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Question: 1

Custom entity X exists with a relationship where the Account is the Primary entity.

Custom entity Y has a relationship where Custom Entity X is the Primary entity.

If you export only the customizations for custom entity X and import these customizations into a new Microsoft CRM installation you can expect that Custom Entity X exists in the new installation. What else can you expect to find in the new installation?

- A. - Custom Entity Y.
- The relationship between Custom Entity X and Account.
- The relationship between Custom Entity Y and Custom Entity X.
- B. The relationship between Custom Entity X and Account.
- C. - Custom Entity Y.
- The relationship between Custom Entity Y and Custom Entity X.
- D. Nothing else is imported.

Answer: B

Question: 2

You want to modify a report included with Microsoft CRM. What do you need to do before you can begin? Choose three.

- A. Download the report.
- B. Locate the Report Template on the Microsoft CRM Server CD.
- C. Create a Business Intelligence Project in Visual Studio.
- D. Install the SQL Server Reporting Services Report Designer.

Answer: A, C, D

Question: 3

Which of the following represent limitations when using custom entities? Choose all that apply.

- A. The Microsoft CRM Data Migration Framework does not support importing data into the custom entities.
- B. Custom entities cannot represent the Customer in Cases or Opportunities
- C. Duplicate instances of custom entities cannot be merged.
- D. Custom entities cannot be the primary entity in relationships with system entities such as Case or Opportunity.

Answer: A, B, C

Question: 4

What should you be aware of when designing a new Sales Process? Choose two.

- A. You must publish a Sales Process before it is available to users.
- B. Before a user can start a new Sales Process you must grant the user appropriate rights for the Sales Process.
- C. Any opportunity can only be associated with a single sales process at a time.
- D. Sales processes can only be created for the Create and Manual events.

Answer: C, D

Question: 5

Which of the following are correct when creating relationships between custom and system entities? Choose two.

- A. A relationship between a custom entity and a system entity can use the referential type of behavior.
- B. A custom entity can be related to a Customer composite entity.
- C. A relationship between a custom entity and a system entity can use the parental type of behavior if the system entity is the primary entity.
- D. You cannot map attributes between custom and system entities.

Answer: A, C

Question: 6

You added a new attribute to the Account entity. This new attribute must be visible in the Account Overview report. How should you achieve this? Choose the best answer.

- A. Download the report definition file, open with Microsoft Word, add the new attribute as a textbox control, and upload it from the Reports Area of Microsoft CRM.
- B. Export the report as a HTML file, add the field with Microsoft?FrontPage, and import it with the Report Manager.
- C. Download the report definition file, edit it with the SQL Server Reporting Services Report Designer, and upload the modified report from the Reports Areas of Microsoft CRM.
- D. Save the Report as a mht file, edit it with Notepad, and upload the report to Microsoft CRM.

Answer: C

Question: 7

You want to display a photo of the contact in the Contact form. How can you achieve this?

- A. Microsoft CRM does not allow this type of customization.
- B. Add a new attribute to the form with the image datatype.
- C. Create a new relationship from the Contact entity to your image database and display the photo in the contact form.
- D. Create an ASP.NET application that displays a photograph when the Microsoft CRM Contact GUID is passed to it. Configure the IFrame to use the URL of the application and to pass the GUID as a parameter.

Answer: D

Question: 8

You have two workflow rules associated with the Change Status event for the same entity. They must be applied in a specific order. How can you achieve this? Choose the simplest answer.

- A. Use a naming convention that will sort the workflow rules alphabetically. Rules will be applied in alphabetical order.
- B. Configure the rules as manual rules, then call them as subprocesses from a workflow rule created for the Change Status event.
- C. Set the workflow order using the up and down arrows on the standard toolbar of the Workflow Manager.
- D. Rules are executed in the order they were created.

Answer: C

Question: 9

Which of the following are limitations of working with Workflows? Choose two.

- A. There is a latency as the Microsoft CRM Workflow Service does not respond immediately to events.

- B. The Workflow Manager does not include Update as an event that can trigger workflow.
- C. Can only be used by a developer.
- D. You cannot use XML Web Services.

Answer: A, B

Question: 10

Company.com wants to change the name of the Opportunity entity to "Deals". Which of the following best describes the process?

- A. - Change the display name of the entity and publish the entity.
- All effected areas are updated through platform metadata.
- B. - Change the display name of the entity.
- Edit any attribute display names that reference the term "opportunity".
- Publish entity customizations.
- C. - Change the display name of the entity.
- Edit attribute display names that reference the term "opportunity."
- Manually modify Entity Forms and views that reference the term "opportunity."
- Publish entity customizations.
- D. - Change the display name of the entity.
- Edit any attribute display names that reference the term "opportunity."
- Manually modify the Entity Forms and views that reference the term "opportunity."
- Modify system messages that reference the term "opportunity."
- Publish entity customizations.
- Modify online help content that uses the term 'opportunity. '
- Modify reports that use the term 'opportunity.'

Answer: D

Question: 11

Company.com wants users to be able to locate a specific account based solely on the Account main phone number. What is the best way to achieve this?

- A. Add the main phone attribute as a View column to the Active Accounts view. Train users to sort results on the main phone column and use page controls on the view to locate the record.
- B. Create a new system view called 'Main Phone View' that includes the main phone attribute as the first column. Train users to type the phone number in the 'Look for:' textbox and click Find while using the 'Main Phone View'
- C. In the Main Phone attribute, select the 'Add attribute to Quick find criteria' check box. Train users to type the phone number in the 'Look for' text box and click Find.
- D. Add the Main Phone attribute as a 'find Column' in the Quick Find View for Accounts. Train users to type the phone number in the 'Look for' text box and click Find.

Answer: D

Question: 12

Company.com wants to create a custom entity called 'Event' to store information about special events that are not part of the normal services they offer.

They want to include three lookup fields on the event form to associate Microsoft CRM users responsible for the areas of Entertainment, Catering, and Security.

Which of the following represent possible solutions to address this need? Choose three.

- A. Create three relationships between Event and User where User is the primary entity. Display the lookup fields in the Event form.

- B. Use a text field to enter the names of the individuals without using a lookup field.
- C. Have a developer create a custom .aspx page that will allow users to select a CRM User and save this information with the Event record; however, no actual relationship is created in Microsoft CRM.
- D. Create the Event entity with a relationship to Activities. Rather than store the information in the Event form, create Task activities for the respective areas of responsibility.

Answer: B, C, D

Question: 13

Which of the following are valid events when defining a workflow rule?

- A. Manual
- B. Assign
- C. Change Status
- D. Update

Answer: A, B, C

Question: 14

Company.com sells and supports computer hardware for its customers. They want to use Microsoft CRM to track the computer equipment delivered to the customer. Company.com created a Computer Entity with a relationship to an Account as the primary entity. The business requirement states that if the Account is deleted, the associated Computer Entity should not be deleted and must be associated to another account before the account can be deleted. Select the correct Type of Behavior for this requirement.

- A. Parental
- B. Referential
- C. Referential, Restrict Delete
- D. Reciprocal

Answer: C

Question: 15

A developer has applied client side code that manipulates the available options for a picklist in a custom entity.

During testing, you discover that when some of the options are selected and the record is saved, the value of the picklist field always returns to the default value of the picklist. What is the most likely cause of the problem?

- A. Code in the OnSave event is changing the value of the picklist.
- B. Manipulating the available options of picklist in client side code is not supported.
- C. Manipulating the available options of picklist in client side code is only supported in System entities.
- D. The developer has included an option with an invalid integer value for the picklist attribute.

Answer: D

Question: 16

You are implementing Microsoft CRM at an organization that tracks sensitive financial information in specific accounts. The ability to view this information should be limited to a specific security role, yet the Account information must be visible to the entire company. What is the best way to achieve this?

