



**Vendor:** Microsoft

**Exam Code:** MB2-866

**Exam Name:** Microsoft Dynamics CRM 2011

Customization and Configuration

**Version:** DEMO

1. A company uses Microsoft Dynamics CRM 2011. You need to move a business unit in the Microsoft Dynamics CRM organizational hierarchy. What should you do?

- A. Change the business unit's root business unit.
- B. Change the business unit's parent business unit.
- C. Copy the business unit to the new position in the organizational hierarchy.
- D. Disable the business unit, change the business unit's organization team and then activate the business unit.

**Answer: B**

2. A company uses Microsoft Dynamics CRM 2011. You plan to disable a business unit in the organizational hierarchy. How will this affect users.? (Choose all that apply.)

- A. Users assigned to the disabled business unit will be reassigned to the root business unit.
- B. Users assigned to the disabled business unit will not be able to log on to Microsoft Dynamics CRM.
- C. Users assigned to child business units subordinate to the disabled business unit will be reassigned to the root business unit.
- D. Users assigned to child business units subordinate to the disabled business unit will not be able to log on to Microsoft Dynamics CRM.

**Answer: D, B**

3. Which of the following are features of the Microsoft Dynamics CRM 2011 platform? (Choose all that apply.)

- A. raising events for workflow processes
- B. controlling access to objects through security
- C. controlling access to the database through the data access layer
- D. enforcing the population of required custom fields on a record

**Answer: C, B, A**

4. Which of the following statements applies to both Microsoft Dynamics CRM 2011 on-premises and Microsoft Dynamics CRM Online 2011?

- A. supports Internet lead capture
- B. supports custom workflow assemblies
- C. allows a maximum of 2048 fields per entity
- D. allows offline synchronization with Microsoft Outlook 2010

**Answer: D**

5. Which type of customization is not supported by Microsoft Dynamics CRM 2011?

- A. customizing the Microsoft Dynamics CRM schema
- B. modifying the Microsoft Dynamics CRM website files and settings
- C. automating business processes through Microsoft Dynamics CRM dialogs
- D. creating entities, fields, forms and charts within Microsoft Dynamics CRM
- E. extending Microsoft Dynamics CRM by using application event programming

**Answer: B**

6. You need to block file extensions on Microsoft Dynamics CRM 2011 attachments.

Where do you make this change?

- A. in the system settings
- B. in the data management tool
- C. in the user-based email settings
- D. in the system-based email settings

**Answer:** A

7. A Microsoft Dynamics CRM 2011 organization has users located in three countries. You need to set the decimal precision for the currency fields. Which of the following settings should you configure? (Choose all that apply.)

- A. the Precision setting on each currency attribute
- B. the Pricing Decimal Precision system setting
- C. the Personal Standards and Formats setting
- D. the Organizational Standards and Formats setting

**Answer:** B, A

8. Users in a Microsoft Dynamics CRM 2011 organization run Microsoft Dynamics CRM 2011 for Microsoft Office Outlook. Which of the following Outlook settings are managed by the Microsoft Dynamics CRM system settings? (Choose all that apply.)

- A. minimum times for synchronization processes
- B. the synchronizing client
- C. the process of updating parent accounts when contacts synchronize
- D. the interval between sending of Microsoft Dynamics CRM email messages

**Answer:** D, A

9. After installing a Microsoft Dynamics CRM 2011 managed solution, which of the following statements are true? (Choose all that apply.)

- A. You can export the managed solution.
- B. You can add solution components to the managed solution.
- C. You cannot remove solution components from the managed solution.
- D. Deleting the managed solution will uninstall all of its solution components.

**Answer:** D, C

10. When creating a solution using Microsoft Dynamics CRM 2011, which new solution component types can you add? (Choose all that apply.)

- A. entities
- B. connection roles
- C. client extensions
- D. service endpoints

**Answer:** B, A