



Exam : MB2-422

Title : CRM 3.0 Customization

Ver : 09.20.07

**QUESTION 1**

You work as a CRM administrator at Certkiller .com. Your assistant is named Clive Wilson. You instruct Clive Wilson to define a second client in the case form that will serve as the secondary owner. You also instruct Clive Wilson to ensure that the contact data for the second client is readily accessible in Workflow without needing custom development.

What should Clive Wilson do?

- A. A relationship association between Case and User should be created in order to train clients to create a Note on the Case document to backup the owner.
- B. An organization-owned entity called 'Secondary Owner' should be created that keeps data representing Microsoft CRM users which is assigned as Secondary Case owners. Then you should create a relationship between Secondary Owner and Case to create a lookup field on the Case form. Thereafter you are able to maintain information regarding Secondary Owners separate from Users.
- C. An nvarchar field should be created to permit the entry of the secondary client in the case form.
- D. The association between Case and Client should be created where the client is the primary entity.

Answer: B

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**QUESTION 2**

You work as the CRM administrator at Certkiller .com. Your assistant is named Clive Wilson. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com.

You have received instruction from the CIO to implement Microsoft CRM 3.0.

Certkiller .com wants to associate service cases with accounts. Management wants to link the case with a particular person associated with the account

You instruct Clive Wilson to identify the best solution to create this association?

What should Clive Wilson do?

- A. The existing Responsible Contact lookup field on the Case Form should be exposed.
- B. He should create a new nvarchar text attribute called Responsible Contact.
- C. He should insist that the clients create a new association with the Responsible Contact entity.
- D. He should train the users to type the existing Responsible Contact topic field at the beginning of the lookup field and expose the lookup field in the case.

Answer: A

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**QUESTION 3**

You work as the network technician at Certkiller .com. You have received instruction from the CIO to implement Microsoft CRM. Certkiller .com intends to use an image file as an icon for a custom entity.

What should you do?

- A. You should make use of the Microsoft CRM Deployment manager to upload an icon for the Web and Outlook Clients.
- B. You should make use of the Microsoft CRM Deployment manager to locate the default custom entity icon in <install path>\\_img\ for the Web client.
- C. You should make use of the Microsoft CRM Customization Area to upload an icon for the Web and Outlook Clients.
- D. You should make use of the Microsoft CRM Customization Area to upload an icon for the Web client. The image file is copied to the Outlook client network installation location.

Answer: C

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**QUESTION 4**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to integrate its financial system into Microsoft CRM. You need to display four particular revenue fields on the Income Form. You need to ensure that the information displayed is current.

What should you do?

- A. The Income form should be modified. Post-callouts configured for specific events to execute logic in custom assemblies to write data directly to the database of the financial system should be used.
- B. Use the Income form and create triggers on the Microsoft CRM database to write data directly to the database of the financial system when records are created or updated should be modified.
- C. Use the Income form and client side code to write the data directly to the database of the financial system should be modified.
- D. Use the .aspx page that displays the Income form and write the data directly to the database of the financial system should be modified.

Answer: A

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**QUESTION 5**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is implemented on the Certkiller .com network.

You have received instruction from the CIO to execute conditional validation of the field values. A Certkiller .com employee named Andy Reid works in the Research and Development department. You delegate the task of identifying the best option to execute the validation to Andy Reid. You inform Andy Reid that the correct value of a text field depends on the values in numerous other fields.

What should he do? (Choose all that apply.)

- A. He should use the client side code in the OnLoad event to set the default value when the Create form is used.
- B. In the OnChange event for the Est. Revenue field you should set the value in order to check the value of the field.
- C. He should use the form OnChange Event.
- D. In the OnSave event form he should compare the 'value and 'returnValue' properties of the Est. Revenue field to ensure that they are the same.
- E. He should use the form OnSave Event.

Answer: E

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**QUESTION 6**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network. You have received instruction from the CIO to create a custom entity called 'Event'. 'Event' will be used to keep data about certain events that are not part of the normal services Certkiller .com offers. A Certkiller .com employee named Kara Lang works in the Research and Development department. You delegate the task of configuring three lookup fields on the event form. These lookup fields are used to link Microsoft CRM clients who are responsible for the areas of Entertainment, Catering, and Security. Kara Lang needs to identify the possible solutions to address the need. What should she do?

- A. The Event entity should be created with a relationship to Activities than storing the data in the Event form. Task activities should then be created for the individual areas of responsibility.
- B. Have a developer create A custom .aspx page needs to be created. This will permit the clients to choose a CRM User and save the data with the Event record. No actual relationship is created in Microsoft CRM.
- C. She should create three relationships between Event and User. User will then be the primary entity. The lookup fields are then displayed in the Event form.
- D. A text field should be used to enter the names of the individuals without making use of a lookup field.

Answer: A, B, D

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**QUESTION 7**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional. You have recently configured a custom

entity named AccPri which exists with a relationship where the Account is the Primary entity.

You have recently received instruction from the network CIO to configure another custom entity named EnAccPri with a relationship where AccPri is the Primary entity. You are required to ensure that when only the customizations export only the customizations for AccPri are exported and imported the customizations into a new Microsoft CRM installation the AccPri should exist in the new installation. You are required to select from the following what you can additionally expect to find. What should you do?

- A. The EnAccPri is what you would expect to find.  
The relationship between EnAccPri and AccPri is what you would expect to find.
- B. You would expect to find nothing else imported.
- C. The EnAccPri is what you would expect to find.  
The relationship between AccPri and Account is what you would expect to find.  
The relationship between EnAccPri and AccPri is what you would expect to find.
- D. The relationship between AccPri and Account is what you would expect to find.

Answer: D

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### **QUESTION 8**

You work as a consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft Dynamics CRM 3.0 on the Certkiller .com network.

The following customizations have already been implemented:-

- \* Form Customizations
- \* Client-side-code
- \* Custom mapping and
- \* Custom relationship behaviors.

You have received instruction from the CIO to add additional customizations on Microsoft CRM. There is a development system with Microsoft CRM installed that is available to develop customizations. You need to identify the best way to add the additional customizations.

What should you do?

- A. The customizations should be exported for the entities you plan to customize from the production system.  
The customizations should then be imported to the development system.  
You then develop and test the customizations on the development system.  
Then you export the customizations from the development system and import the customizations to the production system.  
Thereafter you can publish the entities you initially exported from the production system.
- B. You should develop the customizations on the development system.  
Then the customizations need to be tested on the development system.  
You need to record all the customizations that were developed.  
Thereafter the customizations can be manually applied on the production system.

- C. You should develop the customizations on the development system. Then the customizations need to be tested on the development system. Thereafter the customizations can be imported to the production system.
- D. You should export the current customizations from the production system. The customizations should then be imported to the development system. You then develop and test the customizations on the development system. Thereafter you export the customizations from the development system and import the customizations to the production system.

Answer: D

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**QUESTION 9**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to add code on an event. You need to add the code on the event that will only work if the user is online using the Outlook client. A Certkiller .com employee named Andy Reid works in the Research and Development department. You delegate the task of checking the conditions prior to the execution of the logic in your code.

What should he check the conditions? (Choose all that apply.)

- A. He is able to determine whether the client is using the Outlook client by checking the `crmForm.IsForOutlookClient` property.
- B. He is able to determine whether the client is using the Outlook client by checking the location property of the window. In the Outlook client the location property consist of a reference field to port 5249.
- C. You can send an HTTP request to an URL to find out if the client is online. As soon as a request times out you can be sure that the client is not offline.
- D. By checking the `crmForm.IsOnline` property you are able to determine whether the client is online.

Answer: A, D

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**QUESTION 10**

You work as the system administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction to apply client-side code on-save event in the lead entity form.

You have received instruction from the CIO to publish customizations. A Certkiller .com employee named Mia Hamm works in the Sales department. One morning Mia Hamm reports that an error occurred when she tried to save an existing lead.

You are able to create new leads without an error. This error could have been identified before the users.

What would have been the easiest method?

- A. You should test the client side code making use of the Update Form menu option from

the Preview menu prior to publishing. The Preview menu is on the Form customization page.

- B. You should test the code on another computer before applying it to the server and preview the menu prior to publishing.
- C. You should include conditional logic in the code to detect the user
- D. You should check the code for syntax errors prior to applying the code to the form.

Answer: A

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**QUESTION 11**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have recently received instruction from the network CIO to start working with a web developer. A unique account number needs to be produced for every account created in Microsoft CRM. You have to ensure that the account number is concurrently entered into an integrated system.

Together with the developer you have created a .NET assembly that comprises of a way to create the account number and save it in the integrated system. You have to modify Microsoft CRM in order for this integrated system to work.

What should you use to accomplish this goal?

- A. You should make use of Callouts and Client side code.
- B. You should make use of the Client side code, Workflow and Callouts.
- C. You should make use of the trigger on the Microsoft CRM database.
- D. You should make use of Workflow and Callouts.
- E. You should make use of the Client side code and Workflow.

Answer: D

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**QUESTION 12**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com.

A Certkiller .com user named Dean Austin is a member of the Research and Development department. You instruct Dean Austin to set up tabs on the account entity. He set up the account entity in the following order: General, Profile, Administration, Accounting, Marketing, Infrastructure, Office Directions, Shipping Information, and Mailing Lists.

You need to detect what is wrong with this plan.

What should you do?

- A. General, Details, and Administration are system tabs and should not be renamed or repositioned.
- B. The set up tabs exceeds the SQL Server limit on the number of tabs per entity. Customization tools do not permit the entry of all the tabs.

