



MB2-712^{Q&As}

Microsoft Dynamics CRM 2016 Customization and Configuration

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QUESTION 1

At your company, a user named User1 uses Dynamics CRM Online.

User1 leaves the company.

You need to prevent User1 from accessing CRM Online. What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Reassign the records owned by User1.
- B. Disable User1 in CRM.
- C. Delete User1 from Microsoft Office 365.
- D. Revoke the Microsoft Office license.
- E. Revoke the CRM license.

Correct Answer: CE

QUESTION 2

You have a custom entity in Dynamics CRM.

You want users to be able to search and use knowledge base articles directly from the Main form of the custom entity.

You discover that you cannot add the knowledge base search control to the form.

You need to identify what prevents you from adding the control. What should you identify?

- A. Knowledge Management is disabled on the entity.
- B. Knowledge Management is disabled on the form.
- C. The notes control on the form is missing.
- D. A relationship to the knowledge base entity is missing.

Correct Answer: D

QUESTION 3

You have a Dynamics CRM organization that contains one business unit.

You create a new background workflow in CRM and you enable the workflow to run OnCreate. You are the owner of the workflow.

After you activate the workflow, users report that the workflow fails to run after they create records.

You suspect that the workflow scope is configured incorrectly.



You need to identify which workflow scope prevents the workflow from running after the users create the records.

Which scope should you identify?

- A. Business Unit
- B. Organization
- C. User
- D. Parent: Child Business Units

Correct Answer: C

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

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.

Correct Answer: C

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