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Total No of Questions:-150

Question: 1

The Microsoft CRM 1.2 SDK describes categories of customizations as “Fully Up gradable” or “Mostly Up gradable”. Which of the following CRM customizations are “Mostly Upgradeable” according to the Microsoft CRM 1.2 SDK?

- A - Post-callouts.
- B - Code developed for OnChange events.
- C - Customizations using the MS CRM SDK.
- D - Customizations using Microsoft CRM Tools.

Answer: A, B, C

Question: 2

Which of the following record Types can have their forms, views and previews customized using the System Customizations tool?

- A - Sales Literature
- B - Business Units
- C - Activities
- D - Users

Answer: A

Question: 3

Which of the following CRM customizations are not supported?

- A - Modifications to any .aspx files in the Microsoft CRM application.
- B - VBScript code developed for the OnChange event.
- C - Direct modifications to the physical schema of the Microsoft CRM databases.
- D - Code that inherits from Serviced Component and implements the ICRM Callout interface.

Answer: A, B, C

Question: 4

Which of the following field Types support client side events?

- A - Textbox
- B - Picklist
- C - DateTime
- D - Lookup

Answer: B

Question: 5

Using the application integration capabilities of Microsoft CRM, Bob adds a new side tab in the Microsoft CRM Account details form. This side tab will display an internal web site which includes sensitive financial information about the Account. Which of the following conditions describe the requirements for a user to see the new tab in the account details page?

- A - User must be granted rights to view custom side tabs.
- B - The Valid For View attribute must be set to "0".
- C - The user must be the owner of this account.
- D - The user must have CRM_READ_ACCESS rights for this Account.

Answer: D

Question: 6

You have customized the Account form using the system customization tools and have saved those customizations. Which of the following represent the steps that must be taken to display those changes to users and ensure that they will function as expected?

- A - You must publish customizations using Customization Transport Manager
- B - You must publish customizations using Schema Manager You must reset IIS
- C - You must publish customizations using Customization Transport Manager You must reset IIS
- D - You must export customizations using Customization Transport Manager You must reset IIS

Answer: C

Question: 7

What are some of the ways that you can process the data sent through a Post URL action?

- A - Create an ASP.NET page to process the HTTP POST data.
- B - Create an MSMQ server that can process HTTP POST data.
- C - Create an ASP.NET web service that can be called via HTTP POST.
- D - Create an ASP.NET page to process the HTTP POST data and return processing results back to the Microsoft CRM Work flow Process invoking the Post action.

Answer: A, C

Question: 8

You want to use Work flow to initiate a bidirectional integration of Account data between Microsoft CRM and another application. You are using Work flow rather than a post-callout because the Customer wants to be able to modest the criteria for the integration using work flow. Users do not have permissions to delete accounts. Which of the following approaches can be expected to best achieve this result?

- A - 1. Create a work flow on the Create event. 2. Create a work flow on the Status Change event when the Account is de-activated. 3. Use the Post-Url action in both work flows to send data to the other application. 4. Configure the other application to return updated information to

Microsoft CRM using the CRM Account.Update() method. 5. Configure the other application to call the CRM Account.Deactivate()method if the account is deleted.

B - 1. Create a work flow on the Create, Update and Delete events. 2. Use the Post-Url action from these events to send data to the other application. 3. Configure the other application to return updated information to Microsoft CRM using the CRM Account. Update () method 4. Configure the other application to call the CRM Account.Delete() method if the account is deleted.

C - 1. Create a work flow on the Create and State Changed event 2. Create a manual work flow 3. Use the Post-Url action for these work flows to send data to the other application 4. Configure a post-callout to call the manual event when the Account is updated. 5 Configure the other application to return updated information to Microsoft CRM using the CRM Account.Update() or CRM Account.Deactivate() method.

D - 1. Create a work flow on the create, update, and deactivate event 2. Use the Post-Url action to send and receive data to the other application 3. Configure the other application return updated information to Microsoft CRM using the CRM Account.Update()method.

Answer: C

Question: 9

Which of the following approaches is possible using the extension mechanisms for implementing custom platform-based business logic for Microsoft CRM 1.2?

A - Execute code after the creation of an account.

B - Execute code when an account is opened for view.

C - Execute code between the user's save and the creation of an account.

D - Execute code before the deletion of an account.

Answer: A

Question: 10

Which of the following descriptions is true for the CRM Incident.RetrieveByObject() method?

A - This method is used to retrieve the users that the Incident is assigned to.

B - This method is used to retrieve all the incidents (cases) associated with an account or contact.

C - This method is used to retrieve objects associated with incidents.

D - This method is used to retrieve the details of an incident specified by the incident id set in the Microsoft.Crm.Platform.Proxy.CObjectName object passed in the parameters.

Answer: B

Question: 11

Which of the following statements are true about both the Column Set XML schema and the Fetch XML schema?

A - Both schemas allow joining or objects.

B - Both schemas allow filtering or objects.

- C - Both schemas are able to retrieve the same columns.
- D - Both schemas allow order by.

Answer: B, C, D

Question: 12

When creating a new activity for an Account, which of the following columns in the activity class schema is used to set the “Regarding” attribute of the activity to a specified account?

- A. Set ownerid, owner type to the associated account.
- B. Set objectid to the associated account and set object type to Microsoft.Crm.Platform.Types.of Account.
- C. Set owning business unit to an array of object type structs which includes the associated account id and object type of Microsoft.Crm.Platform.Types.of Account.
- D. Use the CRM Activity.Update method to specify the activity Party Xml to set the associated account details.

Answer: B

Question: 13

Which of the following is an account retrieval method that can be used to retrieve all accounts owned by a specific CRM user?

- A - CRMAccount.RetrievesyPrincipal(Caller, Principal,ColumnSetXML)
- B - CRMAccount.RetrieveByOwner(Caller, OwnerId, ColumnSetXML)
- C - CRMAccount.RetrieveByUser(UserId, ColumnSetXML)
- D - CRMAccount.RetrieveByCRMUser(Caller, UserId, ColumnSetXML)

Answer: A

Question: 14

Which is the best assembly containing the value Types used to build XML strings for the methods found in the Microsoft.Crm.Platform Proxy assembly?

- A - Microsoft.Crm.Platform.Flags
- B - Microsoft.Crm.Platform.Types
- C - Microsoft.CRM.Proxy.Types
- D - Microsoft.Crm.Platform.Proxy.Types

Answer: B

Question: 15

Bob is developing a public web site to capture demographic information from internet users. He wants to create a new lead in the Microsoft CRM system for every user submission. In order to achieve this, he creates a web application that captures the user’s information. The following steps represent some general approaches to provide a security context for the web application to

operate under. Which of the following represent the best general approach?

- A - Instantiate the Credential Cache. - Instantiate the Network Credential Object and set particular credentials. - Add a value to the Credential Cache. - Assign the value to the Biz User Object. - Call Create methods on the lead Object using the Biz User Object.
- B - Instantiate Network Credential Object. - Assign Biz User credentials to the Default Credentials property of the Network Credential object. - Call Create methods on the lead object using the Biz User credentials.
- C - Add the Internet Anonymous user to the Microsoft CRM System Administrator role. – Instantiate the Network Credential Object and use Default Credentials as this will be populated by the website anonymous user account credentials. - Assign the value to the Bix User.
- D - Create an “Integration User” that belongs to the Administrator role, and change web site security to run in Kerberos mode under the Integration User credentials.

Answer: A

Question: 16

You have an array of accountid values. Which of the following techniques is the best way to return a list of specific accounts?

- A - Convert the array into a Fetch XML string representing the query. Then use CRMQuery.ExecuteQuery(Caller, QueryXML)
- B - CRMAccount.Retrieve(Caller, Ids, ColumnSetXML) method where the array of accountid values is passed as the Ids parameter.
- C - CRMAccount.BulkRetrieve(Caller, Ids, ColumnSet) method where the array of accountid values is passed as the Ids parameter.
- D - CRMAccount.RetrieveAll(Caller, Ids, ColumnSetXML) method where the array of accountid values is passed as the Ids parameter.

Answer: C

Question: 17

Which of the following approaches is used to upload an attachment to a note?

- A - Use the CRMNotesManager.Attach() method to specify the path of the attachment.
- B - Use a html page to capture the attachment details and submit to the MSCRMSEPVICES/NoteUpload.srf page on the Microsoft CRM Server
- C - Include the attachment path “<attachmenturl>”in the notes Manager Xml definition xml string used during the create or update of the note.
- D - Use the CRMNotesManager.Append() method to specify the path of the attachment.

Answer: B

Question: 18

Which of the following statements describe the difference between Privileges and Access Rights?

- A - Privileges are assigned to specific users whereas Access Rights are assigned to Record Types such as Accounts or Leads.
- B - Privileges are associated with object Types (e.g.Accounts) whereas Access Rights are associated with specific object instances (e.g.Account 1).
- C - Privileges can be associated with a specific user whereas Access Rights are only associated with specific objects for all users.
- D - Privileges and Access Rights refer to exactly the same set of security concepts.

Answer: B

Question: 19

Which of the following responses (if any) would be the faster method to retrieve records. Retrieve methods or ExecuteQuery Why?

- A - ExecuteQuery will be faster since the query is already built into the object and can be translated into data access layer faster.
- B - Retrieval methods will be faster since ExecuteQuery has to parse through Fetch XML.
- C - ExecuteQuery will be faster since Retrieval methods prepare and return additional information pertaining to the retrieval object which in turn slows down the query overall.
- D - Both methods are executed at the same speed since they are both converted to the same data access code.

Answer: B

Question: 20

In what namespace will you find the enumerations used as parameters to methods in the Microsoft CRM class libraries?

- A - Microsoft.Crm.Platform.Enum
- B - Microsoft.Crm.Platform.Proxy.Enum
- C - Microsoft.Crm.Platform.Types
- D - Microsoft.Crm.Platform.Proxy

Answer: D

Question: 21

Bob wants to create a custom solution to extend Microsoft CRM. In order to utilize some of the best practices in developing solutions with the Microsoft CRM class libraries, which of the following classes might he include in his solution?

- A - A Configuration Class to extract static information stored in configuration files.
- B - A Wrapper Class to encapsulate logic for interacting with the Microsoft CRM class library.
- C - A Data Access Class to encapsulate stored procedures to access Microsoft CRM data store.
- D - An Abstract Base Class to encapsulate general code pertaining to objects and variables for reuse.