- A. Add appropriate custom attributes to store sensitive information in the account entity. Configure Security so that only a member of a specific security role can view these custom attributes.
- B. Add appropriate custom attributes to store sensitive information in the account entity and use client-side code to display these fields only to members of a specific security role.
- C. Create a custom entity to store sensitive information with a related relationship to the Account. Configure security on the custom entity so that only a member of a specific security role has view privileges.
- D. Create a custom entity with a related relationship to the Account. Configure security on the custom entity so that only the owner of the record has view privileges.

Answer: C

Question: 17

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. Company.com sells to accounts that have many geographic locations but centralized purchasing. For example, the account may be the holder of a number of restaurant franchises. Company.com wants to track each of the geographic locations where the customer has a presence for the purpose of making deliveries. They also want to track the manager of each location and store notes about the location. However, all sales and service interactions, including e-mail are performed with the accounts centralized purchasing department. What is the best way to implement this business model in Microsoft CRM?

- A. - Create a custom entity called "Customer Site".
 - Associate the Customer Site entity with Notes.
 - Create attributes to store address information.
 - Create a relationship with account as the primary entity.
 - Create a referential relationship with Contact to store the Manager for the Customer Site and expose this lookup field on the Customer Site form.
- B. - Create Account records for each of the Account geographic locations.
 - Link each account as a sub-account to the main account location.
 - Use the Account Primary Contact field to store information about the manager.
 - Use Notes to capture information about each location.
- C. -- Create separate Address Records for each location.
 - Use the Address Contact text field to store information about the Manager.
 - Add a Memo attribute to store notes about the location and add it to the address form.
- D. - Create a custom tab on the Account form.
 - Create a series of Sections called Location 1, Location 2, Location 3, and so on.
 - Create attributes to store address information, information about the location manager, and notes about each location.
 - Add these attributes as fields in their respective sections.

Answer: A

Question: 18

In your organization sometimes lengthy or complex sales cycles occur. Your Sales Manager wants standardized procedures for such sales cycles. When the probability of an opportunity is changed, specific activities should be automatically created. What is the easiest way to achieve this?

- A. Create a Workflow Rule that reacts on the change of the probability of an opportunity. Create rule-appropriate activities in the workflow.
- B. Create an OnChange event in the Opportunity with appropriate JScript code.
- C. Define a Sales Process with Sales Stages.

D. Have a developer create a Post Callout component.

Answer: C

Question: 19

You have a relationship between Account and a custom entity where the custom entity is the primary entity. A lookup field on the Account form allows the account to be associated with the custom entity. What steps must be performed to delete the relationship between these entities?

- A. From the Account entity, delete the relationship. The lookup field is automatically be removed from the Account entity form.
- B. Remove the lookup field from the account entity form and delete the relationship.
- C. Remove the lookup field from the Account entity form, publish the Account entity, and delete the relationship attribute from the Custom entity.
- D. Remove the lookup field from the Account entity form, publish the Account entity, and delete the relationship.

Answer: D

Question: 20

Company.com has several Web based reports using other data sources they want to make available from Microsoft CRM. Company.com wants all reports to be available from one location. Which of the following represents the best solution?

- A. - Convert the reports to SQL Reporting Services Reports.
 - Upload the Reports through the Microsoft CRM Reports area.
- B. - Create new reports in Microsoft CRM.
 - Select Report Type = 'Link to Web Page'.
 - Enter the URL for the report in the Location field.
- C. - Create new reports in Microsoft CRM.
 - Select Report Type = 'File'.
 - Enter the location of the file that renders the web based report.
- D. - Create a new area called Reports in the application navigation pane.
 - Configure this area to open a page that allows users to launch the web-based reports they want to view.

Answer: B

Question: 21

You are a System Administrator at an organization that has implemented Microsoft Dynamics CRM 3.0.

The implementation has a number of customizations already applied including form customizations, client side code, custom relationship behaviors and custom mappings.

You are beginning a new project to add additional customizations to Microsoft CRM. A development system with Microsoft CRM installed is available to develop customizations. How should you proceed? Choose the best answer.

- A. - Develop customizations on the development system.
 - Test the customizations on the development system.
 - Import the customizations to the production system.
- B. - Develop customizations on the development system.
 - Test the customizations on the development system.
 - Document the customizations that were developed.
 - Manually apply the customizations on the production system.
- C. - Export the current customizations from the production system.

- Import the customizations to the development system.
- Develop and test the customizations on the development system.
- Export the customizations from the development system.
- Import customizations to the production system.
- D. - Export customizations for the entities you plan to customize from the production system.
- Import the customizations to the development system.
- Develop and test the customizations on the development system.
- Export all customizations from the development system.
- Import all customizations to the production system.
- Publish only those entities you originally exported from the production system.

Answer: C

Question: 22

An action of a workflow has caused this workflow process instance to stop. After repairing a failing subprocess causing the workflow process instance to pause you want to restart this workflow instance. What should you do?

- A. Restart the Microsoft CRM Workflow Service.
- B. Restart the Microsoft CRM Application.
- C. Perform the Retry action on the workflow process instance using Workflow Monitor.
- D. Start a second workflow instance to test if everything is correct.

Answer: C

Question: 23

Company.com provides social services and uses Microsoft CRM 3.0 to track interactions between social workers and families. During implementation the Contact entity has been re-named 'Adult' You have created a custom entity called 'Dependant' to store data about children cared for by an Adult. You must create a relationship that makes the Adult the primary entity in the relationship.

There are two ways to create the relationship between the Dependant and Adult (Contact) entity. Choose the correct methods:

- A. From the Dependant entity click 'New Many-to-1 Relationship'
- B. From the Adult entity, click 'New Many-to-1 Relationship'
- C. From the Dependant entity click 'New 1-to-Many Relationship'
- D. From the Adult entity click 'New 1-to-Many Relationship'

Answer: A, D

Question: 24

You are an implementation consultant for an organization implementing Microsoft CRM 3.0. The Sales Manager wants a report showing how phone call activities for his team can be categorized. Using the default nvarchar fields for Category and Sub-Category, he would like a report that aggregates data in these fields. A developer on the team can provide any code that is necessary. What should you do to make sure the report gives him information he can use? Choose the best answer.

- A. - Use client-side code to restrict possible values to be entered in these fields.
- Alert users if they enter an invalid value and prompt them to enter a valid value.
- B. - Remove the nvarchar Category and Sub-Category fields from the form.
- Create new picklist attributes for Category and Sub-Category and expose them on the form.
- Use client-side code to make the Sub-Category picklist options dependent on the selected Category option.

- C. - Train users about the values to enter in the Category and Sub-Category fields.
- Create a stored procedure to check the values in the database and make adjustments based on common inconsistencies.
- Use SQL Server Agent to run the stored procedure in a scheduled job.
- D. - Provide the Sales Manager with the requested report.
- Use the existing nvarchar Category and Sub-Category fields.
- The Sales Manager will let you know if he wants to make any adjustments.

Answer: B

Question: 25

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. Company.com needs a custom 'Color Chooser' control on its Opportunity Product form. This allows for visual confirmation of available color choices for a specific product. Users can view the color in Microsoft CRM when they make a selection.

This control requires a unique reference to the product so it can perform a lookup to determine if the product supports color choices and which colors are available.

The selected color must be saved in Microsoft CRM to support quotes and orders generated from the opportunity.

In a meeting the approaches listed below are discussed. Which approach should you recommend?

- A. Configure a picklist attribute and display it on the Opportunity Product form. Use Client-side code to set the product reference.
- B. Inform the organization that Microsoft CRM cannot support this type of control.
- C. Create an IFrame on the Opportunity Product form that displays a web application with the color chooser control. Create a custom text attribute to store the color. Use client-side code to set the product reference and write the color choice to the custom text field.
- D. Configure a button control on the Opportunity Product form to launch a window displaying the color chooser application. This application captures and stores the user color choices, the Opportunity Product GUID, and the Product GUID in the custom application database.

Answer: C

Question: 26

You need to create SQL Server Reporting Services reports that use Microsoft CRM Pre-filtering. Which of the following are requirements to achieve this? Choose two.

