

MB2-185 – Microsoft CRM Customization V.1.2

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QUESTION: 1

Your business is interested in using Microsoft CRM Workflow to automate its business processes and policies.

Which types of processes can a company automate with Microsoft CRM Workflow? (Select TWO)

- A. A process triggered by an event in an unlinked third-party application
- B. A process that specifies the steps a sales rep should go through to close a sale
- C. A process that schedules an activity for a non-Microsoft CRM user and places it on his Outlook calendar
- D. A process that assigns a sales rep to an account

Answer: B, D

QUESTION: 2

You plan to customize your Microsoft CRM application. However, as a safety precaution, you wish to back up your current XML configuration prior to making your changes.

Which of the following Deployment Manager tools would you use to back up your existing XML configuration?

- A. XML Backup
- B. Transport Customization
- C. Customization Backup/Restore
- D. Export Customization

Answer: D

QUESTION: 3

Which of the following statements are TRUE regarding unsupported customizations?

- A. Developers should not directly modify or interact with the Microsoft CRM database.
- B. When making customizations, the best practice is for developers to add tables to the Microsoft CRM database.
- C. Developers working on supported and unsupported customizations for Microsoft CRM can receive technical support.
- D. Unsupported modifications of the database can break the application.

Answer: A, D

QUESTION: 4

What is the difference between the Reports Standard View and Reports Advanced View?

- A. In the Standard View, you can see folders within one major category (Sales, Services, Admin). In the Advanced View, you can see all three categories at the same time.
- B. In the Standard View, you cannot open the report folders. In the Advanced View, you can open the report folders.

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C. In the Standard View, you can only open a single report folder. In the Advanced View, you can open multiple folders.

D. In the Standard View, you cannot customize a report. In the Advanced View, you can customize a report..

Answer: A

QUESTION: 5

Which databases are created by the Microsoft CRM Server installation process? (Select THREE)

- A. CRM Metabase
- B. CRM Crystal Database
- C. CRM Transaction Database
- D. CRM Distribution Database

Answer: A, B, D

QUESTION: 6

Your business is interested in using Microsoft CRM Workflow to automate its business processes and policies.

Which types of processes can a company automate with Microsoft CRM Workflow? (Select TWO)

- A. A process triggered by an event in an unlinked third-party application
- B. A process that specifies the steps a sales rep should go through to close a sale
- C. A process that schedules an activity for a non-Microsoft CRM user and places it on his Outlook calendar
- D. A process that assigns a sales rep to an account

Answer: B, D

QUESTION: 7

You plan to customize your Microsoft CRM application. However, as a safety precaution, you wish to back up your current XML configuration prior to making your changes.

Which of the following Deployment Manager tools would you use to back up your existing XML configuration?

- A. XML Backup
- B. Transport Customization
- C. Customization Backup/Restore
- D. Export Customization

Answer: D

QUESTION: 8

You have just finished customizing the Account form and you would like to see how those changes will appear in the application prior to actually publishing them.

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Which of the following are the preview forms that you can check in order to see how your changes will appear once they are published? (Select THREE)

- A. Create form
- B. Associated form
- C. Update form
- D. Read only form

Answer: A, C, D

QUESTION: 9

Which of the following statements are TRUE regarding unsupported customizations?

- A. Developers should not directly modify or interact with the Microsoft CRM database.
- B. When making customizations, the best practice is for developers to add tables to the Microsoft CRM database.
- C. Developers working on supported and unsupported customizations for Microsoft CRM can receive technical support.
- D. Unsupported modifications of the database can break the application.

Answer: A, D

QUESTION: 10

What are the implications of the Assign event that is associated with a workflow rule?

- A. The rule performs the action of assigning ownership of a business entity to another user
- B. It causes the rule to trigger when ownership of a business entity is changed
- C. The rule performs the action of assigning another workflow rule to a business entity
- D. It causes the rule to trigger when the state of an object changes

Answer: B

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