



Microsoft Dynamics CRM Customization and Configuration

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QUESTION 1

You need to populate the Opportunity type with the Lead type.

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

Choose two.

- A. Create a global option set field that can be reused across entities.
- B. Add this field to the mappings in the relationship,
- C. Create two different fields that have the same value, and set up a connection.
- D. Create one local option set with a field type of lookup to the entity.

Correct Answer: AB

QUESTION 2

You intend to use the following three environments when you customize Microsoft Dynamics CRM:

Sandbox

Staging

Production

Each environment represents a stage in the promotion of your work.

You need to transfer custom entities and fields between these environments.

Which mechanism should you use?

A. data import feature

- B. Plug-in Registration tool
- C. Web Service Configuration Settings
- D. CRM Solution files

Correct Answer: D

QUESTION 3

You create two Quick Create forms named Form1 and Form 2 for a new custom entity and then publish your changes. Form1 will be used in production, and Form2 is a backup.



You go to the top navigation bar to test the Quick Create form, but Form1 is not available.

What should you do?

- A. Change the form order for the Quick Create form set.
- B. Activate the Quick Create forms.
- C. Enable the Allow quick create property in the custom entity definition.
- D. Increase the max width, in pixels, in form properties for the Quick Create forms.

Correct Answer: C

Ref:https://technet.microsoft.com/en-us/library/dn531126.aspx

QUESTION 4

You are configuring user access in Microsoft Dynamics CRM.

You need several accounts to have a fixed group of people who have extensive permissions to these accounts.

What should you do?

A. Have Dynamics CRM automatically create access teams for each record, and then manually share the account with the appropriate team.

B. Create an access team template, and add to the account form a sub-grid that references the access team template.

C. Manually create an access team record, and assign the account to the access team.

D. Create an owner team, and assign the accounts to the owner team.

Correct Answer: D

https://www.microsoft.com/en-us/dynamics/crm-customer-center/create- or-edit-a-team.aspx http://blog.customereffective.com/blog/2014/02/exploring-a-new-feature-of-crm-2013- access-teams.html

QUESTION 5

You are updating custom entities in Microsoft Dynamics CRM.

Which three custom entity options can be disabled after they have been enabled? Each correct answer presents a complete solution. Choose three.

- A. Mail Merge
- **B.** Connections
- C. Document Management
- D. Queues



E. Access Teams

Correct Answer: ACE

Ref:https://msdynamicscrmblog.wordpress.com/2013/11/11/entity-options-in- dynamics-crm-2013/

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