Answer: A, B, D

Question: 22

Using Deployment Manager, Bob publishes a custom Product entity string attribute with Display Name and Name of “serialno” and of size 256. He wants to programmatically fetch this custom attribute in a query. When querying the Product entity using specific column names in a Column Set XML, which of the following columns would return the new custom attribute?

- A - <column>#serialno</column>
- B - <column>CFlserialno</column>
- C - <column>serialno</column>
- D - <column>CFSserialno</column>

Answer: D

Question: 23

An existing account has five related Contacts. The current user has Global Delete privileges for Accounts and Contacts. If the CRMAccount.Delete() method is executed for this account, which of following statements would be true?

- A - An exception would be thrown.
- B - Related Contacts are reparented to the Account Parent Account if one exists.
- C - Related Contacts are deleted.
- D - Contacts will not be related to any Account.

Answer: C

Question: 24

You are developing a custom application that integrates Microsoft Business Solutions CRM Accounts with another system. The functional requirements state that the post-callout must update the account with an account number from the other system. Your application will use a dedicated user account to perform the update. While testing your post-callout you notice that it has entered an infinite loop. Which answer best describes the steps to take to resolve this problem?

- A - Store the account GUID in a class variable. Test for the same GUID on subsequent Post Update events. If they match, do not update the account.
- B - Use Thread-Local-Storage to store the account GUID. Test for the same GUID on subsequent Post Update events. If they match, do not update the account.
- C - Test to see if the modified by field in the XML string passed to the Post Update event equals the dedicated user account used by your application.. If they are the same, do not update the account.
- D - Set the Transaction Complete parameter of the Post Update event to true when updating the account number in your post-callout.

Answer: C

Question: 25

You are developing an application which extends Microsoft Business Solutions CRM. The requirements state that the Microsoft Business Solutions CRM web client and Microsoft Business Solutions CRM Sales for Outlook will be used. To accommodate some of the functional requirements, a custom database and tables have been deployed. Which approach (if any) is best for online synchronization of these tables for the Microsoft Business Solutions CRM Sales for Outlook client?

- A - Extend the synchronization plan using the Microsoft Business Solutions CRM Deployment manager. Add your custom tables to the synchronization plan. The custom data will be synchronized by the platform automatically.
- B - Subscribe to the OnSyncComplete event of the Microsoft Business Solutions CRM Sales for Outlook platform. Using SQLDMO, ADO and VBScript, create and synchronize the custom data with scripts.
- C - Create a custom .Net assembly. Inherit from the ISyncData interface and implement your custom data logic using SQLDMO and ADO.net to manage databases, tables and data.
- D - Extending the synchronization framework is not supported.

Answer: D

Question: 26

You are designing an application that extends the Microsoft Business Solutions CRM platform. The functional requirements state you need to leverage functionality surrounding the Contract entity in the Microsoft Business Solutions CRM application. This includes creating new contracts as well as retrieving existing contracts as part of a work flow process. Which type of Microsoft CRM license would the user need to perform these actions?

- A - Microsoft CRM Sales Standard
- B - Microsoft CRM Sales Professional
- C - Microsoft CRM Customer Service Standard
- D - Microsoft CRM Customer Service Professional

Answer: D

Question: 27

How does Microsoft Business Solutions CRM validate JScript/JavaScript code in OnChange events?

- A - Validation is enabled when you set the validateScript attribute of the web.config file for the Microsoft Business Solutions CRM application to no
- B - There is no mechanism within Microsoft Business Solutions CRM to validate JavaScript/Script code for OnChange events.
- C - OnChange event code is validated by Microsoft Business Solutions CRM at the platform layer using Microsoft Internet Explorer components.
- D - OnChange event code is validated by Microsoft Business Solutions CRM at the application

layer using Microsoft Internet Explorer components

Answer: B

Question: 28

Which statement best describes the relationship between post-callouts and a given a Microsoft Business Solutions CRM transaction?

- A - The post-callout is configurable to either act as part of the transaction or to act independently from the transaction. When acting as part of the transaction, the post-callout must vote to commit or abort the transaction.
- B - The post-callout is always part of the transaction and must vote to commit or abort the transaction.
- C - The post-callout is called after the transaction occurs and has no vote in the transaction.
- D - The post-callout may be configured to take part in one or more transactions of the same object type. This technique can be used to optimize bulk processing. The post-callout must vote to commit or abort the transaction.

Answer: C

Question: 29

You are designing a web application to extend Microsoft CRM. The functional requirements state that data grids in the application must mimic the look and feel of the of the Microsoft Business Solutions CRM web client application. Which approach represents a supported way of achieving this goal?

- A - Reference the Microsoft.Crm.Application.Pages.Grids.dll assembly in your project.
- B - Inherit from the Microsoft CRM grid control classes implemented in the Microsoft.Crm.Application.Pages.Srids.dll assembly.
- C - Create a custom control based on observation of the HTML produced by the Microsoft CRM grid controls.
- D - Inherit the ICRMGridControl interface and implement a custom Net assembly as documented in the Microsoft Business Solutions CRM 1.2 SDK.

Answer: C

Question: 30

You are developing an application that extends the Microsoft Business Solutions CRM application. Your design document states that you need to retrieve the owner of the account's full name in addition to several attributes of the account. How would you achieve this using Fetch XML?

- A - Use the Fetch XML join operator to join the owninguser field of the account with the systemuserid of the owner. Include the systemuser's full name in the list of fields to retrieve, owner.
- B - Add a Fetch XML link-entity element to the Fetch XML and specify the value of the account

owner systemuserid in the value attribute. Specify awninguser for the on attribute.

C - Add a Fetch XML join-entity element to the Fetch XML and specify the value of the account owner systemuserid in the value attribute. Specify awninguser for the from attribute.

D - Add a Fetch XML link-entity element to the Fetch XML and specify the value of the account owner systemuserid in the value attribute. Specify awninguser for the from attribute.

Answer: B

Question: 31

You are designing an application that extends the Microsoft Business Solutions CRM application. Your design states that fields will be added to extend the Microsoft Business Solutions CRM Lead entity which will have corresponding custom attributes in the Microsoft Business Solutions CRM Account entity. Which approach is the best choice for updating these fields when the lead is converted into an account?

A - Implement a post-callout. Use PostCreate() for accounts to see if key fields match a lead. If so, update the corresponding custom attributes from the lead.

B - Use the Mapper tool to map these custom fields in the Microsoft Business Solutions CRM Deployment Manager.

C - Use a Microsoft Business Solutions CRM Work flow process. Create a step that executes when accounts are created. If key fields match an existing lead, update the custom attributes from the lead.

D - Use the Mapper tool to map these custom fields in Microsoft Business Solutions CRM System Customization area of the web client.

Answer: B

Question: 32

What is the role of the Metadata Services layer of the Microsoft Business Solutions CRM Server architecture?

A - These services cache the query plans created in the platform infrastructure to achieve best performance.

B - These services provide an application level platform that describes the behavior of the Microsoft CRM Web Client and streamlines development.

C - The Metadata Services layer processes requests from the Deployment Manager to display, edit and delete schema information.

D - These services interpret requests from the Application layer about the customizations made to Server layer.

Answer: A

Question: 33

Which of the following methods are provided by the User Management BizUser class?

A - Creating and Disabling Users.

- B - Retrieving all users in the reporting hierarchy for the specified user.
- C - Retrieving the Roles that the specified user belongs to.
- D - Retrieving the user manager. Retrieving the user manager.

Answer: A, B, D

Question: 34

Below is a list of a user access rights defined by their role for specific records in Microsoft CRM:

Account: Append To

Contact Append and Append To

Opportunity: Append

Note: Append and Append To

Which of the following actions is possible based on these rights?

- A - User can add a note to an opportunity.
- B - User can associate an opportunity with an account.
- C - User can associate a contact with an account.
- D - User can associate a note with an account.

Answer: A

Question: 35

Which of the following statements is true as it relates to Accounts and Contacts?

- A - Accounts can be parents to many other Types of objects including Contacts.
- B - Contacts can be parents to many other Types of objects including Accounts.
- C - Contacts can be assigned to Territories.
- D - Accounts can be active/inactive, whereas contacts do not have such states.

Answer: A

Question: 36

Where can you find the default schema for a CRM object?

- A - XSD file links found in Microsoft CRM SDK.
- B - XSL file links found in Microsoft CRM SDK.
- C - XML file links found in Microsoft CRM SDK.
- D - Server reference file (.srf) link in Microsoft CRM SDK.

Answer: A

Question: 37

One of the privileges allowed on Microsoft CRM objects is the SHAPE privilege. Which of the following rules are true as it relates to sharing an object in Microsoft CRM?

- A - Any one with share privileges on an object can share it with additional users or teams.

B - The person sharing an object can define which privileges they will include as a part of that sharing.

C - Access privileges on a shared object are the same for each user it is shared with.

D - Sharing can enable a user without certain privileges to a type of object to perform those actions after an instance of the object is shared with them. For example: A user role doesn't allow them to read Leads. But if you share a lead with the user and grant the read privilege, they will be able to view it.

Answer: A, B

Question: 38

Bob would like to provide the ability to convert a lead to an account via a custom web application. The conversion must use the Lead Mappings defined in Schema Manager. Which of the following methods can be used to enable this functionality?

A - Use `CRMLead.Convert()` With the parameters: - `CuserAuth` - `LeadId` - `Microsoft.Crm.Platform.Types.ObjectType.otAccount` to convert the specified lead into an Account.

B - Use `CRMCustomizations.GetMapping(otLead, otAccount)` to access the mappings specified for the Lead entity in Schema Manager. Create a new Account, and update the account with the source fields retrieved from the originating lead as specified by the mappings

C - Create a new Account. Call `CRM Account.Create()`, and capture the new account id. Set `originatingleadid` property to the lead being converted. Call `CRMAccount.SetPrimaryLead()` with the parameters: - `CuserAuth` - `LeadId` where `LeadId` is the ID of original lead being converted. This action will automatically convert the originating lead to this account and transform according to the mappings provided.

