



# MB2-712<sup>Q&As</sup>

Microsoft Dynamics CRM 2016 Customization and Configuration

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### QUESTION 1

You have a Dynamics CRM organization.

You have a team named Team1 that has three members named User1, User2 and User3.

Team1 currently owns 200 active contacts.

User1 fails to see the records assigned to Team1 from the default view. User1 sees only the records assigned to her.

You need to resolve the issue reported by User1.

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

- A. Configure a new default view for User1, User2, and User3.
- B. Configure the security role assigned to Team1.
- C. Configure the default view to include the records owned by Team1.
- D. Configure the security role assigned to User1.

Correct Answer: AC

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### QUESTION 2

A user named User1 is the owner of a background workflow that makes changes to an account after the Credit Limit field of the account is modified.

A user named User2 adds a new account and saves the record.

A user named User3 edits the record and changes the street address of the account.

A user named User4 edits the record and adds a parent account.

User2 changes the value in the Credit Limit field and assigns the account to User4.

You need to identify which name will be displayed in the Last Modified By Field on the account record.

Which name should you identify?

- A. User3
- B. User1
- C. User2
- D. User4

Correct Answer: B

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### QUESTION 3

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 is 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

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### QUESTION 4

You use server-side synchronization for email in a Dynamics CRM organization.

An office assistant reports that he is unable to send email on behalf of his manager. The manager can send and receive email as expected.

You need to ensure that the office assistant can send email on behalf of the manager.

What should you do?

- A. Instruct the office assistant to modify the Email settings in personal options.
- B. Reconfigure the outgoing configuration settings for the mailbox of the assistant.
- C. Edit the email server configuration.
- D. Instruct the manager to modify the Email settings in personal options.

Correct Answer: D

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### QUESTION 5

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. Export an unmanaged solution and select Managed for the package type. Import the exported solution to the production environment.
- B. Ask a developer to change the options of the import API so that CRM imports the unmanaged solution as managed.



C. Change the options of the Import Solution dialog box to import the solution as managed.

D. Use the Package Deployer for Microsoft Dynamics CRM to import the unmanaged solution to CRM as managed.

Correct Answer: D

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