



Exam: MB2-421

CRM 3.0 Installation & Configuration

Demo: Version 2.29

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www.testking.com.tw Q: 1 During the same week, two users at Fabrikam modify the same account record. On Monday morning, Jon goes offline with his Laptop client. The offline data includes the account record for Contoso Inc. Later he changes Contoso's phone number to 555-0176 on his laptop.

On Tuesday, Anu uses the web client to update the Contoso account record. She sets the phone number to 555-0134, and the fax number to 555-0100. She also changes the Web Site from http://contoso to http://www.contoso-inc.com.

On Wednesday, Jon updates the Contoso data again on his laptop, this time setting the fax number to 555-0199.

On Thursday, Jon takes his Laptop client online. No other modifications are made to the data. What data is stored in the account record for Contoso Inc on Friday?

- A. Phone number: 555-0134. Fax number: 555-0100. Web Site: http://www.contoso-inc.com
- B. Phone number: 555-0134. Fax number: 555-0199. Web Site: http://www.contoso-inc.com
- C. Phone number: 555-0176. Fax number: 555-0199. Web Site: http://www.contoso-inc.com
- D. Phone number: 555-0176. Fax number: 555-0199. Web Site: http://contoso

Answer: C

www.testking.com.tw Q: 2 You are the IT administrator for your organization and you are planning the installation of Microsoft CRM 3.0. The server you will use for Reporting Services is called REPORTS, and you will specify this name when you install Microsoft CRM 3.0. The project sponsor has asked for a number of customized reports to be developed, and has also asked you to ensure that all report data is kept confidential when transferred over the network. What needs to be in place on server REPORTS before you can successfully install CRM while fulfilling the security requirements? Each answer provides part of the solution. Choose the 2 that apply.

- A. There must be an SSL certificate installed.
- B. IIS must be installed on the server.
- C. .NET Framework 1.0 must be installed.
- D. CryptoAPI tools must be installed.

Answer: A, B

www.testking.com.tw Q: 3 The Small Business Edition of Microsoft CRM 3.0 has some extra features not included in the Professional Edition. Which of the following features does the Small Business Edition include? Choose the 2 that apply.

- A. Announcements automatically synchronized onto http://companyweb.
- B. Small Business Server Console Integration
- C. Fax Server Integration
- D. POP3 Connector Manager Integration

Answer: B, C

www.testking.com.tw Q: 4 You have developed a custom entity called Resellers, which holds information about resellers who work with Trey Research. In addition, you have created four custom reports which include reseller information. Your manager asks you to include a new field on the custom entity, and also to include this field on two of the custom reports. What actions do you need to take? Choose the best answer.

- A. Amend the custom entity, amend the filtered view, and amend the custom report.
- B. Amend the custom entity, publish the custom entity, and amend the custom report.
- C. Amend the custom entity, and amend the custom report.
- D. Amend the custom entity, publish the custom entity, amend the filtered view, and amend the custom report.

Answer: C

www.testking.com.tw Q: 5 You are a developer specializing in writing reports using SQL 2000 Reporting Services. Your manager has asked you to develop some new reports required by senior management. What software do you need on your computer in order to develop the reports?

- A. Report Manager and Report Designer.
- B. Report Manager.
- C. Visual Studio .NET 2003 and Report Designer.
- D. Report Designer.

Answer: C

www.testking.com.tw Q: 6 Microsoft CRM provides the ability to generate e-mail activities and route them to a common area so that any one of a set of users can access the activities. What is the name given to this object?

- A. Business Unit
- B. Queue
- C. Site
- D. Team

Answer: B

www.testking.com.tw Q: 7 You are planning the deployment of Microsoft CRM 3.0 for Fabrikam Inc. Fabrikam supports charity fundraising initiatives by deploying configured servers and laptop computers to charities, so that they can conduct telephone campaigns and employ mail merge functionality for direct mail campaigns. Fabrikam customers have shifts of telesales operators using the same computers. You need to select the most appropriate Microsoft CRM client for Fabrikam. What should you do?

- A. Deploy the Microsoft CRM laptop client for Outlook for all telesales staff.
- B. Deploy the Microsoft CRM desktop client for Outlook for all telesales staff.
- C. Deploy the Microsoft CRM laptop client for Outlook on a Terminal Services server, and instruct all telesales staff to connect to the Terminal Services server.
- D. Instruct all telesales staff to use the web browser client.

Answer: B

www.testking.com.tw Q: 8 As part of the Microsoft CRM 3.0 installation process, the Environmental Diagnostic Wizard conducts various checks to ensure a smooth installation. Which of the following are checked? Choose the 3 that apply.

- A. Active Directory Domain Model
- B. Available disk space on the Microsoft CRM server
- C. Whether the SQL Server Agent is running on the SQL Server
- D. Whether the DNS Server is accessible

Answer: B, C, D

www.testking.com.tw Q: 9 You are about to install Microsoft CRM 3.0 on Small Business Server 2003 machine. Which of the following services must be started on this machine before installation can proceed? Choose the 2 that apply.

- A. Microsoft Exchange Information Store
- B. Indexing Service
- C. SQLSERVERAGENT
- D. Windows Installer

Answer: B, C

www.testking.com.tw Q: 10 Your organization's sales team uses Microsoft CRM to send e-mails containing sales literature to prospects that are identified by the Telemarketing division. Which of these out-bound e-mails sent by the sales team via Microsoft CRM are processed by the Microsoft CRM 3.0 Exchange E-mail Router?

- A. Emails sent via the Microsoft CRM clients for Outlook.
- B. Emails sent via the Microsoft CRM web client.
- C. Emails sent via Outlook Web Access.
- D. No out-bound email messages sent via Microsoft CRM are processed.

Answer: D

