



MB2-712^{Q&As}

Microsoft Dynamics CRM 2016 Customization and Configuration

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**QUESTION 1**

You have a Dynamics CRM organization.

You have two primary Lines of business named line1 and line2 Each sales process begins with a lead and ends with a sale. Line1and line2 each have different checklists for how to close a deal.

You need to identify a solution to address the different processes used by each line of

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

- A. Configure the entity definitions.
- B. Create two branches in one process.
- C. Create two business process flows.
- D. Configure the process triggers.

Correct Answer: BC

QUESTION 2

A user is creating a new workflow and accidentally sets the primary entity to Contract instead of Contact. You need to ensure that the primary entity of the workflow is set to Contact. What should you do?

- A. Instruct the user to deactivate the workflow, and then instruct a system administrator to change the primary entity.
- B. Instruct the user to assign the workflow to a system administrator, and then instruct the administrator to modify the primary entity.
- C. Instruct the user to deactivate the workflow, and then to change the primary entity.
- D. Instruct the user to delete the workflow, and then to create a new workflow.

Correct Answer: D

QUESTION 3

You need to create a field on the account entity. The field must display the total value of all the open orders for an account. any sub-accounts of the account. Which two actions should you perform? Each correct answer presents part of the solution.

- A. Set Hierarchical to Yes.
- B. Set Hierarchical to No.
- C. Create a calculated field
- D. Create a simple field.



E. Create a rollup field.

Correct Answer: AE

QUESTION 4

You create a new mailbox record for a user.

You define the synchronization methods for incoming and outgoing email, contacts, tasks, and appointments.

You need to ensure that the mailbox can send and receive email.

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

- A. Set the Is Forward Mailbox setting to Yes.
- B. Configure the Approve Email setting.
- C. Set the Is Forward Mailbox setting to No.
- D. Configure the Apply Default Email Settings setting.
- E. Configure the Test and Enable Mailboxes setting.

Correct Answer: CE

QUESTION 5

You are reviewing the security roles of a user.

You discover that the user has multiple security roles.

You need to identify the resulting privileges of the user.

What should you identify?

- A. The user only has privileges from the most recent security role to which the user was assigned.
- B. All privileges are cumulative, unless one of the roles turns off a privilege, in which case that specific privilege is not applied to the user.
- C. All privileges are cumulative.
- D. The user has the most restrictive level of privileges.

Correct Answer: C



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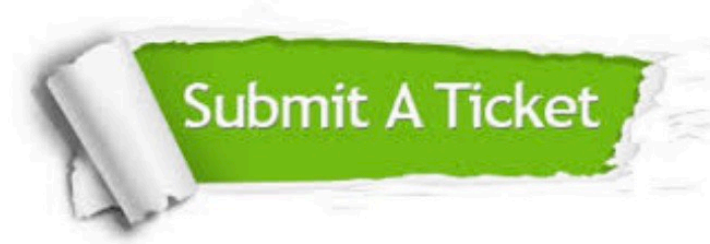
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