

## Microsoft Dynamics CRM 2016 Customization and Configuration Exam Questions with VCE and PDF for Free Download (Question 28 - Question 36)

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### QUESTION 28

You have the business units in a Dynamics CRM organization as shown in the following table:

| Business unit name | Parent business unit name |
|--------------------|---------------------------|
| Root               | None                      |
| Sales              | Root                      |
| Enterprise Sales   | Sales                     |
| Consumer Sales     | Enterprise Sales          |
| Service            | Root                      |

You create a new security role named New Employee that is being used by all of the business units. Users in the Consumer Sales business unit who are assigned the role report that they fail to update records that they should be able to update. You plan to update the security role so that the users can update the records. You need to identify in which business unit you must update the role. Which business unit should you identify?

- A. Sales
- B. Root
- C. Enterprise Sales
- D. Service
- E. Consumer Sales

Answer: B

### QUESTION 29

You have a Dynamics CRM development environment and a Dynamics CRM production environment. In both environments, your account is assigned the System Customizer security role. In the development environment, you create a custom solution that contains all of the project components deployed to the production environment. The custom solution contains an entity. In the development environment, you open the project solution that you intend to deploy to the production environment. You see the entity, but not the field. You need to ensure that you can modify the field in the development environment. What should you do?

- A. Ask the system administrator to assign your user the System Administrator security role, and then modify the system field.
- B. In the project solution, add a field to the entity, and then make the modification.
- C. In the default solution, make the modification.
- D. Use the Add Sub Components action, add the field, and then make the modification.

Answer: B

### QUESTION 30

You have a Dynamics CRM organization. You set an option that contains the values configured as shown in the following table:

| Label | Value | Date modified |
|-------|-------|---------------|
| One   | 002   | 1/6/2015      |
| Two   | 001   | 1/5/2015      |
| Three | 003   | 1/8/2015      |
| Four  | 004   | 1/7/2015      |

What is the default sort order of the labels?

- A. Four, One, Three, Two
- B. Two, One, Three, Four
- C. One, Two, Three, Four
- D. Two, One, Four, Three

Answer: B

#### QUESTION 31

You modify the Account form to contain the tabs configured and ordered as shown in the following table:

| Tab name        | Available on phone | Visible by default |
|-----------------|--------------------|--------------------|
| General         | Yes                | Yes                |
| Details         | Yes                | No                 |
| Address Info    | Yes                | Yes                |
| Reseller Info   | Yes                | Yes                |
| Vendor Info     | No                 | No                 |
| Additional Info | Yes                | Yes                |

You need to identify which tabs will be displayed by default on Dynamics CRM for tablets. Which tabs should you identify?

- A. Only General, Address Info, and Reseller Info
- B. Only General, Address Info, Reseller Info, and Additional Info
- C. Only General, Details, Address Info, Reseller Info, and Additional Info
- D. Only General, Details, Address Info, and Reseller Info

Answer: C

#### QUESTION 32

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? (Choose two.)

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

Answer: AB

Explanation:

A: When you are working with Marketing Lists in Dynamics CRM you may want think about additional functionalities such as adding columns to a marketing list members sub-grid, as opposed to simply out of the box Members sub-grid.

B: Charts don't just go on dashboards, they can go on the forms too. It's really just a sub-grid that displays a chart instead.

<http://www.powerobjects.com/2014/06/10/adding-columns-marketing-list-members-sub-grid-dynamics-crm-2013/>

<https://crmchartguy.wordpress.com/2016/01/24/charts-on-forms-or-useraccount-specific-dashboards/>

#### QUESTION 33

You have a Dynamics CRM organization. Currently, when you create entities and fields, they have a prefix of new\_. You need to ensure that when you create new entities and fields, they have a prefix of Contoso\_. Which two actions should you perform? (Choose two.)

- A. Change the prefix in the System Settings to Contoso.
- B. Edit the customization prefix field and change the display name to Contoso.
- C. Change the prefix of the publisher associated to the solution to Contoso.
- D. Create a new publisher that has a prefix of Contoso. Associate the new publisher to the exiting solution.

Answer: CD

Explanation:

<https://community.dynamics.com/crm/b/cosmanscrmjourney/archive/2016/03/23/best-practices-publisher-prefix>

#### QUESTION 34

You have a Dynamics CRM organization. Users access CRM from the web and from mobile apps. You plan to add a new entity to the organization. You need to ensure that the users can see the entity records from the web and from the mobile apps. What should

you do?

- A. Activate the mobile express form.
- B. Configure the mobile express form.
- C. Modify the entity definition.
- D. Enable the users for offline access.

Answer: B

Explanation:

The first step in customizing the mobile form is to understand what it looks like. Start the CRM for phones express app on your phone and sign in to your organization. From there, locate the entity that has the form you want to edit and open an existing record or create a new one.

<https://technet.microsoft.com/en-us/library/dn531080.aspx>

#### QUESTION 35

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

Explanation:

Set visibility action is used to hide and show fields on entity forms. This action enables power users or customizers to change the visibility of the fields dynamically based on a specified condition.

<https://www.dynamics101.com/understanding-business-rules-microsoft-dynamics-crm-2013/>

#### QUESTION 36

You work in a customer service organization. Sometimes, when a new record is created, a customer service representative must capture additional data. When this occurs, the representative must call the customer to capture the missing data. Each record may be missing different data. You need to identify which process type you must use to capture the data. What should you identify?

- A. a real-time workflow
- B. a dialog
- C. a custom action
- D. a business rule

Answer: D

Explanation:

By default, CRM supports creating records from the following activities, also called source types in the context of record creation and update rules:

- Email
- Social activity
- Task
- Phone call
- Appointment
- Service activity
- Custom activity

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/set-up-rules-to-automatically-create-or-update-records-in-crm.asp>

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