- A. You must add a specific prefix to the alias for the filtered view in the query.
- B. You must create a special parameter for the report using Report Designer.
- C. You must select the 'Use Pre-filtering' checkbox in the report properties.
- D. You must upload the report from the CRM Reports area.

Answer: A, D

Question: 27

You want to integrate Microsoft CRM with your Enterprise Resource Planning (ERP) software. Users should be able to create Accounts and Contacts in both applications because not every user has the appropriate license for both products. What are possible supported approaches for such enterprise application integration? Choose two.

- A. Using Web Services, the Microsoft CRM database can be updated when an account or contact in the ERP software is created or changed.
- B. Using Filtered Views, the Microsoft CRM database can be updated when an account or

contact in the ERP software is created or changed.

C. Using Database triggers, Microsoft CRM can inform the ERP software that an account or contact is created or changed.

D. Using Post Callout Components, Microsoft CRM can inform the ERP software that an account or contact is created or changed.

Answer: A, D

Question: 28

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. Company.com wants to track hobbies that interest each of their contacts. Company.com is interested in 15 specific hobbies.

Which is the best option for implementing this functionality?

A. Create a new entity for hobbies and associate it to the contact using a lookup field on the contact form.

B. Create an iframe that calls an .aspx page that lists hobbies and expose it on the contact form.

C. Train users to record hobbies in the notes area of the contact.

D. Create bit attributes on the contact form for each hobby to be tracked. Expose these attributes as check box fields on the Contact form.

Answer: D

Question: 29

Which reporting technologies can you use to access data stored in Microsoft CRM? Choose all that apply.

A. Microsoft Excel

B. Crystal Reports

C. SQL Reporting Services

D. Microsoft Word

Answer: A, B, C, D

Question: 30

You have created a custom entity called "Reseller". You configured the Reseller entity to appear in the Sales area. You created a relationship between Reseller and Account where Reseller is the primary entity.

Users are reporting that they can create new Accounts from the Reseller entity, but they cannot associate existing Accounts with a Reseller. What is the most likely cause of the problem?

A. You did not publish the Account entity after adding the relationship.

B. You did not publish the Reseller entity after adding the relationship.

C. You did not add the Reseller Relationship attribute to the Account form and publish the Account entity after creating the relationship.

D. You did not add the Account relationship attribute to the Reseller form and publish the Reseller entity after creating the relationship.

Answer: C

Question: 31

You need to retrieve data for a report on the Account entity. The data must only display the Accounts a user has privileges to view. What is the easiest method to access this data for the report?

A. Create a Transact SQL query that uses the AccountBase table in the _MSCRM database.

- B. Link the report to a .NET assembly that connects to Microsoft CRM Web Services and uses the Account.RetrieveMultiple() method with an appropriate query expression.
- C. Create a Transact SQL query that uses the FilteredAccount view in the _MSCRM database.
- D. Create a Transact SQL query that uses the Account view in the _MSCRM database.

Answer: C

Question: 32

You want to perform conditional validation of field values. The appropriate value of a text field depends on the values in several other fields. Which is the best event to perform this validation?

- A. Field OnChange Event
- B. Form OnSave Event
- C. Form OnChange Event
- D. Form OnLoad Event

Answer: B

Question: 33

You want a specific report be available in the entity list view and from the Entity form. How can you achieve this? Choose the best answer.

- A. Upload the report with the Report Designer with the appropriate project settings.
- B. Upload the report with the Report Manager and set the appropriate area settings.
- C. Use the PublishReports.exe command to publish the report to Microsoft CRM.
- D. Upload the report from the Microsoft CRM Reports area and set the appropriate Display in settings.

Answer: D

Question: 34

You have entered code for an event in Microsoft CRM, but after saving and publishing the entity, the code does not seem to be working; the expected behavior does not occur. What can you do to troubleshoot this problem? Choose three.

- A. Confirm that you have enabled the event on the form or field.
- B. Check the HTML code for the form by right-clicking on the form and selecting 'View Source'.
- C. Use the alert() function in your code to confirm that the code is executing or to check dependent values.
- D. Test the behavior of the event in Preview mode.

Answer: A, C, D

Question: 35

Company.com wants to manage Bank Account information for Accounts.. You created a custom entity called "Bank Account". The Account entity is the Primary entity in a relationship with Bank Account. The owner of an account and the owner of a Bank Account do not need to be the same. If an account is reassigned the Bank Account related to this account is not reassigned. Which of the following Relationship behaviors meet this requirement? Choose three.

- A. Set the Relationship Behavior to "Parental".
- B. Set the Relationship Behavior to "Referential".
- C. Set the Relationship Behavior to "Referential, Restrict Delete".
- D. Set the Relationship Behavior to "Configurable Cascading" and set the behavior for the Assign action to "Cascade None".

Answer: B, C, D

Question: 36

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. Company.com sells products through sales representatives in geographic territories. Competition between salespeople for the best leads is intense. Leads without a clear geographic location are sometimes disputed.

Salespeople are assigned leads based on the lead's address. Leads may be imported from a marketing list, manually entered by Microsoft CRM users, or entered through an external website integrated with Microsoft CRM.

In all cases, address information is required and validated before the new lead record is created.

Which of the following represents the best method to assign leads to the correct salesperson?

- A. Use a SQL Server trigger on the Leads table of the Microsoft CRM database that executes a stored procedure to apply the appropriate logic and assign the Lead.
- B. Use a Workflow rule on the create event of the Lead entity to apply the appropriate logic and assign the lead.
- C. Use Client-side code in the Microsoft CRM web application to apply the appropriate logic and assign the lead.
- D. Train salespeople to create a personal view that displays unassigned leads that meet the criteria for their territory. Salespeople can refer to this view and assign leads to themselves using the bulk edit capability in Microsoft CRM.

Answer: B

Question: 37

The Sales Manager needs a report to monitor open opportunities with a Microsoft Excel pivot table. What are the best two approaches to achieve this?

- A. Create a pivot table in a static Microsoft Excel worksheet and upload it with the SQL Server Reporting Services Report Manager.
- B. Create a dynamic Microsoft Excel pivot table and upload it with the SQL Server Reporting Services Report Designer.
- C. Create a dynamic Microsoft Excel pivot table and upload it with the Microsoft CRM Reports Area.
- D. Create a dynamic Microsoft Excel pivot table and save it on the desktop of the Sales Manager.

Answer: C, D

Question: 38

Company.com uses the account classification field to drive an important business process enforced in Workflow. All Accounts must be classified. Users may need to create an Account before they know the appropriate Account classification. Which is the best process to ensure that Accounts are accurately classified so the business process is implemented correctly?

- A. Set the Account Classification Requirement Level to "Business Required." Users must specify a classification before they can create an Account and an Opportunity.
- B. Set the Account Classification Requirement Level to "Business Required". Provide an option in the picklist for "Unknown". Configure workflow to wait until the classification field is changed to a value other than "Unknown" before proceeding with the business process. Configure Workflow to create a task for the owner of the Account to determine the classification within a fixed period of time.

- C. Set the Account Classification attribute Requirement Level to "No Constraint". Configure workflow with logic to apply an alternate business process when no data is provided for Account Classification. Configure workflow to set the Account classification value to "unknown" when no value is provided.
- D. Periodically execute a query to check for Accounts without a Classification value selected. Deactivate all accounts that are found without a Classification value.

Answer: B

Question: 39

When mapping entity attributes, which of the following restrictions apply? Choose three.

- A. Both attributes must be of the same data type.
- B. The length of the target attribute must be equal to or greater than the length of the source attribute.
- C. The target attribute cannot be involved in any other mapping in the same relationship.
- D. Both attributes must be system attributes.

Answer: A, B, C

Question: 40

Company.com uses several Sales Processes depending on different criteria. The Sales Process may vary by the salesperson assigned the opportunity, values in the opportunity, or values in the related Account or Contact record.

Sales Processes must be applied automatically, without a user manually choosing the Sales Process.

What are two approaches that can be used to achieve this?