D - Use `CRMCustomizations` class to transform the lead to an account as follows: Call `CRMCustomization.Transform ()` with the parameters: - `CUserAuth`, - `CObjName`, - `Microsoft.Crm.Platform.Types.ObjectType.otAccount` - `Microsoft.Crm.Platform.Types.TRANSFORM_TARGET_FIELD_TYPE.TFT_VALID_FOR_CREATE` where `CObjName` contains data about the Lead Object

Answer: D

Question: 39

When an object is assigned to a new security principal, which of the following events may occur?

A - The new security principal becomes the owner of the object.

B - The new security principle is given `CRM_ACCESS_WRITE` rights, and the owner of the object is unchanged.

C - All related objects are assigned to the new security principle but are also shared by the original owner.

D - If the new security principle is a team, then all members of the team are given `CRM_ACCESS_WRITE` access rights to the object.

Answer: A, C

Question: 40

Is there any difference between Incidents and Cases?

A - Yes. Incidents are customer requests for assistance, whereas Cases are customer requests for service.

B - Yes. Cases are issues that can be tracked by case numbers, and can be assigned to CRM Work in progress queues, whereas incidents are limited to the Service module in the application scope and are informational only.

C - Yes. Incidents have different Status and Status Reasons than Cases.

D - No. The Microsoft CRM Application uses the term “Cases”. The Microsoft CRM platform uses the term “Incidents”.

Answer: D

Question: 41

A developer wants to create a web application that lists all contacts for a Business Unit. Which of the following methods can be used to achieve this result?

A - Use CRMQuery.ExecuteQuery() using a FetchXML query that includes a filter condition where the owning business unit of the contact equals a specified Business Unit business unitid.

B - Use CRMContact.RetrieveByObject() to retrieve contacts associated with the a specified Microsoft.Crm Platform .Proxy.ObjectType.otBusinessUnit.

C - Use the BizMerchant.RetrieveAllContacts() method.

D - Use CRMQuery.ExecuteQuery() using a FetchXML query that includes a filter condition where the owning business unit of the contact equals the CUserAuth.MerchantId value.

Answer: A

Question: 42

Which of the following statements are true for Microsoft CRM object dependencies?

A - An account can have only one account as its parent.

B - A contact must be associated with an Account.

C - An opportunity must be associated with an Account or Contact.

D - A contact can be associated with multiple parent accounts.

Answer: A, C

Question: 43

Which of the following statements describe the “Deep” Access Level most accurately?

A - The user can access objects in the user’s business unit.

B - The user can access objects in their business unit and all subordinate business units.

C - The user can access objects in their business unit, all business units subordinate to their business unit and the parent business unit.

D - The user can access objects in their business unit and all business units subordinate to the user's business unit including private objects.

Answer: B

Question: 44

Which of the following statements are true for Role-Based Security in Microsoft CRM?

A - Privileges cannot be modified at the user level.

B - The roles you create for your business unit are inherited by all of the business units below it in the hierarchy.

C - Roles are configurable within each Microsoft CRM Sales Territory.

D - The roles you create in MS CRM are replicated in Active Directory Schema as Security Groups.

Answer: A, B, D

Question: 45

Which of the following statements about deleting objects in Microsoft CRM are true?

A - When deleting an object, all the child objects are deleted or the delete fails and none are deleted.

B - When deleting an account, the account won be deleted if there is an open contract for the account.

C - When deleting an account, if the caller doesn have privileges that allow deletion of all child objects, the account will be flagged for deletion and an activity requesting deletion of any child objects will be created for the owner of those objects. When the owner deletes the child objects, the account deletion operation will proceed.

D - When deleting an account, all child objects will no longer be associated with the account.

Answer: A, B

Question: 46

Why might one need to directly update the Microsoft CRM Metabase?

A - To expose custom data Types.

B - To add custom business logic to data elements.

C - To register a Post-callout assembly.

D - Directly updating the Microsoft CRM Metabase is not supported.

Answer: C

Question: 47

Which methods are supported for retrieving data from the Microsoft Business Solutions CRM

application programmatically?

A - Submit a query using the CRMQuery class exposed in the Microsoft Business Solutions Class Library.

B - Access the data by using methods found in the COM Proxy class library;
Microsoft.Crm.Platform.ComProxy.

C - Use ADO.Net to submit a query to the Microsoft Sql Server MSCRM database.

D - Use the Retrieve method exposed by many classes in the Microsoft Business Solutions class library.

Answer: A, D

Question: 48

You are designing an application which will perform many diverse actions against the Microsoft Business Solutions CRM platform. While reviewing your custom application requirements you notice that custom business logic must be repeatedly applied when updating Accounts and Contacts. Your application will be written using C or VB.NET. Which choice represents a best practice in designing this code?

A - Use a global procedure to act on the account or contact for code modularity. Using runtime type information the object type can be detected and acted upon accordingly.

B - Define a base class that implements the functionality. Create a class that inherits from this class, CRMAccount, and CRMContact. Use the inherited functionality to act on the inherited account or contact using polymorphism.

C - Use an abstract base class to define methods to encapsulate the needed business logic. Then implement the inherited classes using the base class the methods to act on the data.

D - Use a template based solution to implement the functionality. Declare the required methods to act on the account or contact and templated constructors for CRMAccount and CRMContact.

Answer: C

Question: 49

Which of the following are security best practices?

A - Use teams to create cross-functional groups, so that specific objects can be shared with the team.

B - Assign all users roles with the maximum access levels and access rights required for them to do their jobs.

C - Train users who have sharing access rights to share the minimum information needed.

D - If a user needs additional access levels or rights, create a new role with those specific privileges and add the user to the new role.

Answer: A, C, D

Question: 50

You are a developing an application which queries the Microsoft Business Solutions CRM Server

based on input from the user. The information is returned as XML and is to be displayed to the user in HTML format as efficiently as possible. Which choice represents a best practice in presenting the returned information to the user?

- A - Use the .Net XmlDocument class to read the Xml. Select the result nodes using XPath and read through the nodes building an HTML output string for display to the user.
- B - Use an ADO.Net Dataset to read the Xml. Iterate through the dataset building an HTML output string for display to the user.
- C - Use the .NetXmlSerializer class to implement custom classes that represent data returned. Once the Xml data is deserialized, render it into HTML through a custom method in the class.
- D - Transform the XML into HTML using XSLT transformations.

Answer: D

Question: 51

What are some of the ways that you can process the data sent through a Post URL action?

- A - Create an ASP.NET page to process the HTTP POST data.
 - B - Create an MSMQ server that can process HTTP POST data.
 - C - Create an ASP NET web service that can be called via HTTP POST.
 - D - Create an ASP.NET page to process the HTTP POST data and return processing results
- Back to the Microsoft CRM Work flow Process invoking the Post action.

Answer: A, C

Question: 52

Using the application integration capabilities of Microsoft CRM, Bob adds a new side tab in the Microsoft CRM Account details form. This side tab will display an internal web site which includes sensitive financial information about the Account. Which of the following conditions describe the requirements for a user to see the new tab in the account details page?

- A - User must be granted rights to view custom side tabs.
- B - The ValidForview attribute must be set to "0".
- C - The user must be the owner of this account.
- D - The user must have CRM_READ_ACCESS rights for this Account.

Answer: D

Question: 53

Which of the following approaches is possible using the extension mechanisms for implementing custom platform-based business logic for Microsoft CRM 1.2?

- A - Execute code after the creation of an account.
- B - Execute code when an account is opened for view.
- C - Execute code between the user's save and the creation of an account.
- D - Execute code before the deletion of an account.

Answer: A

Question: 54

Which of the following field Types support client side events?

- A - Textbox
- B - Picklist
- C - DateTime
- D - Lookup

Answer: B

Question: 55

Which of the following record Types can have their forms, views and previews customized using the System Customizations tool?

- A - Sales Literature
- B - Business Units
- C - Activities
- D - Users

Answer: A

Question: 56

Which of the following CRM customizations are not supported?

- A - Modifications to any .aspx files in the Microsoft CRM application.
- B - VBScript code developed for the OnChange event.
- C - Direct modifications to the physical schema of the Microsoft CRM databases.
- D - Code that inherits from ServicedComponent and implements the ICRMCallout interface.

Answer: A, B, C

Question: 57

The Microsoft CRM 1.2 SDK describes categories of customizations as “Fully Upgradable” or “Mostly Upgradable”. Which of the following CRM customizations are “Mostly Upgradeable” according to the Microsoft CRM 1.2 SDK?

- A - Post-callouts.
- B - Code developed for OnChange events.
- C - Customizations using the MS CRM SDK.
- D - Customizations using Microsoft CRM Tools.

Answer: A, B, C

Question: 58

Which of the following customizations are not supported using the isv.config configuration file?

- A - Add a side tab to detail form of the Account entity
- B - Add a new Area to the Navigation bar.
- C - Add menus.
- D - Add views.

Answer: B, D

Question: 59

Bob is modifying the Account detail form using the Microsoft CRM System Customization tool. He wants to allow users to view the data in a field, but not change it. Is it possible to achieve this using the methods described below?

- A - Yes. Set the read-only attribute in the schema manager.
- B - Yes. In the System Customization tools, check the read-only option in the field properties.
- C - Yes. Specify the field as read-only in the Account entity section in the isv.config configuration file.
- D - No. It is not possible using any of the methods described.

Answer: D

Question: 60

In what namespace will you find the enumerations used as parameters to methods in the Microsoft CRM class libraries?

- A - Microsoft.Crm.Platform.Enum
- B - Microsoft.Crm.Platform.Proxy.Enum
- C - Microsoft.Crm.Platform.Types
- D - Microsoft.Crm.Platform.Proxy

Answer: D

Question: 61

Using Deployment Manager, Bob publishes a custom Product entity string attribute with Display Name and Name of “serialno” and of size 256. He wants to programmatically fetch this custom attribute in a query. When querying the Product entity using specific column names in a ColumnSetXML, which of the following columns would return the new custom attribute?

- A - <column> serialno</column>
- B - <column>CFIserialno</column>
- C - <column>serialno</column>
- D - <column>CFSserialno</column>

Answer: D

Question: 62

Which of the following approaches are valid in the Microsoft CRM Class Library for managing work flows?

- A - CRM Work flow class can be used to create new work flow rules.
- B - Custom Work flows can be created to respond to update events without the need to use a post-callout.
- C - CRMProcessController class can be used in post-callouts to execute manual work flow rules.
- D - Work flow classes can be used to check whether an object is currently in an active process instance.

