Exam Questions MB2-712
Microsoft Dynamics CRM 2016 Customization and Configuration
NEW QUESTION 1
You have a custom entity named Event Registration. Event Registration has a relationship with the contact entity. You plan to add a field named Contact Phone to Event Registration. You need to ensure that when a contact is added to an Event Registration record, the phone number of the contact is displayed in the Contact Phone field of the record. If the contact changes, the Contact Phone field must display the new phone number of the contact. What should you use?

A. a lookup field  
B. a business rule  
C. entity mapping  
D. a calculated field

Answer: D

NEW QUESTION 2
You need to identify the maximum number of stages that a business process flow can contain. What should you identify?

A. 5  
B. 10  
C. 30  
D. 100

Answer: B

NEW QUESTION 3
Your Dynamics CRM organization uses Dynamics CRM Online. You need to assign a license for a new user. What should you use?

A. the Microsoft Office 365 admin center  
B. the Microsoft Azure Service Bus settings  
C. the Dynamics CRM settings  
D. the Active Directory Users and Computers console

Answer: A

NEW QUESTION 4
You have a Dynamics CRM organization. You have a list of 23 public views for accounts, most of which are custom. Many of the most frequently used views appear near the bottom of the list. Users report that the current list order is inconvenient and time consuming because they must scroll through many unused views. You need to recommend changes to resolve the issue reported by the users. What should you recommend doing first?

A. Change the display order of the views.  
B. Deactivate the unused system views.  
C. Set customizable to True.  
D. Change the views to be private views.

Answer: A

NEW QUESTION 5
You have a Dynamics CRM organization that contains two business units named Sales and Marketing. You need to create a team to which you can assign security roles and that can contain users from the Sales business unit. What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

A. Create an owner team that belongs to the Sales business unit.  
B. Create an access team that belongs to the Sales business unit.  
C. Create an access team that belongs to the root business unit.  
D. Create an owner team that belongs to the root business unit.

Answer: AD

NEW QUESTION 6
On the contact entity, you are creating a business rule that has the Set visibility action. You need to identify which form elements you can control by using the Set visibility action. What should you identify?

A. the sub-grids and quick view forms only  
B. the form fields, form sections, and form tabs only  
C. the form fields only  
D. all of the form elements

Answer: C

NEW QUESTION 7
You are adding a sub-grid to the Account form that displays data from a custom entity related to the account. You need to identify which items you can use to display the data.
Which two items should you identify? Each correct answer presents a complete solution.

A. a list
B. a chart
C. a dashboard
D. an iFrame

Answer: AB

**NEW QUESTION 8**
You need to model a relationship between the account entity and the contact entity to track the advisory board members of accounts. You need to use connections to model the relationship between the account and contact entities.
What should you do?

A. Create a one-to-many (1:N) relationship between the account and contact entities, and then use two connection roles to represent each side of the new 1:N relationship.
B. Create a connection entity, and then use two connection roles to represent each entity in the relationship.
C. Use two connection roles to represent each side of the relationship.
D. Create a many-to-many (N:N) relationship between the account and contact entities, and then use two connection roles to represent each side of the new N:N relationship.

Answer: C

**NEW QUESTION 9**
You create a business rule that has a Set business required action for a field. The action has a Status of Business Required when a condition is met. Users report that when they change the value so that the condition is false, the field is still required. You need to ensure that the field is required only if the condition is true. What should you do?

A. Create an Else statement that has no conditions and a Set Default action to reset the field to Not Business Required.
B. Use a business rule formula to set the required level of the field.
C. Change the scope of the business rule to All Forms.
D. Create an Else statement that has no conditions and a Set business required action.
E. Configure the action to have a Status to Not Business Required.

Answer: D

**NEW QUESTION 10**
You have a Dynamics CRM Online organization. You need to identify the maximum number of rollup fields that you can define for an entity by default.
What should you identify?

A. 5
B. 10
C. 30
D. 100

Answer: C

**NEW QUESTION 11**
A user attempts to import data to Dynamics CRM, but all of the records fail to import because of a business rule that you created. You need to ensure that the user can import the records successfully. What should the user do?

A. Change the scope of the business rule to Entity
B. Instruct the user to import the data again.
C. Add an action to the business rule to hide the field.
D. Instruct the user to import the data again.
E. Run the import by using the System Administrator account.
F. Change the scope of the business rule to All Forms.
G. Instruct the user to import the data again.

Answer: B

**NEW QUESTION 12**
For the account entity, you need a form that can be opened by sales users only. You save a copy of the main contact form and you name the copy Sales form. What should you do next?

A. Create a business rule.
B. Add a web resource.
C. Modify the Form Properties.
D. Enable security roles.

Answer: C

**NEW QUESTION 13**
You have a Dynamics CRM organization. The account entity must appear as Company to all users. Which two fields should you change? Each correct answer presents
NEW QUESTION 14
You are creating a business rule for the account entity. You are configuring a new condition for the rule to compare the Credit Limit field. The data type for the Credit Limit field is Currency.

You need to identify to what you can compare the Credit Limit field. What should you identify?

A. the entity field values or the static values only
B. the entity field values, the static values, or the formulas
C. the static values only
D. the entity field values only

Answer: A

NEW QUESTION 15
You need to create a business rule that you can run on a Quick Create form named New Form.

What are two possible scopes that you can use to achieve the goal? Each correct answer presents a complete solution.

A. All Forms
B. Entity
C. Information
D. New Form

Answer: D

NEW QUESTION 16
You are the new administrator for an existing Dynamics CRM organization.
The prior administrator made auditing available in CRM, and then turned off auditing for the account records. You need to implement auditing for the account records. What should you do?

A. Assign the View Audit Summary privilege.
B. Delete the previous audit log partitions.
C. Modify the account entity definition.
D. Assign the View Audit History privilege.

Answer: C

NEW QUESTION 17
You have a Dynamics CRM organization.
You have a system view for contacts that is used only by a user named User1. Currently, the system view is listed as the first view for all of the users.

You need to ensure that the view is available to User1 only.

Which two actions should you perform? Each correct answer presents part of the solution.

A. Export the view as system, and then reimport the view as personal.
B. Instruct User1 to use Advanced Find.
C. Deactivate the system view.
D. Configure the filter criteria on the system view to include only the records of User1.

Answer: AB

NEW QUESTION 18
You create two solutions named A and B in the same Dynamics CRM organization. You add the account entity to both solutions.

You need to identify what will occur when you attempt to change the display name of Account to Company in solution A.

What should you identify?

A. The display name of Account in solution B will remain unchanged.
B. The next time you use solution B, you will be prompted to choose which display name to use.
C. You will be prevented from renaming Account to Company.
D. The display name of Account in solution B will also change.

Answer: A

NEW QUESTION 19
You have four sales managers. Each sales manager is located in a different business unit and is assigned the Sales Manager security role. The sales managers have access to the records of every sales user in their respective business unit and the subordinate business units.

You need to recommend a solution to provide the sales managers with access to all of the records created by the sales users across all of the business units. The solution must prevent access to the case records.

What should you include in the recommendation?

A. the Sales Managers security role privileges set to Parent: Child Business Units
B. the Position hierarchy
C. the Manager hierarchy

Answer: A
D. the security roles assigned to the sales managers from the root business unit

Answer: C

NEW QUESTION 20

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