- A. - Create a Sales Process called 'Chooser' using the Create event.
- Create other Sales Processes using the Manual event.
- Add Check Entity conditions at the beginning of the 'Chooser' Sales Process to determine the correct Sales Process for the opportunity.
- Launch the correct Sales Process as a subprocess from within the 'Chooser' Sales Process.
- B. - Create a Workflow process called 'Chooser' on the Create event.
- Create the Sales Processes using the Manual event.
- Include Check entity conditions in the 'Chooser' workflow to determine the correct Sales Process.
- Launch the Sales Process as a subprocess from within the 'Chooser' workflow.
- C. - Create all Sales Processes using the Manual event.
- Create a workflow process on the create event that launches the first Sales Process.
- Add Check Entity conditions at the beginning of each Sales Process to determine if the Sales Process should be applied.
- If the Sales Process is not applied, use a subprocess action to launch the next Sales Process.
- D. - Create all Sales Processes using the Create event.
- Add Check Entity conditions at the beginning of the Sales Process to exit the Sales Process if the criteria does not match.
- Set the order to apply the Sales Processes within Workflow Manager.

Answer: B, D

Question: 41

You are working with the system administrator at an organization. Company.com has a custom entity with a large number of records. This custom entity is not configured to be available offline.

Some users have requested that the information in this entity be made available offline. The system administrator is concerned that making this data available for offline users will impact all offline users'synchronization performance.

What should you recommend to the system administrator?

- A. To do this the System administrator must export all the data in the custom entity and recreate the custom entity. This time choose "Show in Microsoft CRM client for Outlook when offline". Then import the data back into Microsoft CRM.
- B. The System Administrator should select 'Show in Microsoft CRM client for Outlook when offline'. Users desiring this data can create filters for synchronization. Other offline users are not affected.
- C. The System Administrator is correct to be concerned with the impact this will have on the synchronization time for all users. Unless there is a strong business reason to allow this data to be available offline, do not change.
- D. The System Administrator is correct to be concerned with the impact this will have on the synchronization time for all users. Before making this data available offline, all offline users should be advised to make adjustments to their offline filters so their synchronization performance does not suffer.

Answer: B

Question: 42

Which of the following best describes an IFrame? Choose the best answer.

- A. An IFrame is an inline frame that can be inserted in a web page to display another web page.
- B. An IFrame allows a user to launch a new window from a web page.
- C. An IFrame is a frame that displays data in an embedded XML document.
- D. An IFrame is used to perform data validation.

Answer: A

Question: 43

You are importing customizations of the Account entity from one Microsoft CRM installation to another.

The Source Account entity has customized client-side code for form events. The Target Account entity has different customized client-side code for form events and customized mappings with the Opportunity entity.

After importing the Account customizations what customizations should you expect to find on the Target Account entity?

- A. The client-side code for form events represents customizations from the target and the source. They are merged together; the customized mappings are not changed.
- B. The client-side code from the source Account entity is not imported.
The customized mappings do not change
- C. Both the client-side code and the customized mappings on the target Account entity are overwritten.
- D. The client-side code on the Target Account entity is overwritten; the customized mappings do not change.

Answer: C

Question: 44

Company.com provides social services and uses Microsoft CRM 3.0 to track interactions between social workers and families. During implementation the Contact entity has been re-named "Adult".

You have created a custom entity called "Dependant" to store data about children cared for by an Adult. You must create a relationship that makes the Adult the primary entity in the relationship. There are two ways to create the relationship between the Dependant and Adult (Contact) entity. Choose the correct methods:

- A. From the Dependant entity click "New Many-to-1 Relationship"
- B. From the Adult entity, click "New Many-to-1 Relationship"
- C. From the Dependant entity click "New 1-to-Many Relationship"
- D. From the Adult entity click "New 1-to-Many Relationship"

Answer: A, D

Question: 45

The Account and Opportunity entities have a picklist (drop-down list) attribute which is displayed and enabled.

Both picklist fields display the same options. The fields have been mapped.

During mapping testing, the option selected in Opportunity is not the same option chosen in the parent Account.

Which of the following may be the cause of the problem?

- A. The picklist options are not presented in the same order.
- B. There are spelling differences between the options.
- C. The options were created in a different order so they have different integer values.
- D. The opportunity picklist attribute includes additional options not found in the Account picklist attribute.

Answer: C

Question: 46

You want to add code on an event that will only work when the user is online and using the Outlook client. You need to check both conditions before the logic in your code can be executed. How should you check these conditions? Choose two.

- A. To determine if the user is online, send an HTTP request to a URL that you expect to be available. If that request times out, you know the user is not online.
- B. To determine if the user is using the Outlook client, check the location property of the window. If the location includes a reference to port 2525, the user is using the Outlook client.
- C. To determine if the user is online, check the `crmForm.IsOnline` property.
- D. To determine if the user is using the Outlook client, check the `crmForm.IsForOutlookClient` property.

Answer: C, D

Question: 47

An organization has added a requirement that some fields must be read-only on the form to prevent anyone from editing the data in the fields. What is the best place to make this customization?

- A. Section Properties
- B. Field Properties
- C. Attribute Settings
- D. Using client-side code in the Form OnLoad event

Answer: B

Question: 48

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. You have created several custom attributes for the Contact entity and exposed them on the Contact form.

A user reports that he cannot locate the custom attributes when creating a Microsoft Word merge to send mail from the Outlook client.

What are three ways you can address this situation?

- A. Try to reproduce the issue to determine if the user has made a mistake. If you can reproduce the behavior, open a support case with Microsoft CRM Technical support.
- B. Export the data to Excel and create a Word mail merge document with the Excel file as the source
- C. Recommend that they do not use Mail merge. Instead, recommend they create a personal Microsoft CRM e-mail template using the custom attributes and send the e-mail using this template.
- D. Whenever possible, try to use existing system attributes to store data before creating custom attributes.

Answer: B, C, D

Question: 49

You have a relationship between Account and a custom entity where Account is the primary entity. A lookup field on the custom entity allows the custom entity to be associated with the Account. You want to delete the relationship, but not the custom entity. How can you do this without viewing error messages?

- A. Remove the lookup field from the custom entity form, then delete the relationship.
- B. Remove the lookup field from the custom entity form, publish the custom entity, then delete the relationship.
- C. Remove the lookup field from the custom entity form, publish the custom entity, then delete the relationship attribute from the Account entity.
- D. From the Custom entity, delete the relationship. The lookup field is removed automatically from the Custom entity form.

Answer: B

Question: 50

Some custom attributes were added to the contact form. These attributes were used in Workflow and reports. A change in business process means these attributes are no longer necessary. You need to delete the attributes.

Where should references to the attributes be manually removed prior to deleting the attributes?

Choose all that apply.

- A. Workflow
- B. Contact Form
- C. Reports
- D. SQL Filtered Views

Answer: A, B, C

Question: 51

Which of the following are supported relationships for custom entities in Microsoft CRM 3.0?

- A. Many-to-Many
- B. 1-to-Many

- C. Any-to-Any
- D. 1-to-1

Answer: B

Question: 52

Company.com wants to modify how information in the application navigation pane is displayed in Microsoft CRM Web and Outlook Clients. A junior member of your team has created the following specifications and has asked you to approve them. Which of the items should you approve because they are supported? Choose three.

- A. Change the label for the Service area to support
- B. In the Sales area the following subareas must appear in the following order:
 - Opportunities
 - Accounts
 - Contacts
 - Leads
- C. Create a custom subarea that appears only while users are online.
- D. Create a custom subarea that will only appear for the Web client.

Answer: A, C, D

Question: 53

You are an implementation consultant for an organization implementing Microsoft CRM 3.0. Company.com wants to integrate its financial system into Microsoft CRM. There are five specific revenue fields to display on the Account form. The data displayed must be current. Which is the best supported method to use?