- C. The length of the combined tab names is too long for the space on the form.
- D. The set up tabs surpasses the limit on the number of tabs allowed by Microsoft CRM.

Answer: D

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**QUESTION 13**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to identify the options you have for updating objects in a workflow rule. A Certkiller .com user named Kara Lang works in the IT department. You instruct Kara Lang to identify the options for updating objects in a workflow rule without a custom assembly. What option can Kara Lang identify?

- A. Instances can be created of a custom entity making use of workflow and static values can be identified to update an object.
- B. Information can be checked of any other entity and dynamic values can be set by grouping all the objects together.
- C. Dynamic values can be set by referencing values principles standards in related objects and Static values can be identified to update an object.
- D. You can create examples of the custom entity making use of dynamic values and making use of workflow.

Answer: C

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**QUESTION 14**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com. A Certkiller .com employee named Kara Lang works in the Research and Development department. You delegate the task of identifying valid events when defining a workflow rule to Kara Lang. What should Kara Lang identify as valid events?

- A. Valid events when defining a workflow rule is Manual, Update and Change Status.
- B. Valid events when defining a workflow rule is Assign, Change Status and Manual.
- C. Valid events when defining a workflow rule is Change Status, Assign and Manual.
- D. Valid events when defining a workflow rule is Update Assign, and Manual.

Answer: C

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**QUESTION 15**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have recently received instruction from the network CIO to start working with a web developer. You are required to create a client side code for the Task entity.

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You are required to additionally ensure that the actions in your code are applied if the Task is associated with an Order. The code you are writing should include logic referencing the Regarding lookup field to determine if the Task is associated with an Order.

What should you do? (Choose all that apply.)

- A. The value property should be used to retrieve the GUID for the object referenced in the Regarding field. The Microsoft CRM platform should for querying to determine the type of object associated with the GUID.
- B. An array is returned by this field DataValue property. The 'type' property of the first item in the array should be checked to retrieve the integer value representing the type of object.
- C. DHTML should be used for determining the src property for the icon image displayed in the Lookup field. You know that the task is associated with an Order if the order icon is matched.
- D. The 'objecttypecode' property should be used for retrieving the integer value representing the type of object.

Answer: B

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**QUESTION 16**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to launch a custom Web-based application on the intranet using a button added to a Microsoft CRM Form. The client will be guided by the application through various steps interacting with information in the form to be able to finish a task.

You have to ensure that once an application is opened by a client in the form, he or she should not be permitted to leave the custom application until all the steps are finished and the application is cancelled.

A Certkiller .com employee named Dean Austin works in the Research and Development department. You delegate the task of configuring the button to launch the custom Web application.

What method should he choose? (Choose all that apply.)

- A. Configure the WinMode feature of the Button element should be configured to make use of the window.open() method.
- B. The JavaScript feature of the Button element should be configured to use the window.showmodelessdialog() method.
- C. Configure the WinMode feature of the Button element should be configured as well as the JavaScript feature.
- D. The WinMode feature of the Button element should be configured to use a modal dialog.

Answer: D

**QUESTION 17**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

The merchandise of Certkiller .com is sold through sales representatives in geographical areas. The salespersons compete with each other for the best leads. However, a dispute arises when there are no clear geographic locations of certain Leads. The salespersons are assigned Leads based on their address.

You are able to import leads from a marketing list. These lists can be manually entered by Microsoft CRM clients or through an external website integrated with Microsoft CRM. The address information is required for all cases and confirmed prior to creating a new Lead record is created.

A Certkiller .com employee named Kara Lang works in the Research and Development department. You instruct her to devise a method to allocate Leads to the correct salesperson.

What should she do? (Choose all that apply.)

A. She should make use of a SQL Server trigger on the Leads table of the Microsoft CRM database.

Include conditional logic in the code to detect the user.

Only execute business logic of the code if you are the user.

After publishing customizations, test the code.

If the code behaves as expected, then remove the conditional logic, save, and publish the customization again.

B. The salespersons should be trained to create a personal view that displays unassigned leads to identify the criteria for their territory.

Thereafter the network administrator can verify leads.

Only execute business logic of the code if you are the user.

The salespersons can then assign the Leads themselves using the bulk edit capability in Microsoft CRM.

C. She should make use of client-side code in the Microsoft CRM web application.

Then she should apply the correct logic and assign the lead.

D. She should make use of a Workflow rule on the create event of the Lead entity.

Then she should apply the correct logic and assign the lead.

Answer: D

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**QUESTION 18**

You work as the systems administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM on the Certkiller .com network.

A Certkiller .com employee named Mia Hamm works in the Research and Development department. She applies a client side code that manipulates the available options for a picklist in a custom entity. You discover during testing that when some of the options are selected and the record is saved the value of the

picklist field always go back to the default value of the picklist. You inform her to troubleshoot the problem.

What should she do? (Choose all that apply.)

- A. Configure a picklist attribute and display it on the Opportunity Product form. Use Client-side code to set the product reference
- B. An option with an invalid integer value was included by her for the picklist feature.
- C. She manipulated the available options of picklist in client side code therefore it will only be supported in System entities.
- D. In the OnSave event she compares whether the value of the picklist changed.

Answer: B

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**QUESTION 19**

You work as the systems administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You install Microsoft CRM 3.0 to the Certkiller .com network.

You have received instruction from the CIO to display a photo of the contact in the Contact form. A Certkiller .com employee named Mia Hamm works in the Marketing department. You instruct Mia Hamm to insert the photos of the contacts. She needs to identify a way to accomplish the task.

What should you do? (Choose all that apply.)

- A. She should create an ASP.NET application that displays a photograph as soon as the Microsoft CRM Contact GUID is passed to it and the the IFrame should be configured to use the URL of the application and to pass the GUID as a parameter.
- B. You are not permitted to insert photos in the Microsoft CRM application.
- C. A new relationship from the Contact entity should be created to your image database thereafter you can display the photo in the contact form.
- D. You should add a new feature to the form with the image datatype and the IFrame is used to perform photo validation.

Answer: A

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**QUESTION 20**

You work as the systems administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is implemented on the Certkiller .com network.

The Contact entity has been renamed "Adult" during implementation. A Certkiller .com employee named Andy Booth works in the IT department. You instruct Andy Booth to create a custom entity called "Dependant". This custom entity will be used to store information regarding the children cared for by an Adult.

You inform Andy Booth to create a relationship that will ensure that the Adult is the primary entity in the relationship. He needs to determine the manner in which to create the relationship between the Dependant and Adult (Contact) entity.

What should he do? (Choose all that apply.)

- A. He should create the relationship from the Dependant entity and click on the 'New One-to-Many Relationship' from the Account entity.
- B. He should create the relationship from the Adult entity and click on the 'New One-to-Many Relationship'.
- C. He should create the relationship between the Adult entity as well as the Dependant entity and click on the 'New Many-to-One Relationship'.
- D. He should create the relationship from the Dependant entity and click on the 'New Many-to-One Relationship'.

Answer: B, D

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**QUESTION 21**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

A Certkiller .com user named Dean Austin is a member of the Research and Development department. You instruct Dean Austin to identify the best options that would describe an IFrame?

What option should Dean Austin choose?

- A. This option will permit a client to launch a new window from the web page. It will show the information in an embedded XML document.
- B. This option can be used to execute information verification.
- C. This option can be used as an inline frame. You are able to insert a web page to exhibit another web page.
- D. This option shows the information in an embedded document in an inline frame to execute data verification.

Answer: C

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**QUESTION 22**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to check whether the employees changed the value of the Est. Revenue field. A Certkiller .com user named Rory Allen is a member of the Research and Development department. You instruct Rory Allen to investigate if the employees change the value of the Est. Revenue field every time they save an Opportunity record.

What can he do to accomplish it?

- A. Rory Allen needs to set the OnSave event and the 'value and 'returnValue' properties the same.
- B. Rory Allen needs to check in the OnSave event whether the 'changed' property of the Est. Revenue field is 'true'

- C. Rory Allen needs to check in the OnSave event whether the 'IsDirty' property of the Est. Revenue field is true.
- D. Rory Allen needs to create a custom bit attribute for the Opportunity entity and in the OnSave event he needs to check the value of the field and set it back to false.

Answer: C

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**QUESTION 23**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to add code to events in the Account Form. A Certkiller .com user named Rory Allen is a member of the Research and Development department. One morning Rory Allen complains that he experiences problems when he makes use of the Quick Create Form to create a new account from the Account Lookup view.

You should not receive any problems in the normal Create Form. What could be a possible explanation? (Choose all that apply.)

- A. You should publish an account entity and ensure that the characteristics mentioned in the code is set to Business Required or Business Recommended
- B. You should include logic in your code to help you identify when the Quick Create form is used. You should not execute any actions on the field not displayed in the Quick Create form if it is in use and you should ensure that the characteristics mentioned in the code is set to Business Required or Business Recommended.
- C. Prior to checking the RequiredLevel property for every field in the form, you should publish an account entity. The fields should either Business Recommended or Business Required when a user is making use of the Quick Create form.
- D. You should read the CrmForm.FormType property in computer format and if the user is making use of the Quick Create form the value should be '5' then you publish the Quick Create Form for the account entity.

Answer: B

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**QUESTION 24**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received an instruction from the CIO to create a sales process in which activities are created. How can you detect if an activity is completed? What should you do?

- A. You should create a check custom entity condition making use of dynamic values.
- B. You can use a subprocess action of a custom entity to call a workflow rule.
- C. The status of the activities created by the Sales Process within the Wait part of a Sales Stage should checked.
- D. The status of the Sales Process condition should wait until the activities is completed.

