



Exam: MB2-422

CRM 3.0 Customization

Demo: Version 2.29

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www.testking.com.tw Q: 1 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

www.testking.com.tw Q: 2 You are the implementation consultant for an organization implementing Microsoft CRM 3.0.

The organization 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

www.testking.com.tw Q: 3 You are the implementation consultant for an organization implementing Microsoft CRM 3.0.

The organization 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

www.testking.com.tw Q: 4 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

www.testking.com.tw Q: 5 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.

The organization 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

www.testking.com.tw Q: 6 You are the implementation consultant for an organization implementing Microsoft CRM 3.0.

The organization 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 project with a relationship to the Account entity.

Answer: D

www.testking.com.tw Q: 7 You are the implementation consultant for an organization implementing Microsoft CRM 3.0.

The organization 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

www.testking.com.tw Q: 8 The organization 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

www.testking.com.tw Q: 9 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

www.testking.com.tw Q: 10 The organization has requested a modification to the account entity. The organization 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