- A. Modify the .aspx page that displays the Account form and write the data directly to the database of the financial system.
- B. Modify the Account form and use client side code to write the data directly to the database of the financial system.
- C. Modify the Account form and create triggers on the Microsoft CRM database to write data directly to the database of the financial system when records are created or updated.
- D. Modify the Account form. Use post-callouts configured for specific events to execute logic in custom assemblies to write data directly to the database of the financial system.

Answer: D

Question: 54

You have added code for an OnChange event for a field in a form. Some users testing the code report that the expected behavior does not always occur. What is required for the code configured on an onChange event to execute? Choose two.

- A. The new value must be different from the previous value.
- B. The user must click Save or Save and Close.
- C. The field must be included as a dependency for the event.
- D. The user must click another field or part of the form to cause the field to lose focus.

Answer: A, D

Question: 55

You are an implementation consultant implementing Microsoft CRM 3.0 for an organization. The default value for the Duration field on the Phone Call form is 30 minutes. Company.com wants the default value to be 15 minutes.

**The Duration field displays the actualdurationminutes attribute.
The actualdurationminutes attribute is a system attribute with an int datatype.
How can you achieve this? Choose the best answer.**

- A. Modify the actualdurationminutes attribute properties.
- B. Modify the Duration field properties.
- C. Use client side code in the OnLoad event of the Phone Call form to set the default value when the Create form is used.
- D. Set the default value for the actualdurationminutes attribute in the Attributes table of the METABASE database.

Answer: C

Question: 56

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. From the Contact entity you create a new 1-to-Many relationship with a custom entity called "Internal Request". Which of the following best describes the relationship attribute created with this relationship?

- A. The field on the Contact record linking the Contact to the Internal request
- B. The field on the Internal Request record linking the Internal request to the Contact
- C. The Label identifying the relationship within the Microsoft CRM Customization area.
- D. The attribute describing the type of relationship that exists between the two entities.

Answer: B

Question: 57

Some users want a specific report each Monday. How can you achieve this? Choose the best answer.

- A. Create a workflow rule with a Wait For condition that creates appropriate e-mail activities each Monday.
- B. Create a Scheduled Task that delivers the report to the user each Monday.
- C. Create a subscription from the Reporting Services Report Manager.
- D. Create a subscription from the Microsoft CRM Report Area.

Answer: C

Question: 58

Which of the following tasks can be performed by a user with the System Administrator security role using the SQL Server Reporting Services Report Manager? Choose three.

- A. They can upload and remove reports.
- B. They can control who can view reports.
- C. They can schedule reports to be run at set intervals.
- D. They can control how reports are categorized in Microsoft CRM.

Answer: A, B, C

Question: 59

Company.com wants to launch a custom Web-based application on their intranet using a button added to a Microsoft CRM Form.

This application will guide the user through a series of steps, interacting with data in the form to complete a task. Once the application is opened from the form, the user should not be allowed to leave the custom application until all the steps are complete or the application is cancelled.

You need to configure the button to launch the custom Web application. What method should you choose?

- A. Configure the JavaScript attribute of the Button element to use the window.showmodelessdialog() method.
- B. Configure the WinMode attribute of the Button element to use a modal dialog.
- C. Configure the WinMode attribute of the Button element to use the window.open() method.
- D. Configure the WinMode attribute of the Button element to use a modeless dialog.

Answer: B

Question: 60

Which of the following can be done to a picklist (drop-down list) field in the field properties from the Form Customization window for an entity?

- A. Change or hide the label for the picklist appearing on the form.
- B. Edit picklist options
- C. Enter script to support the OnChange event
- D. Move the field to another tab and section on the same form

Answer: A, C, D

Question: 61

You have added code to the OnChange event for a picklist field to open an alert window when a specific option is chosen. When you open the form and change the value to the specific option, nothing happens. There is no error message. What are three possible reasons for this?

- A. The event is not enabled.
- B. The form customizations were not published.
- C. There is an error in the logic of the code.
- D. There is a syntax error in the code.

Answer: A, B, C

Question: 62

How can you increase the value of a datetime field in a workflow rule by one year?

- A. Call a Post Callout Component from the workflow manager.
- B. Use the Create Activity action to create a new datetime value.
- C. Use the Run Subprocess action to start the datetime subprocess.
- D. Use the Call Assembly Action to call the Add date and time function.

Answer: D

Question: 63

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. Every Monday the Vice President of Sales wants to review the previous week's activities. She wants to see a list of activities completed in the last week, the related account and Contact information, and which salesperson completed the activity. Which of the following is the simplest approach?

- A. Supply her with the necessary tools, privileges, and training to develop a report using SQL Server Reporting Services.
- B. Train her to use Advanced Find to develop and save the query that presents the information she needs.

- C. Hire a report writer to develop a SQL Server Reporting Services Report.
- D. Develop a Microsoft Excel report using an ODBC data source to the Microsoft CRM database.

Answer: B

Question: 64

Company.com wants to keep track of custom entities and attributes. In the organization, custom entities and attributes are always created as part of a project. Company.com wants each custom entity and attribute created for a project to be 'tagged' so that the association with a project is easily recognizable. It is especially important that this association is visible to people creating reports.

What is the best way to achieve this?

- A. Before creating custom entities or attributes for a project, always set the schema-name prefix to a value that identifies the project.
- B. Create a custom entity called 'Project' and associate new custom entities with an instance of a project entity. Create a custom entity called 'Project Details' that is related to the project entity. Document each custom attribute within an instance of the 'project details' entity associated with the Project record.
- C. When creating a custom entity or attribute, use a naming convention that identifies the project when specifying the Schema name in the new entity or attribute form.
- D. Use the description field for any new entities or attributes to describe how it is associated with a project.

Answer: A

Question: 65

Each time a user saves an Opportunity record, you must determine whether the user has changed the value of the Est. Revenue field. How can you do this? Choose the best answer.

- A. In the OnSave event check whether the 'IsDirty' property of the Est. Revenue field is true?
- B. In the OnSave event compare whether the 'value' and 'returnValue' properties of the Est. Revenue field are the same.
- C. Create a custom bit attribute for the Opportunity entity. In the onChange event for the Est. Revenue field, set the value of the custom bit attribute to 'true' In the OnSave event, check the value of the field and set it back to false.
- D. In the OnSave event check whether the 'changed' property of the Est. Revenue field is 'true'

Answer: A

Question: 66

As the system administrator you have applied client-side code to the on-save event in the lead entity form.

After publishing customizations, users report an error when trying to save existing leads. New leads can be created without an error.

How could you have detected this before the users? Choose the easiest method.

- A. Use Visual Studio or other script development tool to check for syntax errors prior to applying the code to the form.
- B. Test the code on a development server before applying it to the production server.
- C. Before publishing, test the client side code using the Update Form menu option from the Preview menu on the Form customization page.
- D. Include conditional logic in the code to detect the user. Only execute business logic of the code if you are the user. After publishing customizations, test the code. If the code behaves

as expected, then remove the conditional logic, save, and publish the customization again.

Answer: C

Question: 67

You created a custom entity with no relationships with Notes, but users want to add documents to the custom entity using Notes. No data has been added to the custom entity. Which is the best approach?

- A. Add new relationship between the custom entity and Notes where the custom entity is the Primary Entity.
- B. Click on the Notes check box in the custom entity information subarea to create a relationship between the custom entity and Notes.
- C. Delete the Course Entity and create it with a relationship to Notes.
- D. Manipulate data in the Microsoft CRM Metabase to create the relationship.

Answer: C

Question: 68

What does the URL addressable forms feature allow you to do? Choose two.

- A. Display a form to create new records.**
- B. Post data from a Microsoft CRM form to a specific URL.
- C. Specify a custom URL for specific Microsoft CRM Forms.
- D. Display a form to update existing records.

Answer: A, D

Question: 69

Company.com wants to manage properties leased by companies. The companies are represented as Accounts in Microsoft CRM. You created a custom entity called "Property". It should be possible to have many properties leased by one account but each property should be related to only one account. How can you achieve this?