Answer: C

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**QUESTION 25**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. There is a custom-owned entity named Gift in the Certkiller .com network.

The business process that is currently in place permits every salesperson to add a Gift to any Account. This can be done even though the salesperson is not the owner of the Account.

You have received instruction from the CIO to make sure that the ownership of the Gift records does not change if the Account is reallocated to a different client. The relationship between the two variables Account and Gift is set to Configurable Cascading.

A Certkiller .com user named Andy Reid is the manager of the Sales department. You instruct Andy Reid to identify the cascading behavior he should choose on the Assign action to ensure that the Gift records are not reassigned. What should Andy Reid do? (Choose all that apply.)

- A. He should choose Cascade Up on the Assign action to ensure that the Gift records are not reassigned.
- B. He should choose Cascade Users on the Assign action to ensure that the Gift records are not reassigned.
- C. He should choose Cascade Active on the Assign action to ensure that the Gift records are not reassigned.
- D. He should choose Cascade None on the Assign action to ensure that the Gift records are not reassigned.

Answer: D

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**QUESTION 26**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have recently received instruction from the network CIO to employ a programmer. You are required to develop a client side code for Microsoft CRM 3.0 form events. Every profile below signifies a set of technical skills every prospective applicant possesses.

Which programmer should you employ?

- A. VB.Net, VBA, XML, HTML
- B. Java, PHP, XML, HTML
- C. C#.Net, XML, HTML
- D. DHTML, JavaScript, XML, HTML

Answer: D

**QUESTION 27**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to implement Microsoft CRM 3.0. The Head of the Sales Department, Dean Austin, wants to assess the activities of the previous week every Tuesday. He informs you that he wants to see a list of activities that was accomplished the previous week as well as the related account and Contact information. He wants to know which of his sales representatives completed the activity.

What should you do?

- A. You install a Microsoft Excel report writer on the computer of Dean Austin.
- B. You should supply Dean Austin with the essential tools to develop a report using SQL Server Reporting Services.
- C. Human Resources should hire a report writer to assist Dean Austin.
- D. You should train Dean Austin to use Advanced Find to develop and save the query that presents the data he requires.

Answer: D

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**QUESTION 28**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to add a requirement that certain fields should be in a read-only on the form. This is to prohibit anyone from editing the information in the fields. A Certkiller .com user named Mia Hamm is a member of the Research and Development department. You delegate the task of adding permissions to the selected files to Mia Hamm.

Where should she make the customization?

- A. She should add the permissions to the Field Properties
- B. She should add the permissions to the Attribute Settings making use of the client-side code in the Form OnLoad event.
- C. She should make use of the client-side code in the Form OnSave event and add permissions to the Field and Section Properties.
- D. She should add the permissions to the Section Properties.

Answer: A

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**QUESTION 29**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to identify the reporting technologies you can use to retrieve information stored in Microsoft CRM. A Certkiller .com

employee named Amy Wilson works in the Research and Development department. You instruct her to identify all the reporting technologies that can be used. What reporting technologies can be used?

- A. Microsoft Excel  
SQL Reporting Services  
Microsoft CRM Web Services  
Microsoft CRM Database
- B. Microsoft CRM Web Services  
Microsoft CRM Metabase  
Microsoft Word  
Report Designer
- C. Workflow  
Report Designer  
Microsoft CRM Metabase  
Crystal Reports
- D. Crystal Reports  
Microsoft Excel  
SQL Reporting Services  
Microsoft Word

Answer: D

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**QUESTION 30**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have received instruction from the network CIO to training the new administrator. You are required to inform the new administrator which of the following represents limitations when using custom entities.

What should you do? (Choose all that apply.)

- A. The primary entity in relationships can not be Custom entities with system entities such as Case or Opportunity.
- B. Custom entities which have duplicate instances that exist cannot be merged
- C. Support for importing data into the custom entities is not supported by the Microsoft CRM Data Migration Framework.
- D. The Customer can not be represented by Custom entities in Cases or Opportunities.

Answer: B, C, D

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**QUESTION 31**

You work as the systems administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is implemented on the Certkiller .com network.

[MB2-422](#)

You have received a request from the Head of the Sales department. He wants a report showing how the telephone call activities for his teams can be classified. He requests that the default nvarchar fields be used for the Category fields and the Sub-Category fields. The Head of the Department would like a report that combines the data in these fields.

A Certkiller .com employee named Dean Austin works in the Research and Development department. You assign Dean Austin to assist the Sales department as a developer that will provide any code which is required. Dean Austin needs to make sure that the report gives him the data he requires.

What should he do to ensure this? (Choose all that apply.)

A. He should remove the varchar Category and Sub-Category fields from the form. The Head of the Department should be provided with the requested report.

The Head of the Department will inform you if any changes need to be made.

B. He should train the selected clients that will be responsible for adding the values that need to be entered in to the Category and Sub-Category fields.

New picklist features for Category and Sub-Category fields should be created and exposed to the form.

The SQL Server Agent needs to be used to run the stored procedure in a scheduled job.

C. He should remove the nvarchar Category and Sub-Category fields from the form.

New picklist features for Category and Sub-Category fields should be created and exposed to the form.

Thereafter he should make use of client-side code in order to make the Sub-Category picklist options dependent on the selected Category option.

D. He should train the selected clients that will be responsible for adding the values that need to be entered in to the Category and Sub-Category fields.

The client-side code should be used to prohibit certain values to be entered in these fields.

Alerts should be implemented if the wrong value is added and prompt them to enter a valid value.

Answer: C

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**QUESTION 32**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to import modifications of the Account entity from one Microsoft CRM installation to another. A new Certkiller .com

employee named Rory Allen works in the Research and Development department.

You inform him that the Source Account entity have a customized client-side code for form events. You explain to him that the Target Account entity have different customized client-to-side code for form events as well as customized mapping with the Opportunity entity.

He imports the Account modifications. Rory Allen needs to determine what customizations he will find on the Target Account entity.

What should he expect to find?

- A. Customized mappings do not change.
- B. The client-side code On the Target Account entity the client-side-code is overwritten and the modified mappings changes.
- C. The form events of the client-side code represent modifications to both the target and the source entities. A merger takes place and the customized mapping does not change.
- D. The client-side code as well as the customized mappings on the target Account entity is overwritten.

Answer: A

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**QUESTION 33**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to increase the value of a datetime field in a workflow rule. You need to find a way to increase the value of the datetime field by one year?  
What should you do? (Choose all that apply)

- A. The program should be reloaded with the correct datetime.
- B. The Call Assembly Action should be used to call the Add date and time function.
- C. The Call a Post Callout Component should be used from the workflow manager.
- D. The Create Activity action should be used to create a datetime value.

Answer: B

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**QUESTION 34**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network. You have received instruction from the CIO to resolve the problems the employees are experiencing after you implemented Microsoft CRM 3.0. You troubleshoot form event code but are not receiving the results you want. In order for you to rectify the error it would be helpful to see the HTML that identifies the objects in the form. You need to determine how you can view the HTML source of the Microsoft CRM 3.0 form.  
What should you do?

- A. You should press CTRL+N and in the new window you click on Source from the View menu.
- B. You should right-click the page and Query the SQL Server in order to view the source.
- C. You should right-click the page and select View Source.
- D. You should make use of Visual Studio to open the source that is located in the .aspx page.

Answer: A

**QUESTION 35**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have created and published a custom entity. You have received instruction from the CIO to identify the steps you need to execute to make the entity available to clients?

What steps should you identify?

- A. The information should be configured and removed from the entity.
- B. You should create a relationship between the Client and the entity.
- C. The Security Roles should be modified.
- D. You should create views for the entity as well as a relationship with the User entity.

Answer: C

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**QUESTION 36**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com. Your institute wants to make use of Microsoft CRM to track Quality Assurance issues with products.

You have received instruction from the CIO to create a custom entity called 'QA' to capture data regarding reported defects. The service cases can be connected with a QA record. This data will be used to produce reports to assist the engineers. The engineers will be able to design improved products and processes.

The QA record remains active after it has been created. The records will remain active until the related products are stopped or the root cause of the fault is fixed.

You need to find a suitable option for the Ownership of the new entity.

Identify a suitable option?

- A. A suitable option for the Ownership of the new entity is the Client.
- B. A suitable option for the Ownership of the new entity is Organization.
- C. A suitable option for the Ownership of the new entity is User.
- D. A suitable option for the Ownership of the new entity Business is the Components.

Answer: B

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**QUESTION 37**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to install a client-side-code. This code should operate when no one is using the Quick Create form.

You need to find method for the code to detect if the user is using the Quick Create form.

What method is the best?

- A. You should read the CrmForm.FormType property in computer format and if the problem persists you will know that the user is in the Quick Create form.
- B. You should read the CrmForm.FormType property in computer format and if the user is making use of the Quick Create form the value should be '5'.
- C. You should count the number of items in the CrmForm and if the number of fields is less than those configured the user will be using the Quick Create form.
- D. You should check the RequiredLevel property for every field in the form and if the user is making use of the Quick Create form the value should be '5'.

Answer: B

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**QUESTION 38**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received a request from the Head of the Finance Department. Amy Walsh wants a particular report every Monday. You need to determine how you can accomplish this.

What should you do? (Choose all that apply.)

- A. A subscription should be made from the Microsoft CRM Report Area.
- B. Create a subscription from the Microsoft CRM Report Area.
- C. A subscription should be made from the Reporting Services Report Manager.
- D. You should set the field to deliver the report to the user every Monday.
- E. You should make use of the Wait For condition that creates the proper e-mail activities every Monday.