Answer: C, D

Question: 63

An Account has the following properties

accountid = 6302cc43-981g-4993-b726-615e80e1e4nf

accountnumber = NULL

name = "ACME Corporation"

You create the following ColumnSetXML to include in the CRMAccount.Retrieve() method.

```
<columnset>
<column> name </column>
<column> accountid </column>
<column> accountnumber</column>
</columnset>
```

What will the CRMAccount.Retrieve() method return?

A - An XML String:

```
<account>
<name> ACME Corporation </name>
<accountid>6302cc43-981g-4993-b726-615e80e1e4nf</accountid>
<accountnumber></accountnumber>
</account>
```

B - An XML String:

```
<account>< name> ACME Corporation</name>
<accountid>6302cc43-981g-4993-b726-615e80e1e4nf</accountid>
</account>
```

C - An XmlDocument object that can be parsed for the accountid, accountnumber, and name columns

D - An XML String:

```
<account>
<name> ACME Corporation</name>
<accountid> 6302cc43-981g-4993-b726-615e80e1e4nf </accountid>
<accountnumber>""</accountnumber>
</account>
```

Answer: B

Question: 64

Bob wants to create a custom solution to extend Microsoft CRM. In order to utilize some of the best practices in developing solutions with the Microsoft CRM class libraries, which of the following classes might he include in his solution?

- A - A Configuration Class to extract static information stored in configuration files.
- B - A Wrapper Class to encapsulate logic for interacting with the Microsoft CRM class library
- C - A Data Access Class to encapsulate stored procedures to access Microsoft CRM data store.
- D - An Abstract Base Class to encapsulate general code pertaining to objects and variables for reuse.

Answer: A, B, D

Question: 65

When creating a new activity for an Account, which of the following columns in the activity class schema is used to set the “Regarding” attribute of the activity to a specified account?

- A - Set ownerid, owner type to the associated account.
- B - Set objectid to the associated account and set object type to Microsoft.Crm.Platform.Types.otAccount.
- C - Set owning business unit to an array of object type structs which includes the associated account id and object type of Microsoft.Crm.Platform.Types.otAccount.
- D - Use the CRMActivity.Update method to specify the activityPartyXml to set the associated account details.

Answer: B

Question: 66

Which of the following steps is required when retrieving account details using the CRMAccount.Retrieve() method?

- A - Create a CuserAuth object to represent the caller.
- B - Specify the columnset to be returned from the query.
- C - Create an account object and set its accountid, Url and the Credentials properties for the specific account being queried.
- D - Set the bizUser.MerchantId to the account being retrieved.

Answer: A

Question: 67

You have an array of accountid values. Which of the following techniques is the best way to return a list of specific accounts?

- A - Convert the array into a Fetch XML string representing the query. Then use CRMQuery.ExecuteQuery(Caller, QueryXML)
- B - CRMAccount.Retrieve(Caller, Ids, ColumnSetXML) method where the array of accountid values is passed as the Ids parameter.
- C - CRMAccount.BulkRetrieve(Caller, Ids, ColumnSet) method where the array of accountid values is passed as the Ids parameter.
- D - CRMAccount.RetrieveAll(Caller, Ids, ColumnSetXML) method where the array of accountid values is passed as the Ids parameter.

Answer: C

Question: 68

Bob is developing a public web site to capture demographic information from internet users. He wants to create a new lead in the Microsoft CRM system for every user submission. In order to achieve this, he creates a web application that captures the user's information. The following steps represent some general approaches to provide a security context for the web application to operate under. Which of the following represent the best general approach?

- A - Instantiate the CredentialCache. - Instantiate the NetworkCredential Object and set particular credentials. Add a value to the CredentialCache. Assign the value to the BizUser Object. - Call Create methods on the lead Object using the BizUserObject.
- B - Instantiate NetworkCredential Object. Assign BizUser credentials to the DefaultCredentials property of the NetworkCredential object. Call Create methods on the lead object using the BizUser credentials.
- C - Add the Internet Anonymous user to the Microsoft CRM System Administrator role. Instantiate the NetworkCredential Object and use DefaultCredentials as this will be populated by the website anonymous user account credentials. Assign the value to the BizUser.
- D - Create an "Integration User" that belongs to the Administrator role, and change web site security to run in Kerberos mode under the Integration User credentials.

Answer: A

Question: 69

Which of the following is an account retrieval method that can be used to retrieve all accounts owned by a specific CRM user?

- A - CRMAccount.RetrieveByPrincipal(Caller, Principal, ColumnSetXML)
- B - CRMAccount.RetrieveByOwner(Caller, OwnerId, ColumnSetXML)
- C - CRMAccount.RetrieveByUser(UserId, ColumnSetXML)
- D - CRMAccount.RetrieveByCRMUser(Caller, UserId, ColumnSetXML)

Answer: A

Question: 70

An existing account has five related Contacts. The current user has Global Delete privileges for Accounts and Contacts. If the CRMAccount.Delete() method is executed for this account, which

of following statements would be true?

- A - An exception would be thrown.
- B - Related Contacts are reparented to the Account Parent Account if one exists.
- C - Related Contacts are deleted.
- D - Contacts will not be related to any Account.

Answer: C

Question: 71

Which of the following responses (if any) would be the faster method to retrieve records? Retrieve methods or ExecuteQuery Why?

- A. ExecuteQuery will be faster since the query is already built into the object and can be translated into data access layer faster.
- B. Retrieval methods will be faster since ExecuteQuery has to parse through Fetch XML.
- C. ExecuteQuery will be faster since Retrieval methods prepare and return additional information pertaining to the retrieval object which in turn slows down the query overall.
- D. Both methods are executed at the same speed since they are both converted to the same Data access code.

Answer: B

Question: 72

Which of the following descriptions is true for the CRMIncident.RetrieveByObject() method?

- A - This method is used to retrieve the users that the Incident is assigned to.
- B - This method is used to retrieve all the incidents (cases) associated with an account or contact.
- C - This method is used to retrieve objects associated with incidents.
- D - This method is used to retrieve the details of an incident specified by the incident id set in the Microsoft.Crm.Platform.Proxy.CObjectName object passed in the parameters.

Answer: B

Question: 73

Which of the following statements describe the difference between Privileges and Access Rights?

- A - Privileges are assigned to specific users whereas Access Rights are assigned to Record Types such as Accounts or Leads.
- B - Privileges are associated with object Types (e.g.Accounts) whereas Access Rights are associated with specific object instances (e.g.Account 1).
- C - Privileges can be associated with a specific user whereas Access Rights are only associated with specific objects for all users.
- D - Privileges and Access Rights refer to exactly the same set of security concepts.

Answer: B

Question: 74

You are developing an application that extends the Microsoft Business Solutions CRM application. Your design document states that you need to retrieve the owner of the account's full name in addition to several attributes of the account. How would you achieve this using Fetch XML?

- A - Use the Fetch XML join operator to join the owninguser field of the account with the systemuserid of the owner. Include the systemuser's full name in the list of fields to retrieve.
- B - Add a Fetch XML link-entity element to the Fetch XML and specify the value of the account owner systemuserid in the value attribute. Specify owninguser for the on attribute.
- C - Add a Fetch XML join-entity element to the Fetch XML and specify the value of the account owner systemuserid in the value attribute. Specify owninguser for the from attribute.
- D - Add a Fetch XML link-entity element to the Fetch XML and specify the value of the account owner systemuserid in the value attribute. Specify owninguser for the from attribute.

Answer: B

Question: 75

Which statement best describes the relationship between post-callouts and a given a Microsoft Business Solutions CRM transaction?

- A - The post-callout is configurable to either act as part of the transaction or to act independently from the transaction. When acting as part of the transaction, the post-callout must vote to commit or abort the transaction.
- B - The post-callout is always part of the transaction and must vote to commit or abort the transaction.
- C - The post-callout is called after the transaction occurs and has no vote in the transaction.
- D - The post-callout may be configured to take part in one or more transactions of the same object type. This technique can be used to optimize bulk processing. The post-callout must vote to commit or abort the transaction.

Answer: C

Question: 76

What is the role of the Metadata Services layer of the Microsoft Business Solutions CRM Server architecture?

- A - These services cache the query plans created in the platform infrastructure to achieve best performance.
- B - These services provide an application level platform that describes the behavior of the Microsoft CRM Web Client and streamlines development.
- C - The Metadata Services layer processes requests from the Deployment Manager to display, edit and delete schema information.
- D - These services interpret requests from the Application layer about the customizations made to Server layer.

Answer: A

Question: 77

How does Microsoft Business Solutions CRM validate Jscript/JavaScript code in OnChange events?

- A - Validation is enabled when you set the validateScript attribute of the web .config file for the Microsoft Business Solutions CRM application to no
- B - There is no mechanism within Microsoft Business Solutions CRM to validate JavaScript/JScript code for OnChange events.
- C - OnChange event code is validated by Microsoft Business Solutions CRM at the platform layer using Microsoft Internet Explorer components.
- D - OnChange event code is validated by Microsoft Business Solutions CRM at the application layer using Microsoft Internet Explorer components.

Answer: B

Question: 78

You are developing an application which extends Microsoft Business Solutions CRM. The requirements state that the Microsoft Business Solutions CRM web client and Microsoft Business Solutions CRM Sales for Outlook will be used. To accommodate some of the functional requirements, a custom database and tables have been deployed. Which approach (if any) is best for offline synchronization of these tables for the Microsoft Business Solutions CRM Sales for Outlook client?

- A - Extend the synchronization plan using the Microsoft Business Solutions CRM Deployment manager. Add your custom tables to the synchronization plan. The custom data will be synchronized by the platform automatically.
- B - Subscribe to the OnSyncComplete event of the Microsoft Business Solutions CRM Sales for Outlook platform. Using SQLDMO, ADO and VBScript, create and synchronize the custom data with scripts.
- C - Create a custom .Net assembly. Inherit from the ISyncData interface and implement your custom data logic using SQLDMO and ADO.net to manage databases, tables and data.
- D - Extending the synchronization framework is not supported.

Answer: D

Question: 79

You are designing an application that extends the Microsoft Business Solutions CRM platform. The functional requirements state you need to leverage functionality surrounding the Contract entity in the Microsoft Business Solutions CRM application. This includes creating new contracts as well as retrieving existing contracts as part of a work flow process. Which type of Microsoft CRM license would the user need to perform these actions?