- A. From the Account entity, create a new 1-to-Many relationship to the "Property" entity.
- B. From the "Property" entity, create a new 1-to-Many relationship to the Account entity.
- C. From the Account entity, create a new Many-to-1 relationship to the "Property" entity.
- D. From the "Property" entity, create a new Many-to-1 relationship to the Account entity.

Answer: A, D

Question: 70

Company.com has rules about how Opportunities are assigned when the Potential Customer is assigned to a different owner.

If the Potential Customer is an Account, all the opportunities owned by the previous owner of the account are reassigned to the new owner of the account.

What is the best approach to address this requirement?

- A. Develop a .NET assembly to enforce the rule and initiate it in a workflow rule or post-callout because the relationship behavior between Account and Opportunity is set to "system" and cannot be changed.
- B. Locate the Account to Opportunity Relationship where the type of behavior is "System". Set the Type of Behavior from System to Configurable Cascading. Then set the cascading option for the Assign action to 'Cascade User-Owned'. Set the Type of Behavior from System to Configurable Cascading. Then set the cascading option for the Assign action to 'Cascade User-Owned'.
- C. Locate the Account to Opportunity Relationship where the type of behavior is 'Parental'.

Set the Type of Behavior from Parental to Configurable Cascading.
Then set the cascading option for the Assign action to 'Cascade User-Owned'
D. Locate the Account to Opportunity Relationship where the type of behavior is 'Parental'
Set the Type of Behavior from Parental to Referential.
Then set the cascading option for the Assign action to 'Cascade User-Owned'

Answer: C

Question: 71

You are implementing Microsoft CRM at an organization that wants to use an image file as an icon for a custom entity. How do you do this?

- A. Use the Microsoft CRM Customization Area to upload an icon for the Web and Outlook Clients.
- B. Use the Microsoft CRM Customization area to upload an icon for the Web client. Copy the image file to the Outlook client network installation location so that it is installed when users install the Outlook client.
- C. For the Web client, locate the default custom entity icon in <install path>_img\. The file uses the naming convention 'ico_<object type code>_1.gif'. Replace this file with the image file. For the Outlook client, place the image file on a network share and create a .bat file that executes commands to perform the same action on user's local machines. Send the .bat file to users.
- D. Use Microsoft CRM Deployment manager. Drag and drop the image file to replace the default icon. Restart IIS to refresh the Web Application. Outlook client users automatically download the new icon the next time they connect to Microsoft CRM.

Answer: A

Question: 72

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. Company.com wants to display its Sharepoint portal entry page within Microsoft CRM. They want it to appear in the main frame of Microsoft CRM. It will be accessible from the Navigation pane when users click on a custom SubArea within the Workplace Area. How can you accomplish this using supported methods?

- A. Modify the isv.config.xml file.
- B. Export, modify, and re-import the SiteMap entity.
- C. Modify the web.config file.
- D. Modify the navbarpage.aspx page.

Answer: B

Question: 73

You need to add a custom Application Level Toolbar button for the Web and Outlook clients. Which of the following represent required elements in your solution? Choose two.

- A. You must modify the ISVIntegration setting in the Microsoft CRM web.config to be "All" or "Web,Outlook".
- B. You must configure isv.config to have a button element within the toolbar element of the root element.
- C. You must publish your customizations.
- D. Add the button to the Outlook client by right-clicking the toolbar and choosing Customize.

Answer: A, B

Question: 74

You are implementing Microsoft CRM at an organization that manages financial investments in companies represented by accounts with Microsoft CRM. A custom entity called "Investments"

currently exists. Account is the primary entity in a relationship with Investments. When an account is shared, any investments should not be shared automatically. An Account with investments should not be deleted. What are two ways to achieve this?

- A. Set the relationship Type of Behavior to Parental.
- B. Set the relationship Type of Behavior to Configurable Cascading. Set the behavior for the Share action to Cascade None and the behavior for the Delete action to Restrict.
- C. Set the relationship Type of Behavior to Referential, Restrict Delete.
- D. Set the relationship Type of Behavior to Referential.

Answer: B, C

Question: 75

Company.com has requested a modification to the account entity. Company.com wants a field called "Standard Industrial Classification Code." For advanced find or grid views the column label should read 'SIC Code.'

What is the best process to implement this modification?

- A. On the Account form modify the label to read "SIC Code"; from the account attribute named "sic" modify the Schema Name to read "Standard Industrial Classification Code".
- B. This is not supported; the label must be identical in both places
- C. On the Account form, modify the label to "Standard Industrial Classification Code" and on the account 'sic' attribute modify the Display Name to read "SIC Code".
- D. When picking columns to display in a view, rename the "Standard Industrial Classification Code" column to read "SIC Code".

Answer: C

Question: 76

What should you be aware of when modifying the isv.config to add custom menus, navigation items, and buttons? Choose two.

- A. Each time you change isv.config you must restart the IIS services.
- B. Microsoft CRM has an isv.config version control so it is not necessary to backup this file.
- C. To enable customizations, verify that the ISVIntegration setting in the web.config will display your menus, items, and buttons.
- D. You should use SiteMap for the configuration of the application Navigation pane instead of isv.config.

Answer: C, D

Question: 77

You are working with a web developer to create client side code for the Task entity.

Actions in your code should be applied if the Task is associated with an Order.

Your code should include logic that references the Regarding lookup field to determine whether the Task is associated with an Order.

How should you do this?

- A. This field DataValue property returns an array. Check the 'type' property of the first item in the array to retrieve the integer value representing the type of object.
- B. Use the value property to retrieve the GUID for the object referenced in the Regarding field. Then query the Microsoft CRM platform to determine the type of object associated with the GUID.
- C. Use the 'objecttypecode' property to retrieve the integer value representing the type of object.
- D. Use DHTML to determine the src property for the icon image displayed in the Lookup field. If this matches the order icon, you know that the task is associated with an Order.

Answer: A

Question: 78

You need client-side code that only functions when the user is not using the Quick Create form.

What is the best way for your code to determine whether the user is using the Quick Create form?

- A. Programmatically count the number of items in the CrmForm. If the number of fields is less than the number of fields configured to display on the regular form, the user must be using the Quick Create form.
- B. Programmatically check the RequiredLevel property for each field in the form. If all the fields are either Business Recommended or Business Required, the user must be using the Quick Create form.
- C. Put the logic of the function inside a 'try.. catch'statement. If the error returned corresponds with the error found when the function is called in the Quick Create form, you can conclude that the user is in the Quick Create form.
- D. Programmatically read the CrmForm.FormType property. If the value is '5' the user is using the Quick Create form.

Answer: D

Question: 79

Which of the following Entities in Microsoft CRM support Workflow Rules? Choose two.

- A. User-owned system entities that represent an interaction with a customer.
- B. Organization-owned system entities that represent an organization asset or resource.
- C. Custom user-owned entities.
- D. Custom organization-owned entities.**

Answer: A, C

Question: 80

How can you determine if a workflow rule has been started and its current status? Choose the best answer.

- A. Write a custom assembly that creates appropriate log files and call this assembly from your workflow rule.
- B. Use the Workflow Manager to determine the current status of this workflow.
- C. View the workflow log and the running processes with the Workflow Monitor.
- D. Each time a workflow is started an appropriate activity is created to inform you about the current status of the workflow.

Answer: C

Question: 81

After adding code to events on the Account form you receive errors when using the Quick Create form to create a new account from the Account Lookup view. In the normal Create form you do not receive any errors. Which of the following represent the most likely solutions? Choose two.

- A. Publish the account entity.
- B. Publish the Quick Create Form for the account entity.
- C. Include logic in your code to detect when the Quick Create form is used. If the Quick Create form is used, do not perform any actions that depend on fields not displayed in the Quick Create form.
- D. Set any attributes referenced in your code to Business Required or Business Recommended.

Answer: C, D

Question: 82

Company.com wants to manage bank accounts for Accounts. You created a custom "Bank Account" entity.

You want to add a contact lookup field on the Bank Account form to manage the designated Contact for each Bank Account. What is the best way to achieve this?