Answer: B

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**QUESTION 39**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network. The Certkiller .com network makes use of the account classification field to drive an important business process enforced in Workflow.

There may be a need to create an Account prior to knowing the correct Account classification by the client. You have received instruction from the CIO to ensure that all the Accounts are classified. A Certkiller .com employee named Amy Walsh works in the Research and Development department. You inform Amy Walsh to identify the best method to guarantee that the Accounts are correctly classified in order for the business processes to be implemented properly.

What should she do?

- A. The Account Classification feature should be set to "Constraint" Workflow is configured in order to apply a different business process when no information is given for Account Classification.

Thereafter she should configure Workflow to create a task for the owner of the Account.

B. She should reinstall Microsoft CRM 3.0 on the Certkiller network.

Set the Account Classification Requirement level to "No Constraint".

Thereafter she should deactivate all accounts without a Classification value.

C. The Account Classification Requirement "Business Required"

Workflow is configured in order to apply a different business process when no information is given for Account Classification.

Thereafter the clients are permitted to identify a classification prior to creating an Account and an Opportunity.

D. Set the Account Classification Requirement Level to "Business Required".

Provide an option in the picklist for "Unknown".

Configure workflow to wait until the classification field is changed to a value other than "Unknown" before proceeding with the business process.

Configure Workflow to create a task for the owner of the Account to determine the classification within a fixed period of time.

Answer: D

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**QUESTION 40**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

The main functions of Certkiller .com are to sell and support computer hardware for its customers. You have received instruction from the CIO to track the computer equipment delivered to the customer by using Microsoft CRM.

A Certkiller .com employee named Kara Lang works in the Research and Development department. You inform her to create a Computer Entity with a relationship to an Account. The Account is the primary entity. The policy of Certkiller .com states that if an Account is deleted the related Computer Entity should not be deleted. It should be linked to another account before it can be deleted. Kara Lang needs to identify the right behavior type for this requirement. What should she choose?

A. Select "Parental" as the Relationship Behavior.

B. Select "Referential" as the Relationship Behavior.

C. Select "Referential, Restrict Delete" as the Relationship Behavior.

D. Select "Reciprocal" as the Relationship Behavior.

Answer: C

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**QUESTION 41**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional.

You have recently received instruction to start developing a new Sales Process. You are required to select what you should be aware of when designing the new Sales

Process.

What should you do? (Choose all that apply.)

- A. You can successfully associate any opportunity with a single sales process at a time.
- B. A Sales Process requires to be published before it is available to users.
- C. You are required to grant the user appropriate rights for the Sales Process in order for a user to start a new Sales Process.
- D. The Sales processes are only able to be created for the Create and Manual events.

Answer: A, D

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**QUESTION 42**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is implemented on the Certkiller .com network.

A Certkiller .com user named Kara Lang is a member of the Research and Development department. She informs you that an action of a workflow has caused that process instance to stop. You instruct one of your subordinates, Mia Hamm, to repair the failing process which caused the workflow process instance to pause. Mia Hamm has to determine how to restart this workflow instance.

What should she do?

- A. The Retry action on the workflow process instance should be performed by using the Workflow Monitor.
- B. She should reinstall the Microsoft CRM Workflow Service.
- C. She should begin a second workflow instance on a trial basis to test if everything is correct.
- D. She should restart the Microsoft CRM Application in the Workflow Monitor.

Answer: A

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**QUESTION 43**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Certkiller .com makes use of numerous Sales Processes depending on various criteria being used.

You have received instruction from the CIO to apply the Sales Processes automatically. This is done to ensure that the clients do not manually choose the Sales Process. The Sales Process may vary depending on the salesperson assigned to the opportunity, the values in the opportunity or the values in the related Account or Contact record.

A Certkiller .com employee named Andy Reid works in the Research and Development department. You delegate the task of identifying the approaches he could use to accomplish the task.

What should he do? (Choose all that apply.)

- A. He should create a Workflow process called 'Chooser' on the Create event and create the Sales Processes using the Manual event.  
The Check entity conditions should be included in the 'Chooser' workflow to identify the correct Sales Process.  
Thereafter the Sales Process should be launched as a subprocess from within the 'Chooser' workflow.
- B. He should create a Sales Process called 'Chooser' using the Create event.  
Other Sales Processes should then be created using the Manual event.  
He should add the Check Entity conditions at the start of the 'Chooser' Sales Process to identify the correct Sales Process for the opportunity.  
Thereafter the correct Sales Process can be launched as a subprocess from within the 'Chooser' Sales Process.
- C. All the Sales Processes should be created using the Create event.  
The Check Entity conditions should be added at the start of the Sales Process in order to exit the Sales Process if the criteria do not match.  
In the Workflow Manager he should set the order to be able to apply the Sales Processes
- D. Create a custom entity called "Customer Site" and associate the Customer Site entity with Notes.  
He should select all the Sales Processes making use of the Manual event.  
A workflow process needs to be determined and the Check Entity conditions at the start of every Sales Process should be applied.  
A subprocess action is launched if the Sales Process is not applied.

Answer: A, C

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**QUESTION 44**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to add a code to the OnChange event in order to open an alert window when a certain option is selected. As the network administrator of Certkiller .com you add the code to the OnChange event for the picklist.  
A Certkiller .com employee named Amy Walsh works in the Marketing department. The following morning Amy Walsh complains that when she opens the form and change the value to the specific option, there is no response. You check and notice that no error message is displayed.  
What are the possible reasons? (Choose all that apply.)

- A. A syntax error occurred in the code and the event is not enabled.  
B. There is an error in the logic of the code and the form customizations were not published.  
C. A syntax error occurred in the code and the event is not enabled and there's an error in the form customizations.  
D. You did not enable the event.

Answer: B, D

**QUESTION 45**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network. You have been informed by management that Certkiller .com plans to manage bank accounts for Accounts. As the network administrator you delegate the task of creating a custom "Bank Account" entity to Amy Walsh. You inform her to add a contact lookup field on the Bank Account form in order to manage the assigned Contact for every Bank Account. What should she do to accomplish this?

- A. She should create a new varchar text feature called Bank Account Contact.
- B. She needs to create an association between Bank Account and Contacts where the primary entity will be Contacts. Thereafter she should add the Relationship feature to the Bank Account Form.
- C. She should install a new feature for the Bank Account entity with a lookup type for Contacts.
- D. She should create a new relationship role with the Contact entity, Bank Account entity and the institute.

Answer: B

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**QUESTION 46**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to identify the tasks that can be executed with the System Administrator security role. A Certkiller .com employee named Amy Wilson works in the Research and Development department. You delegate the job of identifying the tasks that can be executed with the System Administrator security role to Amy Wilson. She needs to make use of the Microsoft CRM Reports Area. What tasks can be executed?

- A. The client will be able to schedule reports to be run at set intervals as well as monitoring who are able to scrutinize the reports.
- B. The client will be able to assign reports to categories as well as uploading, remove and rename reports.
- C. The client will be able to upload, remove, and rename reports as well as scheduling reports to be run at set intervals.
- D. The client will be able to monitor who can scrutinize the reports as well as assigning it to categories.

Answer: B

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**QUESTION 47**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com.

You have received instruction from the CIO to reference the value of the Topic field in the Lead form. A Certkiller .com user named Clive Wilson is a member of the Research and Development department. You delegate the task of referencing the value of the Topic field in the Lead form in the code.

You give the following information to Clive Wilson:

Display Name: Topic

Schema Name: subject

Type: nvarchar

Clive Wilson needs to identify the statement that properly references the existing value in this field.

What statement should Clive Wilson choose?

- A. Clive Wilson should choose `crmform.subject.value`.
- B. Clive Wilson should choose `crmform.Topic.returnValue`.
- C. Clive Wilson should choose `crmForm.all.Topic.DataValue`.
- D. Clive Wilson should choose `crmForm.all.subject.DataValue`.

Answer: D

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**QUESTION 48**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com user named Amy Walsh is the manager of the Research and Development department. You have received instruction from the CIO to modify the account entity. The employees of that department want a new field to be entered to the Account form.

The new form has to be called "Standard Industrial Classification Code." The column label should read 'SIC Code for advanced find or grid views. You have to identify the best method to implement this modification.

What should you do?

- A. You should change the label to "Standard Industrial Classification Code" on the Account form. Thereafter you change the 'sic' feature to on the Display Name to read "SIC Code".
- B. From the Account entity you change the label to "Standard Industrial Classification Code" and the lookup field will automatically be changed to "SIC Code".
- C. Microsoft CRM does not Support the modification of labels.
- D. You should change the label to "SIC Code" on the Account form and the Schema Name should be changed to "Standard Industrial Classification Code".

Answer: A

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**QUESTION 49**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

At present the default value for the Duration field on the Phone Call is 30 minutes. You have received instruction from the CIO to decrease the time of the default value to 15 minutes. The actualdurationminutes feature is displayed on the Duration field. The actualdurationminutes feature is a system characteristic with an int datatype.

What should you do to accomplish this? (Choose all that apply.)

- A. In the OnLoad event of the Phone Call form to set the default value when the Create form is used you should use client side code.
- B. You should modify the Account form and the Duration field properties.
- C. You should set default value for the actualdurationminutes feature in the Onload event.
- D. The actualdurationminutes features properties should be modified in the Attributes table of the METABASE database.

Answer: A

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**QUESTION 50**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to You need to get information for a report on the Account entity. A Certkiller .com user named Ally Wagner is a member of the Sales department. You delegate the task to Ally Wagner to ensure that the information in the Account only displays the data that the client has permission to view. She should identify the easiest way to access the information for the report. What should she do?