- A - Microsoft CRM Sales Standard
- B - Microsoft CRM Sales Professional

- C - Microsoft CRM Customer Service Standard
- D - Microsoft CRM Customer Service Professional

Answer: D

Question: 80

You are developing a custom application that integrates Microsoft Business Solutions CRM Accounts with another system. The functional requirements state that the post-callout must update the account with an account number from the other system. Your application will use a dedicated user account to perform the update. While testing your post-callout you notice that it has entered an infinite loop. Which answer best describes the steps to take to resolve this problem?

- A. Store the account GUID in a class variable. Test for the same GUID on subsequent Post Update events. If they match, do not update the account.
- B. Use Thread-Local-Storage to store the account GUID. Test for the same GUID on subsequent Post Update events. If they match, do not update the account.
- C. Test to see if the modified by field in the XML string passed to the PostUpdate event equals the dedicated user account used by your application.. If they are the same, do not update the account.
- D. Set the TransactionComplete parameter of the PostUpdate event to true when updating the account number in your post-callout.

Answer: C

Question: 81

You are developing a custom application that extends Microsoft Business Solutions CRM. This application will update leads after they are created or updated in order to enforce business rules. This functionality will be implemented as a post-callout configured to run under the security context of a dedicated user account. This account will need global write privileges for leads. Which answer describes the most appropriate plan of action to grant the dedicated user account the necessary privileges?

- A - Assign one of the default roles with Global write privileges for leads.
- B - Create a custom role for the user account. Grant this role only the global privilege to write to leads. Assign this role to the dedicated user account.
- C - Assign all the roles that have global write privileges to the user account.
- D - Change the security context of the post-callout to run under the context of the calling user.

Answer: B

Question: 82

You are developing an application that connects to the Microsoft Business Solutions CRM platform. Your requirements state that the security context used will be provided by encrypted credentials retrieved from the web.config file of your application. Which type of authentication

should you specify when connecting to the web services exposed by the Microsoft Business Solutions CRM platform?

- A - NTLM
- B - Basic authentication
- C - Digest Authentication
- D - Anonymous

Answer: A

Question: 83

Which of the following statements about deleting objects in Microsoft CRM are true?

- A - When deleting an object, all the child objects are deleted or the delete fails and none are deleted.
- B - When deleting an account, the account won be deleted if there is an open contract for the account.
- C - When deleting an account, if the caller doesn have privileges that allow deletion of all child objects, the account will be flagged for deletion and an activity requesting deletion of any child objects will be created for the owner of those objects. When the owner deletes the child objects, the account deletion operation will proceed.
- D - When deleting an account, all child objects will no longer be associated with the account.

Answer: A, B

Question: 84

Which of the following statements is true as it relates to Accounts and Contacts?

- A - Accounts can be parents to many other Types of objects including Contacts.
- B - Contacts can be parents to many other Types of objects including Accounts.
- C - Contacts can be assigned to Territories.
- D - Accounts can be active/inactive, whereas contacts do not have such states.

Answer: A

Question: 85

Which of the following statements are true for Microsoft CRM object dependencies?

- A - An account can have only one account as its parent.
- B - A contact must be associated with an Account.
- C - An opportunity must be associated with an Account or Contact.
- D - A contact can be associated with multiple parent accounts.

Answer: A, C

Question: 86

Below is a list of a user access rights defined by their role for specific records in Microsoft CRM:

Account: Append To

Contact Append and Append To

Opportunity: Append

Note: Append and Append To

Which of the following actions is possible based on these rights?

A - User can add a note to an opportunity.

B - User can associate an opportunity with an account.

C - User can associate a contact with an account.

D - User can associate a note with an account.

Answer: A

Question: 87

Which of the following statements are true for Role-Based Security in Microsoft CRM?

A - Privileges cannot be modified at the user level.

B - The roles you create for your business unit are inherited by all of the business units below it in the hierarchy.

C - Roles are configurable within each Microsoft CRM Sales Territory.

D - The roles you create in MS CRM are replicated in Active Directory Schema as Security Groups.

Answer: A, B, D

Question: 88

Bob is tasked with developing a web application to help in the organization and assignment of tasks in Microsoft CRM. One of the requirements for this application is to generate a set of task activities and assign them to specific users. Which of the following methods can Bob use to meet this requirement?

A - CRMActivity.Handle() method moves an activity to the In Progress (WIPBin) queue of the user.

B - CRMActivity.Route() method moves the activity to the private or public queue of the user or does auto-routing.

C - BizUser.Queue() method can be used to assign to a specific user work in progress queue.

D - Assign activities to public queues configured to automatically assign tasks to users based on predetermined criteria.

Answer: A, B

Question: 89

Bob would like to provide the ability to convert a lead to an account via a custom web application. The conversion must use the Lead Mappings defined in Schema Manager. Which of the following methods can be used to enable this functionality?

- A. Use CRMLead.Convert() With the parameters: - CuserAuth - LeadId - Microsoft.Crm.Platform.Types.ObjectType.otAccount to convert the specified lead into an Account.
- B. Use CRMCustomizations.GetMapping(otLead, otAccount) to access the mappings specified for the Lead entity in Schema Manager. Create a new Account, and update the account with the source fields retrieved from the originating lead as specified by the mappings
- C. Create a new Account. Call CRMAccount.Create(), and capture the new account id. Set originatingleadid property to the lead being converted. Call CRMAccount.SetPrimaryLead() with the parameters: - CuserAuth - LeadId where LeadId is the ID of original lead being converted. This action will automatically convert the originating lead to this account and transform according to the mappings provided.
- D. Use CRMCustomizations class to transform the lead to an account as follows: Call CRMCustomization.Transform with the parameters: - CUserAuth, - CObjName. – Microsoft.Crm.Platform.Types.ObjectType.otAccount– Microsoft.Crm.Platform.Types.TRANSFORM_TARGET_FIELD_ TYPE.TFT_VALID_FOR_CREATE where CObjName contains data about the Lead Object

Answer: D

Question: 90

Which of the following is a set of Access Rights can be associated with an Account Object?

- A. CRM_ACCESS_WRITE CRM_ACCESS_READ CRM_ACCESS_DELETE CRM_ACCESS_EXECUTE
- B. CRM_ACCESS_WRITE CRM_ACCESS_READ CRM_ACCESS_DELETE CRM_ACCESS_ASSIGN CRM_ACCESS_APPEND
- C. CRM_ACCESS_WRITE CRM_ACCESS_READ CRM_ACCESS_DELETE CRM_ACCESS_ASSIGN CRM_ACCESS_SHARE CRM_ACCESS_UPDATE
- D. CRM_ACCESS_WRITE CRM_ACCESS_READ CRM_ACCESS_DELETE CRM_ACCESS_ASSIGN CRM_ACCESS_SHARE CRM_ACCESS_APPEND CRM_ACCESS_APPENDTO CRM_ACCESS_EXECUTE

Answer: B

Question: 91

One of the privileges allowed on Microsoft CRM objects is the SHARE privilege. Which of the following rules are true as it relates to sharing an object in Microsoft CRM?

- A - Any one with share privileges on an object can share it with additional users or teams.
- B - The person sharing an object can define which privileges they will include as a part of that sharing.
- C - Access privileges on a shared object are the same for each user it is shared with.

D - Sharing can enable a user without certain privileges to a type of object to perform those actions after an instance of the object is shared with them. For example: A user role doesn't allow them to read Leads. But if you share a lead with the user and grant the read privilege, they will be able to view it.

Answer: A, B

Question: 92

Bob is an Account Executive in his organization. He is about to leave for vacation and will not have access to the Microsoft CRM system during this period. He would like to give READ and WRITE access to another Account Executive for this period of time.

The company has developed a custom web application that enables easy processing of account sharing. Bob decides to share his accounts with John who has the following privileges defined in the system for Accounts:

- READ
- SHARE
- APPEND

Which of the following scenarios is true for the above action request?

A - This page may use the CRMAccount.GrantAccess(userAuth, accountid, Rights, CSecurityPrincipal) method in order to specify access rights for John, which is enough for him to have WRITE access to this account.

B - This page may use the CRMAccount.GrantAccess(userAuth, accountid, Rights, CSecurityPrincipal) method in order to specify access rights for John. However, John will need to have prvWriteAccount privileges in order to have WRITE access to this account.

C - This page may use BizPrivilege object to assign CRM_ACCESS_WRITE privileges for John to Bob. This page may use BizPrivilege object to assign CRM_ACCESS_WRITE privileges for John to Bob's accounts.

D - None of the above is necessary, since this action is initiated by Bob who owns the account, at the time of Sharing, the required privileges and access rights are assigned to the new user automatically.

Answer: B

Question: 93

Which of the following is not a conversion method available in the Microsoft CRM class library?

A - CRMQuote.GenerateFromOpportunity() to generate an Quote from a Opportunity.

B - CRMQuote.ConvertToSalesOrder() to Generate a Sales Order from a Quote.

C - CRMLead.ConvertToAccount() to generate an Account from a Lead.

D - CRMInvoice.GenerateFromOpportunity() to generate an Invoice from an opportunity.

Answer: C

Question: 94

Which of the following statements describe the "Deep" Access Level most accurately?

- A - The user can access objects in the user's business unit.
- B - The user can access objects in their business unit and all subordinate business units.
- C - The user can access objects in their business unit, all business units subordinate to their business unit and the parent business unit.
- D - The user can access objects in their business unit and all business units subordinate to the user's business unit including private objects.

Answer: B

Question: 95

A developer wants to create a web application that lists all contacts for a Business Unit. Which of the following methods can be used to achieve this result?

- A - Use CRMQuery.ExecuteQuery() using a FetchXML query that includes a filter condition where the owningbusinessunit of the contact equals a specified BusinessUnit businessunitid.
- B - Use CRMcontact.RetrieveByObject() to retrieve contacts associated with the a specified Microsoft.Crm.Platform.Proxy.ObjectType.otBusinessUnit.
- C - Use the BizMerchant.RetrieveAllContacts() method.
- D - Use CRMQuery.ExecuteQuery() using a FetchXML query that includes a filter condition where the owningbusinessunit of the contact equals the CUserAuth.MerchantId value.

Answer: A

Question: 96

Which statements represent best practices for using a Post-URL step in a Microsoft Business Solutions CRM Work flow process?

