microsoft CRM application can be customized using the System Customization Tools?

- A - Views
- B - Forms
- C - Contacts
- D - Product Catalogs

Answer: A, B