- A. She should create a Transact SQL query that makes use of the FilteredAccount view in the \_MSCRM database.
- B. She should make use of ADO.NET to perform actions on the \_MSCRM database.
- C. She should manipulate the data in the Microsoft CRM Metabase to ensure that the clients can read the data.
- D. She should create a Transact SQL query that makes use of the Account view in the \_MSCRM database.
- E. She should use Microsoft CRM Web Services to link the Account.RetrieveMultiple() method with the correct query expression.

Answer: A

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**QUESTION 51**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You

implement Microsoft CRM 3.0 on the Certkiller .com network. On the Certkiller .com network lengthy or complex sales cycles occur occasionally. You have received instruction from the CIO to standardize procedures for those lengthy and complex sales cycles. Particular activities should be automatically created as soon as the probability of an opportunity is changed. A Certkiller .com user named Andy Reid is a member of the Sales department. You instruct him to identify a simplified way to accomplish this. What should he do?

- A. He should define the Sales Process with Sales Stages.
- B. Create a custom bit attribute for the Opportunity entity. In the OnChange event for the Est. Revenue field he should set the appropriate JScript code.
- C. He should create a Post Callout component.
- D. Create a Workflow Rule that reacts on the change of the probability of an opportunity. Create rule-appropriate activities in the workflow.
- E. Each time a workflow rule is started an appropriate activity is created to inform you about the probability of an opportunity.

Answer: A

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**QUESTION 52**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. All servers on the Certkiller .com network run Windows Server 2003 and all client computers run Windows XP Professional. You have recently received instruction from the network CIO to start modifying a report included with Microsoft CRM. You are required to select what actions to perform before you can begin modifying the report. What should you do? (Choose all that apply.)

- A. The Report Template should be located on the Microsoft CRM Server CD.
- B. The report should be downloaded.
- C. The SQL Server Reporting Services Report Designer should be installed.
- D. A Business Intelligence Project should be created in Visual Studio.

Answer: B, C, D

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**QUESTION 53**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to create SQL Server Reporting Services reports that makes use Microsoft CRM Pre-filtering. A Certkiller .com user named Amy Walsh is a member of the Research and Development department. You instruct her to identify the requirements that are needed in order to accomplish the task. What should he do? (Choose all that apply.)

- A. He should use Filtered Views, the Microsoft CRM database checkbox in the report properties.
- B. A specific prefix should be added to the alias for the filtered view in the query and the report should be uploaded from the CRM Reports area.
- C. He should upload the report from the CRM Reports area and create a specific parameter for the report by making use of the Report Designer.
- D. Upload the report with the Report Designer with the appropriate report properties.
- E. Create a special parameter in a static Microsoft Excel worksheet and upload it with the SQL Server Reporting Services Report Manager

Answer: B

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**QUESTION 54**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

On the Certkiller .com network the Account and Opportunity entities have a picklist (drop-down list) feature that is enabled and displayed. The Account and Opportunity entities display the same options. Both fields have been mapped. A Certkiller .com employee named Ally Wagner works in the Research and Development department. You instruct her to test the mapping. While testing the mapping she detects and informs you that the option selected in Opportunity is not the same option that is chosen in the parent Account. You need to identify what caused the problem.

What could the problem be?

- A. The options have different integer values because they were created in a different order.
- B. He can edit the picklist and enter the script to support the OnChange event
- C. The options on the picklist options are not alphabetical.
- D. He can change or hide the label for the picklist that appears on the form.

Answer: A

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**QUESTION 55**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction to keep track of custom entities and attributes. Custom entities and attributes characteristics are always created as part of a project at Certkiller .com.

You have received instruction from the CIO to have each and every custom entity and attribute created tagged for the project in order for the connection to be easily recognizable.

A Certkiller .com employee named Kara Lang works in the Sales Department. You inform Kara Lang to ensure that the connection is noticeable to people creating

reports. Kara Lang needs to find the best solution to achieve this.  
What should she do?

- A. To describe the link with the project she needs to make use of the description field for any new entities or attributes.
- B. Kara Lang should link the new custom entities with the recently created custom entity called 'Project'. Kara Lang should then document every custom attribute linked to the project.
- C. Kara Lang should create a project record.
- D. Kara Lang needs to set the schema-name prefix to a value that identifies the project prior to creating custom entries or attributes characteristics for a project.

Answer: D

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**QUESTION 56**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. As the network administrator you implemented Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to determine whether a workflow rule have commenced. You check the existing status of the workflow rule.

What method should you use?

- A. The running processes as well as the workflow log should be viewed with the Workflow Monitor.
- B. Every time you start a new workflow the Workflow Manager will automatically update the status of the workflow if it is enabled.
- C. To determine the status of the workflow you should make use of the Workflow Manager.
- D. The running processes should be viewed in the Workflow Manager and the correct log files created with custom assembly.

Answer: A

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**QUESTION 57**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com.

You have received instruction from the CIO to implement Microsoft CRM for an institute. A Certkiller .com user named Kara Lang is a member of the Marketing department. You instruct Kara Lang to add codes for events.

The code is typed manually by Kara Lang into the Event Detail Properties window. Kara Lang then enters the code. Thereafter she saves and publishes the entity. You insist that she test the event code she has entered.

What should she do? (Choose all that apply.)

- A. The appropriate .js file on the Microsoft CRM website should be located.
- B. The Form Preview window should be used to test the code prior to saving and publishing.
- C. A Script Editor should be used which offers syntax checking to develop code and paste into the Event Detail Properties Window.
- D. In the OrganizationUIBase table is the formxml field is updated directly to make changes to the script elements.

Answer: B, C

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**QUESTION 58**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com.

A Certkiller .com employee named Mia Hamm works in the Marketing department. You instruct Mia Hamm to describe mapping fields between entities and forward the outcome to the other employees.

What options should Mia Hamm choose?

- A. Mapping is not relevant to new records created and the values in the new parent record will overwrite the values in the mapped characteristics.
- B. When in the process of creating new records related to an existing record that mapping facilitates data entry by prepopulating mapped fields with values from the source record.
- C. Mapping is applied when a saved record is re-parented therefore the values in the new parent record will overwrite the values in the mapped characteristics.
- D. Characteristics are defined by mapping and are synchronized with other records. When mapped characteristics in the source record change the value of the target record also changes.

Answer: B, C

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**QUESTION 59**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Management requests that you add a custom Application Level Toolbar button for the Web and Outlook users. You are required to identify which of the following will represent the required elements in your solution.

What will represent the solution? (Choose all that apply.)

- A. You should add a button for the Outlook client by configuring the ISVIntegration setting in the Microsoft CRM web.config.
- B. You should publish your customizations and configure isv.config within the toolbar element.
- C. You must configure isv.config to have a button element within the toolbar element of the root element.
- D. You must modify the ISVIntegration setting in the Microsoft CRM web.config to be

"All" or "Web,Outlook".

Answer: C, D

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**QUESTION 60**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to modify how data is displayed in the application navigation pane in Microsoft CRM Web and Outlook Clients. A Certkiller .com user named Mia Hamm is a member of the Research and Development department.

You received a request from Mia Hamm to approve the following specifications that she created. You need to identify the items that are supported prior to approving them.

Which items should you choose? (Choose all that apply.)

A. The following subareas must appear in order below in the Sales area:

Opportunities

Accounts

Contacts

Leads

B. A custom subarea should be created that will only appear for the Web client

C. A custom subarea should be created that appears only while users are online.

D. Change The label for the Service area to support should be changed.

Answer: B, C, D

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**QUESTION 61**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to enter a code for an event in Microsoft CRM. A Certkiller .com employee named Andy Reid works in the Research and Development department. He saves and publishes the entity but the code does not work. He approaches you for assistance and you discover that that the expected behavior does not occur. You need to find a way to troubleshoot the error.

What should you do? (Choose all that apply.)

A. You should confirm that you have enabled the event on the form.

The HTML code for the form needs to be checked.

B. The HTML code for the form needs to be checked.

You then right-click on the form and select 'View Source'.

C. The alert() function is used in your code to verify that the code is performing or to check dependent values.

D. You should test the behavior of the event in Preview mode.

You should confirm that you have enabled the event on the form.

Answer: C, D

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**QUESTION 62**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

A Certkiller .com user named Clive Wilson is a member of the IT department. You instruct him to identify the valid events needed when defining a workflow rule. What should he choose?

- A. Assign and Update should be used to define a workflow rule.
- B. Manual and Assign should be used to define a workflow rule.
- C. Assign, Change Status and Update should be used to define a workflow rule.
- D. Assign should be used to define a workflow rule.
- E. Update should be used to define a workflow rule.
- F. Change Status, Assign and Manual should be used to define a workflow rule.
- G. Manual, Assign and Update should be used to define a workflow rule.

Answer: F

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**QUESTION 63**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

A Certkiller .com employee named Kara Lang works in the Research and Development department. You instruct her to create relationships between the custom entity and the systems entity. She needs to identify the correct characteristics when creating the relationships.

What should she choose? (Choose all that apply.)

- A. Characteristics cannot be mapped between custom and system entities.
- B. If the system entity is the primary entity a relationship between a custom entity and a system entity can be used as the parental type of behavior.
- C. The relationship between the custom entity and the system entity can make use of the referential type of behavior.
- D. Manipulate data in the Microsoft CRM Metabase in order to create the relationship between a custom entity and a system entity.
- E. A custom entity is related to a Customer composite entity therefore you are unable to create a relationship between the two entities.