- A - Use as the last step in the work flow.
- B - Use for non-critical processing.
- C - Use to open a new window to capture additional information from the user.
- D - Use as a means to write critical business data to a back-end application.

Answer: A, B

Question: 97

Which methods are supported for retrieving data from the Microsoft Business Solutions CRM application programmatically?

- A - Submit a query using the CRMQuery class exposed in the Microsoft Business Solutions Class Library.
- B - Access the data by using methods found in the COM Proxy class library; MicrosoftCrm.Platform.ComProxy.
- C - Use ADO.Net to submit a query to the Microsoft Sql Server MSCRM database.
- D - Use the Retrieve method exposed by many classes in the Microsoft Business Solutions class library.

Answer: A, D

Question: 98

Why might one need to directly update the Microsoft CRM Metabase?

- A - To expose custom data Types.
- B - To add custom business logic to data elements.
- C - To register a Post-callout assembly.
- D - Directly updating the Microsoft CRM Metabase is not supported.

Answer: C

Question: 99

While developing an application that interacts with the Microsoft Business Solutions CRM, you are assigned the task of creating an XML string for use in a fetch XML query. What is a best practice to obtain the value representing the object type Account in Microsoft Business Solutions CRM 1.2?

- A - Use the integer value documented in the Microsoft Business Solutions CRM 50K.
- B - Use the value provided by the Microsoft.CRM.Proxy.ObjectType.otAccount.
- C - Use the value provided by Microsoft.Crm.Platform.Types.ObjectType.otAccount
- D - Use the value provided by Microsoft.Crm.Platform.Proxy.ObjectType.otAccount.

Answer: C

Question: 100

You are a developing an application which queries the Microsoft Business Solutions CRM Server based on input from the user. The information is returned as XML and is to be displayed to the user in HTML format as efficiently as possible. Which choice represents a best practice in presenting the returned information to the user?

- A - Use the .Net XmlDocument class to read the Xml. Select the result nodes using XPath and read through the nodes building an HTML output string for display to the user.
- B - Use an ADO.Net Dataset to read the Xml. Iterate through the dataset building an HTML output string for display to the user.
- C - Use the .NetXmlSerializer class to implement custom classes that represent data returned. Once the Xml data is deserialized, render it into HTML through a custom method in the class.
- D - Transform the XML into HTML using XSLT transformations.

Answer: D

Question: 101

Which of the following record Types can have their forms1 views and previews customized using the System Customizations tool?

- A - Sales Literature

- B - Business Units
- C - Activities
- D - Users

Answer: A

Question: 102

You have customized the Account form using the system customization tools and have saved those customizations. Which of the following represent the steps that must be taken to display those changes to users and ensure that they will function as expected?

- A - You must publish customizations using Customization Transport Manager
- B - You must publish customizations using Schema Manager You must reset IIS
- C - You must publish customizations using Customization Transport Manager You must reset IIS
- D - You must export customizations using Customization Transport Manager You must reset IIS

Answer: C

Question: 103

Which of the following field Types support client side events?

- A - Textbox
- B - Picklist
- C - DateTime
- D - Lookup

Answer: B

Question: 104

Using the application integration capabilities of Microsoft CRM, Bob adds a new side tab in the Microsoft CRM Account details form. This side tab will display an internal web site which includes sensitive financial information about the Account. Which of the following conditions describe the requirements for a user to see the new tab in the account details page?

- A - User must be granted rights to view custom side tabs.
- B - The ValidForview attribute must be set to "0".
- C - The user must be the owner of this account.
- D - The user must have CRM_READ_ACCESS rights for this Account.

Answer: D

Question: 105

Which of the following are true for enabling application integration customizations?

- A - To enable application integrations, set the value of the ISVIntegration setting = "On" in the isv.config

- B - To disable application integrations, set the value of the ISVIntegration setting = “Off” in the web.config
- C - Application integration may be enabled or disabled independently for each Microsoft CRM entity
- D - ISV Integration customizations are not enabled by default

Answer: B, D

Question: 106

You want to use Work flow to initiate a bidirectional integration of Account data between Microsoft CRM and another application. You are using Work flow rather than a post-callout because the Customer wants to be able to modify the criteria for the integration using work flow. Users do not have permissions to delete accounts. Which of the following approaches can be expected to best achieve this result?

- A - 1. Create a work flow on the Create event. 2. Create a work flow on the Status Change event when the Account is de-activated. 3. Use the Post-Url action in both work flows to send data to the other application. 4. Configure the other application to return updated information to Microsoft CRM using the CRMAccount.Update()method. 5. Configure the other application to call the CRMAccount.Deactivate()method if the account is deleted.
- B - 1. Create a work flow on the Create, Update and Delete events. 2. Use the Post-Url action from these events to send data to the other application. 3. Configure the other application to return updated information to Microsoft CRM using the CRMAccount. Update() method 4. Configure the other application to call the CRMAccount.Delete() method if the account is deleted.
- C - 1. Create a work flow on the Create and State Changed event 2. Create a manual work flow 3. Use the Post-Url action for these workflows to send data to the other application 4. Configure a post-callout to call the manual event when the Account is updated. 5 Configure the other application to return updated information to Microsoft CRM using the CRMAccount.Update() or CRMAccount.Deactivate() method.
- D - 1. Create a work flow on the create, update, and deactivate event 2. Use the Post-Url action to send and receive data to the other application 3. Configure the other application return updated information to Microsoft CRM using the CRMAccount.Update()lmethod.

Answer: C

Question: 107

What additional information, if any, is exposed in outlookclient.xml that is not included in isv.config file?

- A - The Microsoft CRM Activity Synchronization Interval.
- B - Synchronization Connection Timeout Value.
- C - Synchronization Exchange Server Connector Path.
- D - The Outlookclient.xml doesn't include any additional information that is not also found in the isv.config.

Answer: D

Question: 108

What are some of the ways that you can process the data sent through a Post URL action?

- A - Create an ASP.NET page to process the HTTP POST data.
- B - Create an MSMQ server that can process HTTP POST data.
- C - Create an ASP.NET web service that can be called via HTTP POST.
- D - Create an ASP.NET page to process the HTTP POST data and return processing results back to the Microsoft CRM Work flow Process invoking the Post action.

Answer: A, C

Question: 109

Which of the following customizations are not supported using the isv.config configuration file?

- A - Add a side tab to detail form of the Account entity.
- B - Add a new Area to the Navigation bar.
- C - Add menus.
- D - Add views.

Answer: B, D

Question: 110

Which of the following statements describe the difference between Privileges and Access Rights?

- A - Privileges are assigned to specific users whereas Access Rights are assigned to Record Types such as Accounts or Leads.
- B - Privileges are associated with object Types (e.g.Accounts) whereas Access Rights are associated with specific object instances (e.g.Account 1).
- C - Privileges can be associated with a specific user whereas Access Rights are only associated with specific objects for all users.
- D - Privileges and Access Rights refer to exactly the same set of security concepts.

Answer: B

Question: 111

Which of the following statements are true about both the ColumnSet XML schema and the Fetch XML schema?

- A - Both schemas allow joining of objects.
- B - Both schemas allow filtering of objects.
- C - Both schemas are able to retrieve the same columns.
- D - Both schemas allow order by.

Answer: B, C, D

Question: 112

Which is the best assembly containing the value Types used to build XML strings for the methods found in the Microsoft.Crm.Platform.Proxy assembly?

- A - Microsoft.Crm.Platform.Flags
- B - Microsoft.Crm.Platform.Types
- C - Microsoft.CRM.Proxy.Types
- D - Microsott.Crm.Platform.Proxy.Types

Answer: B

Question: 113

Bob wants to create a custom solution to extend Microsoft CRM. In order to utilize some of the best practices in developing solutions with the Microsoft CRM class libraries, which of the following classes might he include in his solution?

- A - A Configuration Class to extract static information stored in configuration files.
- B - A Wrapper Class to encapsulate logic for interacting with the Microsoft CRM class library.
- C - A Data Access Class to encapsulate stored procedures to access Microsoft CRM data store.
- D - An Abstract Base Class to encapsulate general code pertaining to objects and variables for reuse.

Answer: A, B, D

Question: 114

Which of the following is an account retrieval method that can be used to retrieve all accounts owned by a specific CRM user?

- A - CRMAccount.RetrieveByPrincipal(Caller, Principal,ColumnSetXML)
- B - CRMAccount.RetrieveByOwner(Caller, OwnerId, ColumnSetXML)
- C - CRMAccount.RetrieveByuser(UserId, ColumnSet.XML)
- D - CRMAccount.RetrieveByCRMuser(Caller, UserId, ColumnSetXML)

Answer: A

Question: 115

Which of the following approaches are valid in the Microsoft CRM Class Library for managing work flows?

- A - CRMWork flow class can be used to create new work flow rules.
- B - Custom Work flows can be created to respond to update events without the need to use a post-callout.
- C - CRMProcessController class can be used in post-callouts to execute manual work flow rules.
- D - Work flow classes can be used to check whether an object is currently in an active process

instance.

Answer: C, D

Question: 116

In what namespace will you find the enumerations used as parameters to methods in the Microsoft CRM class libraries?

- A - Microsoft.Crm.Platform.Enum
- B - Microsoft.Crm.Platform.Proxy.Enum
- C - Microsoft.Crm.Platform.Types
- D - Microsoft.Crm.Platform.Proxy

Answer: D

Question: 117

Which of the following are the correct steps for retrieving a user privileges. Which of the following are the correct steps for retrieving a user?

- A - Create a Bizuser proxy object. - Create a CUserAuth object by calling BizUser.WhoAml(). – Create a new SecPrivilege object. - Create a CRolePrivilege array. - Retrieve the privileges into the CRolePrivilege array using SecPrivilege.RetrieveUsePriviledges(CuserAuth, CUserAuth.UserID)
- B - Create a BizUser proxy object. - Create a CUserAuth object by calling BizUser.WhoAml(). – Create a new BizPrivilege object. - Create a CRolePrivilege array. - Retrieve the privileges into the CRolePrivilege array using BizPrivilege.RetrieveUserPrivileges(CUserAuth, CUserAuth.UserID)
- C - Create a BizUser proxy object. - Create a CUserAuth object by calling BizUser.WhoAml(). – Create a CRolePrivilege object. - Retrieve the privileges into the CRolePrivilege object using CRolePrivilege.RetrieveUserPrivileges(CUserAuth, CUserAuth.UserID).
- D - Create a BizUser proxy object. - Create a CUserAuth object by calling BizUser.WhoAml(). – Create a new BizPrivilege object. - Create a CRolePrivilege array. - Retrieve the privileges into the CRolePrivilege array using BizPrivilege.RetrievePrivilegeset(CuserAuth)

Answer: B

Question: 118

Which of the following responses (if any) would be the faster method to retrieve records? Retrieve methods or ExecuteQuery Why?