- A. Add an additional attribute for the Bank Account entity with a lookup type for Contacts.

- B. Add an additional "Bank Account Contacts" entity and create appropriate relationships between this entity, the Bank Account entity, and Contacts.
- C. Create a relationship between Bank Account and Contacts, with Contacts as the primary entity. Add the Relationship attribute to the Bank Account Form.
- D. Create a Relationship Role called Bank Account Contact and link the Bank Account to the Contact.

Answer: C

Question: 83

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. Company.com wants to generate a unique account number for each account created in Microsoft CRM. This account number must be simultaneously entered into an integrated system. A developer has created a .NET assembly that includes a method to generate the account number and save it in to the integrated system.

You need to customize Microsoft CRM to make this happen. Which supported approaches are capable of achieving this goal? Choose the best two.

- A. Use a trigger on the Microsoft CRM database.
- B. Use Workflow
- C. Use Callouts
- D. Use Client side code

Answer: B, C

Question: 84

You are troubleshooting form event code and are not getting the results you want. It would be valuable to see the HTML that defines the objects in the form. How can you view the HTML source of a Microsoft CRM form?

- A. Locate the .aspx page for the form in the web server and open it using Visual Studio.
- B. Right-click the page and select View Source.
- C. Press CTRL+N; in the new window click Source from the View menu.
- D. Query the SQL Server OrganizationUIBase table.

Answer: C

Question: 85

You are creating code using the integer value of a picklist field as the criteria to take an action. Which field property should you reference to retrieve the integer value of the currently selected option of a picklist field?

- A. value
- B. DataValue
- C. ReturnValue
- D. SelectedText

Answer: B

Question: 86

You want to use the SetFocus() method to make the e-mail field active on the Account form. Which of the examples below represent the correct code to use?

- A. `crmAccountForm.all.emailaddress1.SetFocus()`
- B. `crmForm.emailaddress1.SetFocus()`
- C. `document.all.emailaddress1.SetFocus()`
- D. `crmForm.all.emailaddress1.SetFocus()`

Answer: D

Question: 87

You want to add code that causes a text box field to be disabled when a specific option in a picklist field is selected. Which of the following approaches achieves the desired results?

- A. Set the Disabled property of the picklist to true in the OnChange Event of the text box.
- B. Set the Enabled property of the text box to false in the OnChange Event of the picklist.
- C. Set the Disabled property of the text box to true in the OnChange Event of the picklist.
- D. Set the Enabled property of the picklist to true in the OnChange Event of the text box.

Answer: C

Question: 88

You need to hire a programmer to develop client side code for Microsoft CRM form events. Each profile below represents a set of technical skills each candidate possesses. Based on these skills alone, which programmer should you hire?

- A. C++, C#, XML, HTML
- B. DHTML, JavaScript, XML, HTML
- C. Java, PHP, Perl, XML, HTML
- D. VB.NET, VBA, VBScript, XML, HTML

Answer: B

Question: 89

You have hired a developer to integrate an existing application with Microsoft CRM. When transactions are performed in the other application, records in Microsoft CRM will need to be created, read, updated, or deleted.

Which of the options represent the supported method that should be used to perform these actions?

- A. Use Transactional SQL Server Replication.
- B. Use SQL Server Data Transformation Services (DTS).
- C. Use ADO.NET to perform actions on the _MSCRM database tables.
- D. Use Microsoft CRM Web Services.

Answer: D

Question: 90

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. The Sales Manager wants the Opportunities subarea of the Sales area to appear when he logs into Microsoft CRM. Who is the best person to make this customization?

- A. A developer.
- B. A System Administrator.
- C. The Sales Manager.
- D. A System Customizer.

Answer: C

Question: 91

You configure a Dynamic text field for an activity associated with a Case object. The data field looks like this:

{!Contact.First Name; Contact.Last Name;}

This workflow rule is applied when the Contact has no first name and their last name is

'Company'.

What text will appear in the activity?

- A. 'NULL Company'
- B. 'Company'
- C. 'NULL'
- D. No data will be displayed

Answer: B

Question: 92

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. When the organization associates service cases with accounts, it wants to associate the case with a specific individual associated with the account. Which is the best way to create this association?

- A. Train users to type the name of the contact at the beginning of the topic field in the case.
- B. Create a new relationship with the Contact entity where Case is the related entity. Expose the Relationship Attribute on the Case form to create the lookup.
- C. Expose the existing Responsible Contact lookup field on the Case Form.
- D. Create a new varchar text attribute called Responsible Contact and display it on the Case form.

Answer: C

Question: 93

As a member of an organization that implements Microsoft CRM v3.0, you have developed a set of Microsoft CRM 3.0 customizations for a company in a specific vertical market. It has been determined that this solution could be sold and deployed to other customers in the same vertical market. What is the best approach to deploy this solution to other customers?

- A. Take screen shots of the original solution and redevelop the screens at each customer site.
- B. Export the customizations and import them into the new customer environment.
- C. Rebuild the solution from scratch because every customer will have different needs.
- D. Backup the metabase and restore it to the new customer environment.

Answer: B

Question: 94

You want to import a large number of records for an entity. There is a workflow rule on the create event for that entity. What should you do to allow the import of the records to complete efficiently? Choose the best answer.

- A. Disable the Microsoft CRM Workflow Service before importing the records. After all the objects are created, reactivate the Workflow Service and use Advanced Find to look for all the new records. Apply the workflow rule manually.
- B. Disable the workflow rule while the records are being imported. After all the objects have been created, reactivate the workflow and use Advanced Find to look for all the new records. Apply the workflow manually.
- C. Export the workflow rule and delete it before the records are imported. After all the objects have been created, import the workflow rule and use Advanced Find to look for all the new records. Apply the workflow manually.
- D. Modify the workflow rule to set a wait condition to allow time for the import to complete before processing the logic in the workflow. Remove the wait condition after the import is complete.

Answer: B

Question: 95

Company.com wants to use Microsoft CRM to track Quality Assurance issues with products. Company.com wants to create a custom entity called 'QA' to capture information about reported defects. Service cases can be associated with a QA record. This information will be used to generate reports to help engineers design better products and processes.

After a QA record is created it remains active until the associated product is discontinued or the root cause of the defect is fixed.

What is the most appropriate choice for the Ownership of the new entity? Choose a valid value below.

- A. User
- B. Organization
- C. Customer
- D. Business Unit

Answer: B

Question: 96

Which of the following best describes mapping fields between entities? Choose two.

- A. Mapping facilitates data entry when creating new records related to an existing record by prepopulating mapped fields with values from the source record.
- B. Mapping defines attributes to be synchronized with the another record. When mapped attributes in the source record change, the value in the mapped attribute of the target record also changes.
- C. Mapping applies when a saved record is re-parented. Values in the new parent record overwrite values in the mapped attributes.
- D. Mapping does not apply to new records created outside the context of another record.

Answer: A, D

Question: 97

Which of the following are valid events when defining a workflow rule?

- A. Manual
- B. Assign
- C. Change Status
- D. Update

Answer: A, B, C

Question: 98

In your code you need to reference the value of the Topic field in the Lead form.

This is the information about this attribute:

Display Name: Topic

Schema Name: subject

Type: nvarchar

Which of the following statements correctly reference the current value in this field?

- A. `crmForm.all.Topic.DataValue`
- B. `crmform.subject.value`
- C. `crmForm.all.subject.DataValue`
- D. `crmform.Topic.returnValue`

Answer: C

Question: 99

You are the implementation consultant for an organization implementing Microsoft CRM 3.0. Company.com wants to track projects associated with accounts. It wants to open a form that allows users to enter information about each project. What is the best approach to achieve this?

- A. Create a custom ASP.NET application integrated with Microsoft CRM through Web Services.
- B. Re-name an existing entity already associated with Accounts.
- C. Train users to create notes for each project and attach Microsoft?Project files to the notes.
- D. Use Microsoft CRM to create a new entity called roject?with a relationship to the Account entity.

