Vendor: Microsoft

Exam Code: MB2-712

Exam Name: Microsoft Dynamics CRM 2016 Customization and Configuration

Version: Demo

QUESTION 1
You need to model a relationship between the account entity and the contact entity to track the advisory board members of accounts.

You need to use connections to model the relationship between the account and contact entities.

What should you do?

A. Create a one-to-many (1:N) relationship between the account and contact entities, and then use two connection roles to represent each side of the new 1:N relationship.
B. Create a connection entity, and then use two connection roles to represent each entity in the relationship.
C. Use two connection roles to represent each side of the relationship.
D. Create a many-to many (N:N) relationship between the account and contact entities, and then use two connection roles to represent each side of the new N:N relationship.

Correct Answer: C

QUESTION 2
You have a Dynamics CRM organization that contains a custom activity entity named TimeSheet.

You have a user named User1 who uses Dynamics CRM for tablets apps.

User1 can see the system activities in the app, but fails to see TimeSheet. You need to ensure that Userl can see TimeSheet.

What should you do?

A. Enable TimeSheet for mobile.
B. Configure the activity pointer for mobile.
C. Assign a security role to User1.
D. Configure the mobile express form for TimeSheet.

Correct Answer: A

QUESTION 3
You have a custom entity that has an active business process flow.

You no longer need the business process flow.

You need to ensure that you can delete the business process flow.

What should you do?

A. Modify the process options on the definition for the custom entity.
B. Change the primary entity of the business process flow.
C. Deactivate the business process flow.
D. Delete all of the open records that use the business process flow.

Correct Answer: C

QUESTION 4
You have a Dynamics CRM organization that contains the business units and security roles shown in the following table.

Business unit name	Security role name
Businessunit1	Salesperson
	Sales Manager
	Branch Manager
Businessunit2	Salesperson
	Sales Manager
	Location Manager

A user named User1 belongs to Businessunit1 and is assigned the Salesperson and the Branch Manager security roles.

User1 is promoted and given a new job. The account of User1 is moved to Busmessunit2.

You need to identify which security roles were assigned to User1 after the user moved to Businessunit2.

What should you identify?

A. Salesperson only
B. Salesperson and Sales Manager
C. none
D. Salesperson and Location Manager

Correct Answer: C

QUESTION 5
You configure a new entity in a Dynamics CRM organization.

You create fields, forms, and views for the new entity.

You can view the new entity records as expected in the user interface.

Users report that they fail to view the entity records.

You need to ensure that the users can view the entity records.

What should you do?

A. Publish the changes.
B. Add permissions to the security roles of the users.
C. Add the entity to & custom solution.
D. Configure the relationships.

Correct Answer: B

QUESTION 6
You have a Dynamics CRM development environment and a Dynamics CRM production environment.

You have a project solution in the development environment.

You need to import the solution to the production environment as a managed solution.

What should you do?

A. Change the options of the Import Solution dialog box to import the solution as managed.
B. Use the Package Deployer for Microsoft Dynamics CRM to import the unmanaged solution to CRM as managed.
C. Ask a developer to change the options of the import API so that CRM imports the unmanaged solution as managed.
D. Export an unmanaged solution and select Managed for the package type. Import the exported solution to the production environment.

Correct Answer: D

QUESTION 7
You have a Dynamics CRM organization. The organization does not use CRM for marketing.

You need to prevent Marketing from displaying on the Account form navigation.

What should you do?

A. Delete all of the items in the Marketing group.
B. Hide the Marketing group.
C. Minimize the Marketing group.
D. Delete the Marketing group.

Correct Answer: B

QUESTION 8
You have a Dynamics CRM organization.

Currently, users can view 50 records per page.

You need to ensure that the users can view 250 records per page.

What should you do?

A. Instruct the users to configure their options.
B. Instruct the users to create custom views.
C. Instruct an administrator to configure the view settings, and then to share a view.
D. Instruct the administrators to configure their options.

Correct Answer: A

QUESTION 9
You are creating a business rule for the account records. The business rule will perform an action if the record has Country set to the United States and City set to either Redmond or San Francisco.

You need to identify the minimum number of condition sets required to implement this logic.

What should you identify?

A. 1
B. 2
C. 3
D. 4

Correct Answer: C

QUESTION 10
You have a user who must import a file every Monday. The file contains contacts from events the user attended during the weekend.

The events are scheduled every weekend for the next 18 months.

You need to prevent duplicate contacts from being created when the user Imports the contacts.