- A - ExecuteQuery will be faster since the query is already built into the object and can be translated into data access layer faster.
- B - Retrieval methods will be faster since ExecuteQuery has to parse through Fetch XML.
- C - ExecuteQuery will be faster since Retrieval methods prepare and return additional information pertaining to the retrieval object which in turn slows down the query overall.
- D - Both methods are executed at the same speed since they are both converted to the same

data access code.

Answer: B

Question: 119

An existing account has five related Contacts. The current user has Global Delete privileges for Accounts and Contacts. If the CRMAccount.Delete() method is executed for this account, which of following statements would be true?

- A - An exception would be thrown.
- B - Related Contacts are reparented to the Account Parent Account if one exists.
- C - Related Contacts are deleted.
- D - Contacts will not be related to any Account.

Answer: C

Question: 120

Which of the following choices identify the object used to specify the identity of the caller when executing a CRMAccount.Retrieve() method?

- A - Microsoft.Crm.Platform.Proxy.CUserAuth
- B - Microsoft.Crm.Platform.Proxy.BizUser.User
- C - System.Net.CredentialCache.UserAuth
- D - System.Security.Principal.CRMPrincipal

Answer: A

Question: 121

When creating a new activity for an Account, which of the following columns in the activity class schema is used to set the “Regarding” attribute of the activity to a specified account?

- A - Set ownerid, ownertype to the associated account.
- B - Set objectid to the associated account and set objecttype to Microsoft.Crm.Platform.Types.otAccount.
- C - Set owningbusinessunit to an array of object type structs which includes the associated account id and objecttype of Microsoft.Crm.Platform.Types.otAccount.
- D - Use the CRMActivity.Update method to specify the activityPartyXml to set the associated account details.

Answer: B

Question: 122

Which of the following steps is required when retrieving account details using the CRMAccount.Retrieve() method?

- A - Create a CUserAuth object to represent the caller.

- B - Specify the columnset to be returned from the query.
- C - Create an account object and set its accountid, Url and the Credentials properties for the specific account being queried.
- D - Set the bizUser.MerchantId to the account being retrieved.

Answer: A

Question: 123

Which of the following descriptions is true for the CRMIncident.RetrieveByObject() method?

- A - This method is used to retrieve the users that the Incident is assigned to.
- B - This method is used to retrieve all the incidents (cases) associated with an account or contact.
- C - This method is used to retrieve objects associated with incidents.
- D - This method is used to retrieve the details of an incident specified by the incident id set in the Microsoft.Crm.Platform.Proxy.CObjectName object passed in the parameters.

Answer: B

Question: 124

You are developing an application which extends Microsoft Business Solutions CRM. The requirements state that the Microsoft Business Solutions CRM web client and Microsoft Business Solutions CRM Sales for Outlook will be used. To accommodate some of the functional requirements, a custom database and tables have been deployed. Which approach (if any) is best for online synchronization of these tables for the Microsoft Business Solutions CRM Sales for Outlook client?

- A - Extend the synchronization plan using the Microsoft Business Solutions CRM Deployment manager. Add your custom tables to the synchronization plan. The custom data will be synchronized by the platform automatically.
- B - Subscribe to the OnSyncComplete event of the Microsoft Business Solutions CRM Sales for Outlook platform. Using SQLDMO, ADO and VBScript, create and synchronize the custom data with scripts.
- C - Create a custom .Net assembly. Inherit from the ISyncData interface and implement your custom data logic using SQLDMO and ADO.net to manage databases, tables and data.
- D - Extending the synchronization framework is not supported.

Answer: D

Question: 125

You are designing a web application to extend Microsoft CRM. The functional requirements state that data grids in the application must mimic the look and feel of the Microsoft Business Solutions CRM web client application. Which approach represents a supported way of achieving this goal?

- A. Reference the Microsoft.Crm.Application.Pages.Grids.dll assembly in your project.
- B. Inherit from the Microsoft CRM grid control classes implemented in the

Microsoft.Crm.Application.Pages.Grids.dll assembly.

C. Create a custom control based on observation of the HTML produced by the Microsoft CRM grid controls.

D. Inherit the ICRMGridControl interface and implement a custom Net assembly as documented in the Microsoft Business Solutions CRM 1.2 SDK.

Answer: C

Question: 126

How does Microsoft Business Solutions CRM validate Jscript/JavaScript code in OnChange events?

A - Validation is enabled when you set the alidateScript attribute of the web .config file for the Microsoft Business Solutions CRM application to n

B - There is no mechanism within Microsoft Business Solutions CRM to validate JavaScript/JScript code for OnChange events.

C - OnChange event code is validated by Microsoft Business Solutions CRM at the platform layer using Microsoft Internet Explorer components.

D - OnChange event code is validated by Microsoft Business Solutions CRM at the application layer using Microsoft Internet Explorer components.

Answer: B

Question: 127

Which statement best describes the relationship between post-callouts and a given a Microsoft Business Solutions CRM transaction?

A - The post-callout is configurable to either act as part of the transaction or to act independently from the transaction. When acting as part of the transaction, the post-callout must vote to commit or abort the transaction.

B - The post-callout is always part of the transaction and must vote to commit or abort the transaction.

C - The post-callout is called after the transaction occurs and has no vote in the transaction.

D - The post-callout may be configured to take part in one or more transactions of the same object type. This technique can be used to optimize bulk processing. The post-callout must vote to commit or abort the transaction.

Answer: C

Question: 128

Sue is developing an application which extends Microsoft Business Solutions CRM. The requirements state that phone call activities must be attached to Incidents in Microsoft Business Solutions CRM. Which access right(s) must be granted to the user running Sue's application?

A - CRM_ACCESS_APPEND on the Incident and CRM_ACCESS_APPENDTO on the activity.

B - CRM_ACCESS_APPENDTO on the Incident and CRM_ACCESS_APPEND on the activity.

- C - CRM_ACCESS_APPEND on the Incident only.
- D - CRM_ACCESS_APPENDTO on the Incident only.

Answer: A

Question: 129

You are designing an application that extends the Microsoft Business Solutions CRM application. Your design states that fields will be added to extend the Microsoft Business Solutions CRM Lead entity which will have corresponding custom attributes in the Microsoft Business Solutions CRM Account entity. Which approach is the best choice for updating these fields when the lead is converted into an account?

- A - Implement a post-callout. Use PostCreate() for accounts to see if key fields match a lead. It so, update the corresponding custom attributes from the lead.
- B - Use the Mapper tool to map these custom fields in the Microsoft Business Solutions CRM Deployment Manager.
- C - Use a Microsoft Business Solutions CRM Work flow process. Create a step that executes when accounts are created If key fields match an existing lead, update the custom attributes from the lean
- D - Use the Mapper tool to map these custom fields in Microsoft Business Solutions CRM System Customization area of the web client.

Answer: B

Question: 130

Which application represents a supported option to edit the Microsoft Business Solutions CRM 1.2 web client?

- A - Visual Studio Net 2003
- B - The web based Microsoft Business Solutions CRM System Customization tools.
- C - Microsoft Office FrontPage 2003
- D - Any XML Editor that validates XSD schemas.

Answer: B

Question: 131

You are developing an application that extends the Microsoft Business Solutions CRM application. Your design document states that you need to retrieve the owner of the accounts full name in addition to several attributes of the account. How would you achieve this using Fetch XML?

- A - Use the Fetch XML join operator to join the owninguser field of the account with the systemuserid of the owner. Include the systemuser's full name in the list of fields to retrieve, owner.
- B - Add a Fetch XML link-entity element to the Fetch XML and specify the value of the account owner systemuserid in the value attribute. Specify awninguser for the attribute.

- C - Add a Fetch XML join-entity element to the Fetch XML and specify the value of the account owner systemuserid in the value attribute. Specify awninguser for the from attribute.
- D - Add a Fetch XML link-entity element to the Fetch XML and specify the value of the account owner systemuserid in the value attribute. Specify awninguser for the from attribute.

Answer: B

Question: 132

You are developing a custom application that extends Microsoft Business Solutions CRM. This application will update leads after they are created or updated in order to enforce business rules. This functionality will be implemented as a post-callout configured to run under the security context of a dedicated user account. This account will need global write privileges for leads. Which answer describes the most appropriate plan of action to grant the dedicated user account the necessary privileges?

- A - Assign one of the default roles with Global write privileges for leads.
- B - Create a custom role for the user account. Grant this role only the global privilege to write to leads. Assign this role to the dedicated user account.
- C - Assign all the roles that have global write privileges to the user account.
- D - Change the security context of the post-callout to run under the context of the calling user.

Answer: B

Question: 133

Bob would like to provide the ability to convert a lead to an account via a custom web application. The conversion must use the Lead Mappings defined in Schema Manager. Which of the following methods can be used to enable this functionality?

- A - Use CRMLead.Convert() With the parameters: - CuserAuth - LeadId - Microsoft.Crm.Platform.Types.ObjectType.otAccount to convert the specified lead into an Account.
- B - Use CRMCustomizations.GetMapping(otLead, otAccount) to access the mappings specified for the Lead entity in Schema Manager. Create a new Account, and update the account with the source fields retrieved from the originating lead as specified by the mappings
- C - Create a new Account. Call CRMAccount.Create(), and capture the new account id. Set Originating leadid property to the lead being converted. Call CRMAccount.SetPrimaryLead() with the parameters: - CuserAuth - LeadId where LeadId is the ID of original lead being converted. This action will automatically convert the originating lead to this account and transform according to the mappings provided.
- D - Use CRMCustomizations class to transform the lead to an account as follows: Call CRMCustomization.Transform() with the parameters: - CUserAuth, - CObjName, - Microsoft.Crm.Platform.Types.ObjectType.otAccount - Microsoft.Crm.Platform.Types.TRANSFORM_TARGET_FIELD_TYPE.TFT_VALID_FOR_CREATE where CObjName contains data about the Lead Object

Answer: D

Question: 134

Bob is an Account Executive in his organization. He is about to leave for vacation and will not have access to the Microsoft CRM system during this period. He would like to give READ and WRITE access to another Account Executive for this period of time. The company has developed a custom web application that enables easy processing of account sharing. Bob decides to share his accounts with John who has the following privileges defined in the system for Accounts:

- READ - SHARE - APPEND Which of the following scenarios is true for the above action request?

