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Exam : **MB2-422**

Title : CRM 3.0 Customization

Version : DEMO

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.

Correct:C

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.

Correct:B

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.

Correct:B

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.
Correct:B

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.
Correct:C

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.
Correct:D

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
Correct:B C

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.
Correct:B

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

Correct:A C D

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".

Correct:C

11.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.

Correct:A D

12.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

Correct:A B C

13.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.

Correct:C

14.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

Correct:B

15.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.

Correct:B C D

16.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.

Correct:C

17.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.

Correct:A

18.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.

Correct:B

19.The organization sells and supports computer hardware for its customers. They want to use Microsoft CRM to track the computer equipment delivered to the customer. The organization 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

Correct:C

20.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.

Correct:B