



MB2-712^{Q&As}

Microsoft Dynamics CRM 2016 Customization and Configuration

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QUESTION 1

You have a Dynamics CRM organization.

You need to tell a user which types of out-of-the box charts are available on a personal dashboard in CRM.

Which two types of charts are available? Each correct answer presents a complete solution.

- A. tag
- B. Scatter
- C. pie
- D. funnel
- E. doughnut

Correct Answer: CD

QUESTION 2

You have a Dynamics CRM Online organization.

You create an entity named Score to track a player's scores in a game. The ownership of the entity is set to Organization

You need to change the ownership to User or Team. The solution must minimize administrative effort.

What should you do?

- A. Delete the entity and recreate it.
- B. Instruct the Microsoft Office 365 global administrator to use the web client to edit the entity properties.
- C. Use the web client to edit the entity properties.
- D. Use Microsoft SQL Server Management Studio to modify the entity properties.

Correct Answer: A

QUESTION 3

You have a Dynamics CRM organization.

You have a team named Team1 that has three members named User1, User2 and User3.

Team1 currently owns 200 active contacts.

User1 fails to see the records assigned to Team1 from the default view. User1 sees only the records assigned to her.



You need to resolve the issue reported by User1.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Configure a new default view for User1, User2, and User3.
- B. Configure the security role assigned to Team1.
- C. Configure the default view to include the records owned by Team1.
- D. Configure the security role assigned to User1.

Correct Answer: AC

QUESTION 4

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

Correct Answer: D

QUESTION 5

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



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Correct Answer: D

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