Answer: B, C

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**QUESTION 64**

You work as a consultant at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to integrate Microsoft CRM with the Enterprise Resource Planning (ERP) software of Certkiller .com. Not all the clients have the correct license for both products; therefore they should be able to create Accounts and Contacts in both applications.

A Certkiller .com employee named Ally Wagner works in the Research and Development department. You instruct her to identify the possible supported approaches.

What should she do? (Choose all that apply.)

- A. The ERP software is informed by Microsoft CRM that an account or contact is created or changed by making use of Database triggers.
- B. The ERP software is informed by Microsoft CRM that an account or contact is created or changed by making use of Post Callout Components.
- C. She can update the Microsoft CRM database by making use of Web Services when an account or contact in the ERP software is created or changed.
- D. She should select the 'Use Pre-filtering' checkbox in the report properties in order to identify when an account or contact in the ERP software is created or changed.

Answer: B, C

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**QUESTION 65**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to rename the system entity in Microsoft CRM 3.0.

What should you do it?

- A. You should create a custom entity and manually change field names in the Accounts table of the Metabase.
- B. You should change the schema name as well as the display name.
- C. You should change the display name.
- D. You should reinstall Microsoft CRM and change the schema and display name.

Answer: C

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**QUESTION 66**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

You have received instruction from the CIO to identify what can be done to a picklist field in the field properties from the Form Customization window for an entity. A Certkiller .com employee named Andy Booth works in the Marketing department. You delegate the task to Andy Booth to identify what can be done to the picklist.

What can Andy Booth do to the picklist? (Choose all that apply.)

- A. He can edit the picklist and enter the script to support the OnChange event.
- B. He can change or hide the label for the picklist that appears on the form.
- C. The field can be moved to another tab section on the same form and the script can be entered to support the OnChange event.
- D. He can edit the picklist and the field can be moved to another tab and section on the same form.

Answer: B, C

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**QUESTION 67**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to create a code. To take an action you need to make use of the integer value of a picklist field as your criteria. To retrieve the integer value of the presently selected option of a picklist field you need to identify the field property you should reference. What should you choose?

- A. The SelectedText and Value.
- B. The ReturnValue and the Data Value.
- C. The DataValue.
- D. The value.

Answer: C

---

**QUESTION 68**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. New entries have been added to Microsoft CRM. You have received instruction from the CIO to ensure that these entries are visible in the application navigation pane of the Microsoft CRM Web client at specific positions. A Certkiller .com user named Rory Allen is a member of the Research and Development department. You instruct Rory Allen to ensure that these entries are visible in the application navigation pane and to modify the navigation pane of the form. He needs to find a solution as to achieve this. What should he do?

- A. The application navigation pane and form navigation pane should be modified using isv.config. SiteMap
- B. He should modify the application navigation pane by using SiteMap, thereafter the form navigation pane should modify using isv.config.
- C. He should modify application navigation pane by using isv.config, thereafter the form navigation pane should be modified using SiteMap.
- D. The application navigation pane and form navigation pane should be modified using SiteMap

Answer: B

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**QUESTION 69**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com. You have created developed a set of Microsoft CRM 3.0 customizations modifications for an institute in a certain vertical market.

A Certkiller .com user named Amy Walsh is a member of the Research and Development department that implements Microsoft CRM v3.0 has determined by research that this solution could be sold and deployed to other clients in an identical vertical market. Amy Walsh needs to identify the best way to deploy this solution to other clients?

What should she do?

- A. She should backup the modifications and restore it to the new client location.
- B. The solution should be done according to the needs of the client.
- C. Export the customizations modifications should be exported and imported into the new client location.
- D. Take screen shots should be redeveloped at every client location.

Answer: C

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**QUESTION 70**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A new Certkiller .com employee named Kara Lang works in the Research and Development department.

You instruct Kara Lang to add custom menus, navigation items and buttons on Microsoft CRM 3.0. You inform her to be vigilant when modifying the isv.config file.

What should she be aware of? (Choose all that apply.)

- A. She should verify that the ISVIntegration setting is enabled to permit customization in the web.config to display menus, items and buttons
- B. She should reinstall Microsoft CRM 3.0 and verify the ISVIntergration.
- C. She should make use of isv.config on the navigation panel and restart the IIS services.
- D. SiteMap should be used to configure the application Navigation pane instead of isv.config.

Answer: A, D

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**QUESTION 71**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

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You have received instruction from the CIO to create a One-to-Many relationship from the Contact entity. The custom entity should be called "Internal Request". You need to identify the relationship feature that was created with this association. What should you choose?

- A. You should choose the feature that describes the type of relationship that exists between the two entities.
- B. You should choose the field on the Contact record that links the Contact to the Microsoft CRM Customization area
- C. You should choose the label and The Label and identify the Internal Request record link.
- D. You should choose the Internal Request record in the field that links the Internal request to the Contact

Answer: D

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**QUESTION 72**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to ensure that a particular report is available in the entity list view and from the Entity form. A Certkiller .com user named Amy Wilson is a member of the Research and Development department. You delegate the task to Amy Wilson to guarantee that the particular reports are available.

What should she do to accomplish the task?

- A. The report from the Microsoft CRM Reports should be uploaded. The correct Display in settings should be set.
- B. You should make use of the PublishReports.exe command in order to publish the report to Microsoft CRM.
- C. You should convert the reports to SQL Reporting Services Reports. The report with the Report Manager should be uploaded and set in the correct area settings.
- D. You should convert the reports to SQL Reporting Services Reports. The Reports should be uploaded through the Microsoft CRM Reports Designer.

Answer: A

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**QUESTION 73**

You work as the systems administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to tracks sensitive financial data in certain accounts. The data should be limited to a particular security role in order to be viewed. However, the Account data should be visible to the entire company. A Certkiller .com employee named Amy Wilson works in the Research and

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Development department. You instruct her to identify the best way to accomplish it. What should you do?

- A. A custom entity should create a related relationship to the Account. The security setting should be configured on the custom entity. This will ensure that the owner of the record has the only view privileges.
- B. A custom entity should be created to store sensitive data with a related relationship to the Account. The security should be configured on the custom entity. This will ensure that only a member of a particular security role has view privileges.
- C. Custom features should be added to store data in the account entity. Then client-side code should be used to display the fields certain members of a security role.
- D. The client-side code for form events represents customizations from the security fields. The security should be configured on the custom entity. This will ensure that only a member of a particular security role has view privileges.

Answer: B

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**QUESTION 74**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is implemented on the company network. The Certkiller .com network has two workflow rules that are linked with the Change Status event for the same entity. The workflow rules should be applied in a particular order. A Certkiller .com employee named Clive Wilson works in the IT department. Clive Wilson needs to identify particular order of the workflow rules. What should you do?

- A. The workflow order should be set by using the up and down arrows on the standard toolbar of the Workflow Manager.
- B. The workflow rules should be arranged alphabetically.
- C. The workflow rules will appear on the formatting toolbar in the order they were created.
- D. The workflow rules should be configured as manual rules for the Change Status event.

Answer: A

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**QUESTION 75**

You work as the systems administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM 3.0 is implemented on the Certkiller .com network. You have received instruction from the CIO to track the hobbies that interest all their contacts. A Certkiller .com user named Clive Wilson is a member of the Research and Development department. You instruct him to do a survey in order to

identify the specific hobbies that Certkiller .com is interested in. Clive Wilson informs you that Certkiller .com is interested in 15 specific hobbies. You need to identify the best option for implementing the task. What should Clive Wilson do?

- A. He should create a note area on the field in order for the clients to record hobbies of the contact.
- B. Bit characteristics should be created on the contact form for every hobby to be tracked. These characteristics should then be exposed as check box fields on the Contact form.
- C. He should create a new entity for hobbies and link it to the .aspx page that lists the hobbies and expose it on the contact form.
- D. He should make use of an IFrame that is inserted in a web page to display a note area on the field that lists the hobbies and expose it on the contact form.

Answer: B

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**QUESTION 76**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to create various custom features for the Contact entity. The custom features needs to be exposed on the Contact form. A Certkiller .com user named Dean Austin is a member of the Marketing department. One morning Dean Austin complains that he is unable to find the custom features when he creates a Microsoft Word merge to send mail from the Outlook client. You delegate the task to your assistant to identify the methods one can use to address the situation.

What methods can be used to address the situation? (Choose all that apply.)

- A. Your assistant should inform Dean Austin to export the data to Excel and create a Word mail merge document with the Excel file as the source and he should make use of the existing system features to store information prior creating custom features.
- B. Your assistant should inform all employees to make use of Mail merge and specify the steps that they should follow.
- C. Your assistant should duplicate the steps Dean Austin tried to find out if he made a mistake. If your assistant can duplicate the behavior one will be able to open a support case with Microsoft CRM Technical support.
- D. Employees should be informed not to make use of Mail merge. They should create a personal Microsoft CRM e-mail template using the custom features. Thereafter they can send their e-mail.

Answer: A, D

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**QUESTION 77**

You work as the network administrator at Certkiller .com. The Certkiller .com

network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to create a custom entity with no relationships with Notes. A Certkiller .com user named Kara Lang is a member of the Marketing department. She informs you that her colleagues want to add documents to the custom entity using Notes. Thus far no information has been added to the custom entity.

What approach should you choose?

- A. The Course Entity should be deleted and a relationship should be created to Notes.
- B. You should add a new relationship between the custom entity and Notes.
- C. You should create a relationship in the Microsoft CRM Metabase by manipulating the information.
- D. You should enable the Notes check box in the custom entity information subarea.