Answer: D

Question: 100

Which of the following tasks can be performed by a user with the System Administrator security role using the Microsoft CRM Reports Area?

- A. They can upload, remove, and rename reports.
- B. They can control who can view reports.
- C. They can schedule reports to be run at set intervals.
- D. They can assign reports to categories.

Answer: A, D

Question: 101

You created a sales process in which activities are created. How can you detect if an activity is completed?

- A. You can check the status of activities created by the Sales Process within the Wait part of a Sales Stage.
- B. Create a Check Entity condition to wait until the activity is completed.
- C. Create a Check Activities condition to wait until the activity is completed.
- D. Use a subprocess action to call a workflow rule on the activity to return the status.

Answer: A

Question: 102

After you have created and published a custom entity, what steps do you need to perform to make the entity available to users?

- A. Create views for the entity.
- B. Modify Security Roles.
- C. Import data to create instances of the entity.
- D. Create a relationship with the User entity.

Answer: B

Question: 103

You have added new entities to Microsoft CRM. You want these entities to be visible in the application navigation pane of the Microsoft CRM Web client at specific positions. You also want to modify the navigation pane of the form. How can you achieve this? Choose the best answer.

- A. Customize the application navigation pane using SiteMap.
Customize the form navigation pane using isv.config.
- B. Customize the application navigation pane and form navigation pane using isv.config.
- C. Customize the application navigation pane and form navigation pane using SiteMap.
- D. Customize the application navigation pane using isv.config.
Customize the form navigation pane using SiteMap.

Answer: A

Question: 104

You are the leader of a team implementing Microsoft CRM for an organization. A member of your team is taking a long time to add code for events. He is manually typing code into the Event Detail Properties window, saving and publishing the entity, then testing the event code he has entered. What should you suggest he do? Choose two.

- A. Use a Script Editor that provides syntax checking to develop code and paste them into the Event Detail Properties Window.
- B. Update the formxml field in the OrganizationUIBase table directly to make changes to the script elements.
- C. Locate the appropriate .js file on the Microsoft CRM website and edit that file to modify the code for form and field events.
- D. Use the Form Preview window to test the code before saving and publishing.

Answer: A, D

Question: 105

Company.com manages properties leased by companies. You created a custom entity called "Property" with a relationship to the Account entity, where the Account entity is the primary entity. You set the type of behavior to Referential, Restrict Delete. Which of the following is true?

- A. Accounts leasing a property cannot be deleted.
- B. Only Accounts related to an active property cannot be deleted.
- C. Properties cannot be deleted.
- D. Properties related to accounts cannot be deleted.

Answer: A

Question: 106

Company.com has requested that you set up tabs for the following items on the account entity in this order:

General, Profile, Administration, Marketing, Accounting, Infrastructure, Shipping Information, Office Directions, and Mailing Lists. What is wrong with this plan?

- A. It exceeds the SQL Server limitations on the number of tabs per entity.
- B. This exceeds the limit on the number of tabs allowed by Microsoft CRM.
- C. The combined length of the tab names require too much space on the form. The customization tools do not allow entry of all the tabs. Shortening tab names will allow all the tabs to be added.
- D. The first three tabs, (General, Details, and Administration) are system tabs and cannot be renamed or repositioned.

Answer: B

Question: 107

Company.com provides property management services for its customers. Company.com needs to associate a specific property with different sales and service activities they perform.

Company.com needs to track several data points for each property including the address, the size, number and type of buildings, and the total square footage.

What is the best way to represent this information in Microsoft CRM?

- A. Configure each property as a product in Microsoft CRM. Create custom attributes to store data related to the property.
- B. Configure each property as an Address. Create custom attributes to store data related to the property. Modify the Address Type picklist to include the 'property' option.
- C. Create a custom entity called 'Property'. Create attributes to store necessary data. Create

relationships to associate the property with other entities.

D. Rename the 'Competitor' entity to 'Property'. Create custom attributes and customize the form to store necessary data. Leverage existing relationships and create new relationships to associate this entity with other entities.

Answer: C

Question: 108

You want to transfer all the reports in your Microsoft CRM implementation to a different Microsoft CRM implementation. What is the best way to do this?

- A. Download the report definitions and publish them at the different location with the SQL Server Report Designer.
- B. Download the report definitions and publish them at the different location with the Microsoft CRM Reports Area.
- C. Download the report definitions and publish them at the different location with the SQL Server Report Manager.
- D. Download the report definitions with DownloadReports.exe and publish them at the different location with PublishReports.exe.

Answer: D

Question: 109

You are working with a web developer to create client side code for the Task entity.

Actions in your code should be applied if the Task is associated with an Order.

Your code should include logic that references the Regarding lookup field to determine whether the Task is associated with an Order.

How should you do this?

- A. This field's DataValue property returns an array. Check the 'type' property of the first item in the array to retrieve the integer value representing the type of object.
- B. Use the value property to retrieve the GUID for the object referenced in the Regarding field. Then query the Microsoft CRM platform to determine the type of object associated with the GUID.
- C. Use the 'objecttypecode' property to retrieve the integer value representing the type of object.
- D. Use DHTML to determine the src property for the icon image displayed in the Lookup field. If this matches the order icon, you know that the task is associated with an Order.

Answer: A

Question: 110

Company.com has a custom user-owned entity called Gift. Company.com business process allows any salesperson to add a Gift to any Account, even though the salesperson may not be the owner of the Account. If the Account is reassigned to another User the ownership of the Gift records should not change. The relationship between Account and Gift has a Type of Behavior set to Configurable Cascading.

Which cascading behavior should you choose on the Assign action to make sure that the Gift records are not reassigned?

- A. Cascade User-Owned
- B. Cascade None
- C. Cascade All
- D. Cascade Active

Answer: B

Question: 111

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Company.com wants to define a second user in the case form to serve as a secondary owner. Contact information for the second user must be readily available in Workflow without requiring custom development.

- A. Create a relationship between Case and User where user is the primary entity. Display the Relationship attribute in the Case form to allow the user to look up a valid user.
- B. Create a text field in the case form to allow manual entry of a secondary user
- C. Train users to create a Note on the Case to document the backup owner.
- D. Create an organization-owned entity called 'Secondary Owner' that stores information representing Microsoft CRM users assigned as Secondary Case owners. Create a relationship between Secondary Owner and Case to create a lookup field on the Case form. Maintain data about Secondary Owners separate from Users.

Answer: D

Question: 112

You added code on an event that references a field. It worked fine for awhile. After customizations of the form were made by someone else, the form now displays an error stating the field you referenced 'is null or not an object'.

What should you have done to prevent this? Choose the best answer.

- A. Insist that you personally apply all form customizations.
- B. Configure your code with try?catch statements to confirm the fields exist before referencing or setting them.
- C. Document that the referenced field must never be removed from the form.
- D. Add the referenced field to the list of dependent fields in the Event Detail Properties.

Answer: D

Question: 113

Which options do you have for updating objects in a workflow rule without a custom assembly? Choose all that apply.

- A. You can specify static values to update an object.
- B. You can set dynamic values by referencing values in related objects.
- C. You can check data of any other entity.
- D. You can create instances of a custom entity using workflow.

Answer: A, B

Question: 114

You added code on an event that references a field. It worked fine for awhile. After customizations of the form were made by someone else, the form now displays an error stating the field you referenced 'is null or not an object'.

What should you have done to prevent this? Choose the best answer.

- A. Insist that you personally apply all form customizations.
- B. Configure your code with try...catch statements to confirm the fields exist before referencing or setting them.
- C. Document that the referenced field must never be removed from the form.
- D. Add the referenced field to the list of dependent fields in the Event Detail Properties.

Answer: D

Question: 115

How do you rename a system entity in Microsoft CRM 3.0?

- A. Change the display name.
- B. Change the display name and the schema name.
- C. Create a custom entity to replace the system entity. Remove user privileges to the system entity and do not use it.
- D. Manually change field names in the Attributes table of the Metabase.

Answer: A