A - This page may use the `CRMAccount.GrantAccess(userAuth, accountid, Rights, CSecurityPrincipal)` method in order to specify access rights for John, which is enough for him to have WRITE access to this account.

B - This page may use the `CRMAccount.GrantAccess(userAuth, accountid, Rights, CSecurityPrincipal)` method in order to specify access rights for John. However, John will need to have `prvWriteAccount` privileges in order to have WRITE access to this account.

C - This page may use `BizPrivilege` object to assign `ORM_ACCESS_WRITE` privileges for John to Bob

D - None of the above is necessary, since this action is initiated by Bob who owns the account, at the time of Sharing, the required privileges and access rights are assigned to the new user automatically.

Answer: B

Question: 135

Which of the following is not a conversion method available in the Microsoft CRM class library?

A - `CRMQuote.GenerateFromOpportunity()` to generate an Quote from a Opportunity.

B - `CRMQuote.ConvertToSalesOrder()` to Generate a Sales Order from a Quote.

C - `CRMLead.ConvertToAccount()` to generate anAccountfrom a Lead.

D - `CRMInvoice.GenerateFromOpportunity()` to generate an Invoice from an opportunity.

Answer: C

Question: 136

Where can you find the default schema for a CRM object?

A - XSD file links found in Microsoft CRM SDK.

B - XSL file links found in Microsoft CRM SDK.

C - XML file links found in Microsoft CRM SDK.

D - Server reference file (.srf) link in Microsoft CRM SDK.

Answer: A

Question: 137

Which of the following is a set of Access Rights can be associated with an Account Object?

- A. CRM_ACCESS_WRITE CRM_ACCESS_READ CRM_ACCESS_DELETE CRM_ACCESS_EXECUTE
- B. CRM_ACCESS_WRITE CRM_ACCESS_READ CRM_ACCESS_DELETE CRM_ACCESS_ASSIGN CRM_ACCESS_APPEND
- C. CRM_ACCESS_WRITE CRM_ACCESS_READ CRM_ACCESS_DELETE CRM_ACCESS_ASSIGN CRM_ACCESS_SHARE CRM_ACCESS_UPDATE
- D. CRM_ACCESS_WRITE CRM_ACCESS_READ CRM_ACCESS_DELETE CRM_ACCESS_ASSIGN CRM_ACCESS_SHARE CRM_ACCESS_APPEND CRM_ACCESS_APPENDTO CRM_ACCESS_EXECUTE

Answer: B

Question: 138

One of the privileges allowed on Microsoft CRM objects is the SHAPE privilege. Which of the following rules are true as it relates to sharing an object in Microsoft CRM?

- A - Anyone with share privileges on an object can share it with additional users or teams.
- B - The person sharing an object can define which privileges they will include as a part of that sharing.
- C - Access privileges on a shared object are the same for each user it is shared with.
- D - Sharing can enable a user without certain privileges to a type of object to perform those actions after an instance of the object is shared with them. For example: A user role doesn't allow them to read Leads. But if you share a lead with the user and grant the read privilege, they will be able to view it.

Answer: A, B

Question: 139

When an object is assigned to a new security principal, which of the following events may occur?

- A - The new security principal becomes the owner of the object.
- B - The new security principle is given CRM_ACCESS_WRITE rights, and the owner of the object is unchanged.
- C - All related objects are assigned to the new security principle but are also shared by the original owner.
- D - If the new security principle is a team, then all members of the team are given CRM_ACCESS_WRITE access rights to the object.

Answer: A, C

Question: 140

Which of the following statements are true for Microsoft CRM object dependencies?

- A - An account can have only one account as its parent.
- B - A contact must be associated with an Account.
- C - An opportunity must be associated with an Account or Contact.

D - A contact can be associated with multiple parent accounts.

Answer: A, C

Question: 141

Bob is tasked with developing a web application to help in the organization and assignment of tasks in Microsoft CRM. One of the requirements for this application is to generate a set of task activities and assign them to specific users. Which of the following methods can Bob use to meet this requirement?

- A. CRMActivity.Handle() method moves an activity to the In Progress (WIPBin) queue of the user.
- B. CRMActivily.Route() method moves the activity to the private or public queue of the user or does auto-routing.
- C. BizUser.Queue() method can be used to assign to a specific user work in progress queue.
- BizUser.Queue() method can be used to assign to a specific user? work in progress queue.
- D. Assign activities to public queues configured to automatically assign tasks to users based on predetermined criteria.

Answer: A, B

Question: 142

Which of the following statements are true for Pole-Based Security in Microsoft CRM?

- A - Privileges cannot be modified at the user level.
- B - The roles you create for your business unit are inherited by all of the business units below it in the hierarchy.
- C - Roles are configurable within each Microsoft CRM Sales Territory.
- D - The roles you create in MS CRM are replicated in Active Directory Schema as Security Groups.

Answer: A, B, D

Question: 143

Which or the following statements about deleting objects in Microsoft CRM are true?

- A. When deleting an object, all the child objects are deleted or the delete fails and none are deleted.
- B. When deleting an account, the account won be deleted if there is an open contract for the account.
- C. When deleting an account, if the caller doesn have privileges that allow deletion of all child objects, account will be flagged for deletion and an activity requesting deletion or any child objects will be created for the owner or those objects. When the owner deletes the child objects, the account deletion operation will proceed.
- D. When deleting an account, all child objects will no longer be associated with the account.

Answer: A, B

Question: 144

Is there any difference between Incidents and Cases?

A - Yes. Incidents are customer requests for assistance, whereas Cases are customer requests for service.

B - Yes. Cases are issues that can be tracked by case numbers, and can be assigned to CRM Users Work in progress queues, whereas incidents are limited to the Service module in the application scope and are informational only.

C - Yes. Incidents have different Status and Status Reasons than Cases.

D - No. The Microsoft CRM Application uses the term “Cases”. The Microsoft CRM platform uses the term “Incidents”.

Answer: D

Question: 145

Below is a list of a user access rights defined by their role for specific records in Microsoft CRM:

Account: Append To

Contact Append and Append To

Opportunity: Append

Note: Append and Append To

Which of the following actions is possible based on these rights?

A - User can add a note to an opportunity.

B - User can associate an opportunity with an account.

C - User can associate a contact with an account.

D - User can associate a note with an account.

Answer: A

Question: 146

You are designing an application which will perform many diverse actions against the Microsoft Business Solutions CRM platform. While reviewing your custom application requirements you notice that custom business logic must be repeatedly applied when updating Accounts and Contacts. Your application will be written using C or VB.NET. Which choice represents a best practice in designing this code?

A - Use a global procedure to act on the account or contact for code modularity. Using runtime type information the object type can be detected and acted upon accordingly.

B - Define a base class that implements the functionality. Create a class that inherits from this class, CRMAccount, and CRMContact. Use the inherited functionality to act on the inherited account or contact using polymorphism.

C - Use an abstract base class to define methods to encapsulate the needed business logic. Then implement the inherited classes using the base class the methods to act on the data.

D - Use a template based solution to implement the functionality. Declare the required methods to

act on the account or contact and temolated constructors for CRMAccount and CRMContact.

Answer: C

Question: 147

While developing an application that interacts with the Microsoft Business Solutions CRM, you are assigned the task of creating an XML string for use in a fetch XML query. What is a best practice to obtain the value representing the object type Account in Microsoft Business Solutions CRM 1.2?

- A - Use the integer value documented in the Microsoft Business Solutions CRM SDK.
- B - Use the value provided by the Microsoft.CRM.Proxy.ObjectType.otAccount.
- C - Use the value provided by Microsoft.Crm.Platform.Types.ObjectType.otAccount
- D - Use the value provided by Microsoft.Crm.Platform.Proxy.ObjectType.otAccount.

Answer: C

Question: 148

You are tasked with developing an application which searches against accounts and contacts stored in Microsoft Business Solutions CRM. A design goal for the application states that the queries should execute as efficiently as possible. Which of the following represent a supported best practice that you would apply to achieve this goal?

- A - You create a COM+ component to be deployed on the Microsoft Business Solutions CRM server. This component uses the COM Proxy interface to retrieve information. The information is marshaled back to the client using Net Remoting in binary format.
- B - After the first call to BizUser.WhoAml(), you cache the CUserAuth instance in a Session variable for future calls.
- C - You create stored procedures on the Microsoft Sql Server instance serving the Microsoft Business Solutions CRM installation database. You then use ADO.Net to access these stored procedures to efficiently query the database.
- D - You create a COM+ component to be deployed on the Microsoft Sql Server instance serving the Microsoft Business Solutions CRM installation database. This component uses ADO.Net to retrieve the information from custom stored procedures. The information is marshaled back to the client using .Net Remoting in binary format.

Answer: B

Question: 149

You are a developing an application which queries the Microsoft Business Solutions CRM Server based on input from the user. The information is returned as XML and is to be displayed to the user in HTML format as efficiently as possible. Which choice represents a best practice in presenting the returned information to the user?

- A - Use the .Net XmlDocument class to read the Xml. Select the result nodes using XPath and read through the nodes building an HTML output string for display to the user.

- B - Use an ADO.Net Dataset to read the Xml. Iterate through the dataset building an HTML output string for display to the user.
- C - Use the .Net XmlSerializer class to implement custom classes that represent data returned. Once the Xml data is deserialized, render it into HTML through a custom method in the class.
- D - Transform the XML into HTML using XSLT transformations.

Answer: D

Question: 150

Which statements represent best practices for using a Post-URL step in a Microsoft Business Solutions CRM Work flow process?

- A - Use as the last step in the work flow.
- B - Use for non-critical processing.
- C - Use to open a new window to capture additional information from the user.
- D - Use as a means to write critical business data to a back-end application.

Answer: A, B