Answer: A

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**QUESTION 78**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. A Certkiller .com employee named Mia Hamm works in the Sales department. You instruct Mia Hamm to use the SetFocus() method to make the e-mail field active on the Account form. Mia Hamm needs to identify the correct code she should use. What code should she use?

- A. She should use `crmForm.all.emailaddress1.SetFocus()`.
- B. She should use `crmForm.emailaddress2.SetFocus()`.
- C. She should use `document.all.emailaddress1.SetFocus()`.
- D. She should use `crmAccountForm.all.emailaddress2.SetFocus()`.

Answer: A

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**QUESTION 79**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com. The Certkiller .com network manages properties leased by other companies.

A Certkiller .com user named Mia Hamm is a member of the Marketing department. Mia Hamm receives an instruction to create a custom entity named "Property". She needs to create the custom entity with a relationship affiliation association to the Account entity.

The Account entity is the primary main entity. The type of behavior is set to Referential, Restrict Delete. You inspect the work Mia Hamm has done. Identify which is true?

- A. It is not possible to delete the properties related to accounts.
- B. It is not possible to delete properties.

- C. Accounts leasing a property cannot be deleted.
- D. An active property which is only related to Accounts cannot be deleted.

Answer: C

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**QUESTION 80**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com.

You have received instruction from the CIO to import a numerous records for the entity. A Certkiller .com user named Dean Austin is a member of the Research and Development department. You delegate the task of importing the records efficiently to Dean Austin.

Dean Austin notices that there is a workflow rule on the create event for that entity. You need to determine what Dean Austin should do to permit the import of records effectively.

What should he do?

- A. While modifying the workflow rule should be disabled. You create all the objects and reactivate the workflow. Advanced Find is used to look for all the new records. Advanced Find is used to search for all the new records. Thereafter the workflow is applied manually.
- B. While importing the records the workflow rule should be enabled. The workflow will be applied automatically.
- C. While importing the records the Microsoft CRM Workflow Service rule should be disabled. You create all the objects and reactivate the Workflow Service. Advanced Find is used to look for all the new records. Advanced Find is used to search for all the new records. Thereafter the workflow is applied manually.
- D. While importing the records the workflow rule should be disabled. You create all the objects and reactivate the workflow. Advanced Find is used to search for all the new records. Thereafter the workflow is applied manually.

Answer: D

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**QUESTION 81**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Management request that you implement Microsoft CRM on the network.

A Certkiller .com user named Clive Wilson is the Head of the Finance department.

The Finance department manages financial investments in various institutes signified by accounts with Microsoft CRM. You check their records and notices that presently a custom entity called "Investments" exist.

In the relationship with Investments the primary entity is Account. You need to ensure that when an account is shared the investments are not automatically shared.

You need to ensure that an Account with investments are not deleted

What should you do to accomplish this? (Choose all that apply.)

- A. You should set the relationship Type of Behavior to Referential and you configure the Cascading.
- B. You should set the relationship Type of Behavior to Referential, Restrict Delete.
- C. You should set the relationship Type of Behavior to Parental.
- D. You should set the relationship Type of Behavior to Parental and Referential, Restrict Delete.
- E. You should set the relationship Type of Behavior to Referential and set the behavior for the Share action to Cascade None.
- F. You should set the relationship Type of Behavior to Configurable Cascading. The behavior of the Share action should be set to Cascade None as well as the behavior for the Delete action to Restrict.

Answer: B, F

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**QUESTION 82**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to add code for a field for an OnChange event in a form. You have assigned a few Certkiller .com employees to test the code. However, they report that the expected behavior does not always happen. You need to identify what is needed for the configured code to be executed on an OnChange event.

What should you identify? (Choose all that apply.)

- A. The value of the new code should be different to the value of the previous code and the client needs to click Save or Save and Close.
- B. In order for the field to lose focus the client needs to click another field or part of the form.
- C. The value of the new code should be different to the value of the previous code.
- D. The field should be included in order for the field not to lose focus.

Answer: B, C

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**QUESTION 83**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have been informed by the CIO that Certkiller.com wants to manage Bank Account data for Accounts. A custom entity called "Bank Account" is created. In the relationship with Bank Account the Account entity is the Primary entity. A Certkiller .com employee named Andy Booth works in the Research and Development department. You inform him to ensure that the account is not relocated if the Bank Account is reassigned. The owner of the account and the Bank Account does not need to be the same. Andy Booth needs to identify the

Relationship behaviors that will meet this requirement.  
What should he do? (Choose all that apply.)

- A. The Relationship Behavior should be set to "Configurable Cascading".  
The behavior for the Assign action should be set to "Cascade None".
- B. The Relationship Behavior should be set to "Parental".
- C. The Relationship Behavior should be set to "Referential, Restrict Delete".
- D. The Relationship Behavior should be set to "Parental, Referential, Restrict Delete".
- E. The Relationship Behavior should be set to "Referential".

Answer: A, C, E

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**QUESTION 84**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. In the Certkiller .com network there is a relationship between Account and a custom entity. Custom entity is the primary entity. On the Account form there's a lookup field that permits the Account to be linked with the custom entity. A Certkiller .com employee named Rory Allen works in the Research and Development department. You instruct him to identify the steps that should be executed in order to delete the relationship between these entities. What should he do?

- A. The lookup field should be removed from the Account entity form. Thereafter the relationship is then deleted.
- B. The lookup field should be removed from the Account entity form. You then publish the Account entity. The relationship is then deleted.
- C. The lookup field should be removed from the Account entity form. You then publish the Account entity. The relationship is then deleted feature from the Custom entity.
- D. You delete the relationship from the Account entity, delete the relationship. Then the lookup field will be automatically removed from the Account entity form.

Answer: B

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**QUESTION 85**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to add a new characteristic to the Account entity. A Certkiller .com user named Amy Walsh is a member of the IT department. You delegate the task to her of adding a new characteristic to the Account entity. You inform her that the new characteristic should be visible in the Account Overview report. Amy Walsh needs to identify a way to accomplish the task. What should she do?

- A. Disable the Microsoft CRM Workflow Service before adding a new record. The new characteristic should be added as a textbox control. Thereafter you should upload it from the Reports Area of Microsoft CRM.
- B. The report definition file should be downloaded and edit it with the SQL Server Reporting Services Report Designer. Thereafter you should upload the modified report from the Reports Areas of Microsoft CRM.
- C. The report should be exported as a HTML file. The new characteristic should then be added as a textbox control and import with the Report Manager.
- D. The report should be saved as a .mht file and edited with notepad. Thereafter the report should be uploaded with Microsoft CRM.

Answer: B

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**QUESTION 86**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. There is a relationship between the custom entity and Account. Account is the main entity. On the custom entity there is a lookup field that permits the custom entity to be linked with the Account.

A Certkiller .com employee named Kara Lang works in the Research and Development department. You instruct Kara Lang to delete the relationship but not the custom entity. Kara Lang needs to devise a way she accomplish this without viewing error messages.

What should she do?

- A. She should delete the relationship from the custom entity because the lookup field is removed automatically from the Custom entity form.
- B. The relationship can be deleted as soon as she removes the lookup field from the custom entity form.
- C. She needs to delete the relationship feature from the Account entity and publish the custom entity. The lookup filed will automatically be removed from the lookup field.
- D. She needs to remove the lookup field from the custom entity form and publish the custom entity. Once that is done she can delete the relationship.

Answer: D

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**QUESTION 87**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

A Certkiller .com employee named Rory Allen works in the Sales department. You instruct Rory Allen to determine what the URL addressable forms attribute permits you to do.

What should he do?

- A. He should display a form to update existing records as well as specifying a custom

URL for certain Microsoft CRM Forms.

- B. He should display a form to create new records as well as updating existing records.
- C. He should specify a custom URL for certain Microsoft CRM Forms and display a form to create a new record.
- D. He should display a form to update existing records as well as specifying a custom URL.

Answer: B

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**QUESTION 88**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

It has come to your attention that unauthorized users are changing the information on the form. You decide to add a code which will ensure that the text box field is disabled when a particular option in the picklist field is chosen.

What approach should you use to accomplish this?

- A. In the OnChange Event of the picklist you should set the disabled property to true.
- B. You should enter script to support the OnChange Event and set the enabled property of the picklist to false
- C. In the OnChange Event of the picklist you should set the enabled property to false.
- D. You should change or hide the label for the picklist appearing on the form.

Answer: A

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**QUESTION 89**

You work as the Properties Manager at Certkiller .com. Property management services are provided by Certkiller .com for their clients. Certkiller .com wants to link a particular property with different sales and service activities they perform.

You have received instruction from the CIO to track numerous data points. You instruct a Certkiller .com employee named Rory Allen to track the numerous data points for every property including the address, size, number and type of buildings as well as the total square footage.

Rory Allen needs to identify the best manner to represent the data in Microsoft CRM.

What should he do?

- A. The property should be configured as an Address. The characteristics should be created to keep information that is associated to the property. You should create associations to link the property with other entities.
- B. You should create a custom entity called 'Property'. Then you should create attributes to keep the essential information. Relationships should then be created to link the property with other entities.
- C. You should create custom characteristics and customize the form to keep the essential information. The 'Competitor' entity should be renamed to 'Property'.

D. Every property should be configured as a product in Microsoft CRM.

Answer: B

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**QUESTION 90**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com. The Management of Certkiller .com wants Microsoft CRM 3.0 to be implemented.