What should you do?

A. Create a real-time workflow.
B. Add a duplicate detection rule to the data map.
C. Schedule a duplicate detection job.
D. Apply a duplicate detection rule to the Import Data Wizard.

Correct Answer: B

QUESTION 11
You have a Dynamics CRM organization that contains two business units named Sales and Marketing.

You need to create a team to which you can assign security roles and that can contain users from the Sales business unit

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

A. Create an owner team that belongs to the Sales business unit.
B. Create an access team that belongs to the Sales business unit.
C. Create an access team that belongs to the root business unit.
D. Create an owner team that belongs to the root business unit.

Correct Answer: AD

QUESTION 12
You have a Dynamics CRM Online organization.

You create an entity named Score to track a player's scores in a game. The ownership of the entity is set to Organization

You need to change the ownership to User or Team. The solution must minimize administrative effort.

What should you do?

A. Delete the entity and recreate it.
B. Instruct the Microsoft Office 365 global administrator to use the web client to edit the entity properties.
C. Use the web client to edit the entity properties.
D. Use Microsoft SQL Server Management Studio to modify the entity properties.

Correct Answer: A

QUESTION 13
You have a Dynamics CRM organization.

Users access CRM from the web and from mobile apps.

You plan to add a new entity to the organization.

You need to ensure that the users can see the entity records from the web and from the mobile apps.

What should you do?

A. Activate the mobile express form.
B. Configure the mobile express form.
C. Modify the entity definition.
D. Enable the users for offline access.

Correct Answer: C

QUESTION 14
You receive leads that are generated from your company's website.

Once the leads are in Dynamics CRM, they must be assigned to a specific CRM user based on the city from which the lead came, and then moved to the queue of the user.

You plan to create a workflow to manage the process.

You need to identify which event should be used to trigger the workflow.

A. Record is assigned.
B. Record status changes.
C. Record is created.
D. Record is deleted.

Correct Answer: C

QUESTION 15
You have a Dynamics CRM organization.

Currently, when you create entities and fields, they have a prefix of new_.

You need to ensure that when you create new entities and fields, they have a prefix of Contoso_.

Which two actions should you perform? Each correct answer presents part of the solution.

A. Change the prefix in the System Settings to Contoso.
B. Edit the customization prefix field and change the display name to Contoso.
C. Change the prefix of the publisher associated to the solution to Contoso.
D. Create a new publisher that has a prefix of Contoso. Associate the new publisher to the exiting solution.

Correct Answer: CD

QUESTION 16
You have a custom entity named Entity1 that has three activated business process flows named BPF2. BPF2. and BPF3,

You need to ensure that BPF2 in visible only to customer service representatives from the web client. What should you do?

What should you do?

A. Branch the process flow.
B. Configure security roles.
C. Edit the process scope.
D. Rename BPF2 to come before BPF1.
E. Edit the definition of Entity1.

Correct Answer: B

QUESTION 17
You have a Dynamics CRM organization.

You enable Manager Hierarchy security.

You have the users shown in the following table.

User name	Manager
CEO	Not applicable
Vice President	CEO
Sales Manager	Vice President
Sales User	Sales Manager

You need to identify which actions the Vice President can perform.

What should you identify?

A. Read and update the records owned by Sales Manager. Read and update the records owned by
    Sales User.
B. Read and update the records owned by Sales Manager. Read the records owned by Sales User.
C. Read and update the records owned by Sales Manager. Read the records owned by CEO.
D. Read all of the records in the organization. Edit the records owned by Sates Manager.

Correct Answer: B

QUESTION 18
You have a custom entity named Event Registration. Event Registration has a relationship with
the contact entity.

You plan to add a field named Contact Phone to Event Registration.

You need to ensure that when a contact is added to an Event Registration record, the phone
number of the contact is displayed in the Contact Phone field of the record.

If the contact changes, the Contact Phone field must display the new phone number of the
contact.

What should you use?

A. a lookup field
B. a business rule
C. entity mapping
D. a calculated field

Correct Answer: D

QUESTION 19
Your company uses Dynamics CRM Online.

You have an entity that has the ownership set to User or Team.

You need to add a drop-down list to the entity. The drop-down list will contain six list items, and
will trigger a workflow that has a custom activity.

What should you do?

A. Use a real time workflow.
B. Use the trigger option from Microsoft SQL Server.
C. Add an option set field to the entity.
D. Add a lookup field to the entity.

Correct Answer: C