MB2-707 Q&As

Microsoft Dynamics CRM Customization and Configuration

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QUESTION 1

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 2

A business services customer reports issues with a case entity.

You have two support tiers. Your support users are grouped by their tiers into separate business units, security roles, and teams.

You want to create a business process flow that is unique for each support tier, with tier- specific fields and stages on the case entity.

You do not want to allow your first-tier users to use the second-tier process flow.

What should you do?

A. Create two business process flows and two main forms. Enable one form for each tier\\'s security role. Then associate the corresponding business process flow with its form.

B. Create two business process flows. Assign the first support-tier security role to the first- tier business process flow only. Enable the second support-tier security role for both business process flows.

C. Create two business process flows. Make the second-tier team the owner of the second- tier business process flow, and make the first-tier team the owner of the first-tier business process flow.

D. Create one business process flow. Configure it with branches into two separate stage paths, depending on the business unit related to the user working on the case.

Correct Answer: B

Ref:http://crmbook.powerobjects.com/system- administration/processes/process-flows/

QUESTION 3

You have a new entity named Car.

You create an N:l relationship between Car and the Contact entity. You configure this relationship with the Referential, Restrict Delete type.

A Contact named Daisy Lawrence has two Cars, Carl and Car2.

You delete the contact.

What is the result?

A. Daisy Lawrence is deleted, and Car1 and Car2 generate a warning about references.

B. Daisy Lawrence, Carl1 and Car2 are deleted during the cascading delete operation.

C. Daisy Lawrence, Car1 and Car2 are not deleted, and an error is generated.

D. Daisy Lawrence is deleted, and Carl and Car2 are not deleted.

Correct Answer: C

Ref:https://technet.microsoft.com/en-us/library/dn531171.aspx

QUESTION 4

You need to configure a form so users can view data from the Primary Contact record on the Account record. What should you use?

A. Quick View form

B. JavaScript

C. Web resource

D. Social insights

Correct Answer: A

Ref:https://technet.microsoft.com/en-us/library/dn531145.aspx

QUESTION 5

A salesperson reports that quick find searches on accounts are taking too long.

Which two best practices should you suggest to the salesperson? Each correct answer presents a complete solution. Choose two.

A. Add a find field to the view.

B. Ensure there is not an asterisk (*) at the beginning of the search term.

C. Ensure there is an asterisk (*) at the beginning of the search term.

D. Create a personal view.

Correct Answer: BD

QUESTION 6

You need to configure Microsoft Dynamics CRM so that the sales personnel at your company must fill in the Estimated Revenue field on the Opportunity form. What should you do?

A. Modify the Field Type to Simple.

B. Modify the Field Requirement to Business Required.

C. Modify the Data Type to Currency.

D. Modify the IME Mode to Disabled.

Correct Answer: B

Ref:http://crmbook.powerobjects.com/system- administration/customization/customizing-fields/

QUESTION 7

On the Account record in Microsoft Dynamics CRM, you create business rules that update the Credit Limit based on the Relationship Type option set. After which two user actions do these business rules apply? Each correct answer presents a complete solution. Choose two.

A. Saving an Account

B. Changing a Relationship Type on an existing Account

C. Adding a Relationship Type to a new Account

D. Deleting an Account

Correct Answer: BC

Ref:https://technet.microsoft.com/en-us/library/dn531086.aspx

QUESTION 8

You need to create a custom calculated numeric field that has five digits after the decimal point. Which field type should you use?

A. Decimal number

B. Floating point number

C. Whole number

D. Currency

Correct Answer: A

https://technet.microsoft.com/en-us/library/dn832103.aspx https://technet.microsoft.com/en-us/library/dn531187.aspx#BKMK_UsingTheRightTypeOfNumber

QUESTION 9

In Microsoft Dynamics CRM, you create an association membership tracking solution.

You need the ability to:

Have multiple contacts related to each association and each contact to be related to many associations,

Capture the date that the member joined each association, as well as the member\\'s ID number,

Import all association members, and

Run an on-create workflow that updates the owner of the contact record based on the country in which the member resides.

Which type of many-to-many relationship should you use?

A. Native many-to-many relationship

B. Connections and connection roles

C. Manual many-to-many relationship

D. Sub-contacts

Correct Answer: C

http://www.magnetismsolutions.co.nz/blog/roshanmehta/2011/06/20/Relationships_in_ Dynamics_CRM_2011.aspx

QUESTION 10

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 11

A user opens the Contact List Member view to see the contacts that are in a Marketing List. Which view type is Contact List Member?

A. Associated view

B. Quick Find view

C. Public view

D. Lookup view

Correct Answer: A

QUESTION 12

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