You have received instruction from the CIO to track the projects linked to the accounts. Certkiller .com employee named Rory Allen works in the Research and Development department. You give an instruction to Rory Allen to devise form that will permit clients to enter data regarding every project.

What approach should Rory Allen choose to achieve this?

- A. The clients should be trained to create notes for every project and Microsoft Project files should be attached to the notes.
- B. Microsoft CRM should be used to create a new entity named Project with a relationship to the Account entity.
- C. He should create a custom ASP.NET application with Microsoft CRM through Web Services.
- D. He should rename the Re-name Microsoft CRM with the existing entity linked with Accounts.

Answer: B

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**QUESTION 91**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

A Certkiller .com employee named Mia Hamm works in the Research and Development department. You instruct her to determine what entities in Microsoft CRM will support Workflow Rules.

Which of the following Entities in Microsoft CRM support Workflow Rules?

What should she choose? (Choose all that apply.)

- A. Workflow Rules is not supported by user-owned system entities that signify an interaction with clients.
- B. Workflow Rules is supported by user-owned system entities that signify an interaction with a client.
- C. Workflow Rules is supported by custom organization-owned entities.
- D. Workflow Rules is supported by organization-owned system entities as well as custom user-owned entities.
- E. Workflow Rules is supported by custom user-owned entities.

Answer: B, E

**QUESTION 92**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to identify the tasks that can be executed using the SQL Server Reporting Services Report Manager. A Certkiller .com employee named Kara Lang works in the Research and Development department. You delegate the assignment of identifying the tasks that can be executed by a client with the System Administrator security role to Kara Lang. What tasks can be executed? (Choose all that apply.)

- A. The clients are able to view reports and control how they are classified.
- B. The clients are able to control how reports are organized, uploaded and removed in Microsoft CRM.
- C. The clients are able to program the reports to run at set intervals.
- D. The clients are able to control who can view reports as well as uploading and removing.

Answer: C, D

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**QUESTION 93**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to identify the restrictions when you map entity features.

A Certkiller .com user named Amy Wilson is a member of the Research and Development department. You delegate the task of identifying the restriction that will apply when one maps the entity features.

What would apply? (Choose all that apply.)

- A. The target feature should not be involved in any other mapping in the same relationship and both features should be system attributes.
- B. The length of target feature should be equal to or greater than that of the source feature.
- C. The target as well as the source features should be system attributes.
- D. The target and the source features must be of the same data type and the target feature should not be involved in any other mapping in the same relationship.

Answer: B, D

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**QUESTION 94**

You work as the systems administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. Microsoft CRM is implemented on the Certkiller .com network.

You have received instruction from the CIO to determine how the clients can locate a particular account based only on the Account main phone number. A Certkiller .com employee named Amy Walsh works in the Research and Development department. You delegate this task to Amy Walsh to accomplish. What should she do?

- A. In the Quick Find View for Accounts the Main Phone characteristic should be added as a 'find Column'. The employees should be trained to type the phone number in the 'Look for' text box and click Find in order to locate that particular account.
- B. The main phone feature should be added as a View column to the Active Accounts view. The employees should be trained to arrange results on the main phone column in order to locate the record.
- C. Reinstall Microsoft CRM 3.0 on the network and train the clients to type the phone number in the 'Look for:' textbox to locate a particular account.
- D. You should select the 'Add attribute to Quick find criteria' in the Main Phone characteristic. The employees should be trained to type the phone number in the 'Look for' text box and click Find in order to locate that particular account.

Answer: A

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**QUESTION 95**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have received instruction from the CIO to change the name of the Opportunities entity to "Deals".

A new Certkiller .com user named Clive Wilson is a member of the Research and Development department. You inform him to accomplish the task. He needs to identify the best option that will describe the process.

What should he do? (Choose all that apply.)

- A. The display name of the entity should be changed.  
All the features that display the names that indicate the term "opportunity" should be edited.  
Thereafter you make use of platform metadata in order to update the effected areas.
- B. The display name of the entity should be changed.  
All the features that display the names that indicate the term "opportunity" should be edited.  
The Entity Forms are manually modified as well as the views that indicate the term "opportunity."  
The system messages should be modified that indicate the term "opportunity."  
Then you publish the entity customizations.  
You then modify the online help content that makes use of the term 'opportunity.'
- C. The display name of the entity should be changed.  
All the features that display the names that indicate the term "opportunity" should be edited.

Thereafter you publish entity customizations.

D. The display name of the entity should be changed and published.

You then make use of platform metadata in order to update the effected areas.

Answer: B

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**QUESTION 96**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. One of the aims of Certkiller .com is to manage properties leased by various companies.

As the network administrator you implement Microsoft CRM 3.0. The other businesses are denoted as Accounts in Microsoft CRM. A Certkiller .com employee named Ally Wagner works in the Marketing department. You instruct Ally Wagner to create a custom entity called "Property".

The specifications that you give Ally Wagner are as follows:-

\* To ensure that numerous properties can be leased by one account

\* But every property should be linked to a single account.

What should she do to achieve this? (Choose all that apply.)

A. She should create a new One-to-One relationship with the Account and "Property" entity.

B. She should create a new Many-to-One relationship to the Account entity from the "Property" entity.

C. She should create a new One-to-Many relationship to the "Property" entity from the Account entity.

D. She should create a new Many-to-One relationship to the "Property" entity as well as a One-to-One relationship with the Account entity.

Answer: B, C

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**QUESTION 97**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have recently received instruction from the CIO to employ a developer. You are required to integrate an existing application with Microsoft CRM.

You need to ensure that the records in Microsoft CRM will be created, read, updated or deleted when the trans\actions in other applications are performed. You need to determine what process represents the supported method that should be used to execute these tasks.

What method should you use?

A. You should make use of the ADO.NET to execute actions on the \_MSCRM database tables as well as the Microsoft CRM Web Services method.

B. You should make use of the Microsoft CRM Web Services method.

C. You should make use of both the Transactional SQL Server Replication and SQL Server Data Transformation Services (DTS) method.

D. You should make use of the SQL Server Data Transformation Services (DTS) method.

Answer: B

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**QUESTION 98**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single

You work as the network administrator at Certkiller .com.

You have received instruction from the CIO to move all the reports in your Microsoft CRM implementation to another Microsoft CRM implementation.

A Certkiller .com employee named Mia Hamm works in the Marketing department.

You delegate the task of moving the reports from one Microsoft CRM implementation to another Microsoft CRM implementation to Mia Hamm. Mia Hamm needs to identify the best method to do this.

What should she do?

A. You should download the report definitions with DownloadReports.exe. The report definitions with DownloadReports.exe should be published at another location with PublishReports.exe.

B. Microsoft CRM Reports Area should be used to download the report definitions and published at another location.

C. The report definitions should be published at another location with the SQL Server Report Designer.

D. The SQL Server Report Manager should be used to download the report definitions.

Answer: A

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**QUESTION 99**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com.

You have received instruction from the CIO to configure a Dynamic text field for an activity associated with a Case object. The data field looks as follows:

```
{!Contact.First Name; Contact.Last Name;}
```

When a contact has no first name and their last name is ' Certkiller ' the workflow rule on top is applied. A Certkiller .com user named Andy Booth is a member of the Research and Development department. You instruct Andy Booth to configure the Dynamic text field. Andy Booth needs to identify how the text would appear in the activity.

What text will appear?

A. The text will appear encrypted in the activity

B. NULL will appear in the activity

C. No text will appear in the activity.

D. ' Certkiller ' will appear in the activity

Answer: D

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**QUESTION 100**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com.

Certkiller .com is making changes within various departments.

There are certain rules that Certkiller .com have regarding the allocation of Opportunities when a potential client is allocated to another owner. If the potential client is an Account the opportunities owned by the previous owner should be reassigned to the new owner. You need to determine the best approach to address this requirement.

What should you do?

- A. The Account to Opportunity Relationship where the type of behavior is 'Parental' Set the Type of Behavior from Parental to Configurable Cascading should be located. The cascading option for the Assign action should then be set to 'Cascade User-Owned'.
- B. The Account to Opportunity Relationship where the type of behavior is 'Parental' Set the Type of Behavior from Parental to Referential should be located. The cascading option for the Assign action should then be set to 'Cascade User-Owned'.
- C. A .NET assembly should be developed to enforce the rule. The rule should be initiated in a workflow rule or post-callout as the relationship behavior between Account and Opportunity is set to "system" and cannot be changed
- D. The Account to Opportunity Relationship where the type of behavior is "System" Set the Type of Behavior from System to Configurable Cascading should be located. The cascading option for the Assign action should then be set to 'Cascade User-Owned'. The Type of Behavior from System should be set to Configurable Cascading. The cascading option for the Assign action should finally be set to 'Cascade User-Owned'.

Answer: A

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**QUESTION 101**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received instruction from the CIO to identify the supported relationships for custom entities in Microsoft CRM 3.0. You delegate the task of identifying the supported relationships to Andy Booth.

What supported relationship should he choose? (Choose all that apply.)

- A. He should choose One-to-One supported relationship.
- B. He should choose Any-to-Any supported relationship.
- C. He should choose One-to-Many supported relationship.
- D. He should choose Many-to-Many supported relationship.

Answer: C

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**QUESTION 102**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

You have received a request from the Head of the Sales Department. He requires a report to monitor the open opportunities with a Microsoft Excel pivot table. A Certkiller .com user named Clive Wilson is a member of the IT department. You delegate the task of identifying the best approach in order to accomplish the task. What should he do? (Choose all that apply.)

- A. He should create a dynamic Microsoft Excel pivot table and save it on the desktop of the Head of the Sales department.
- B. He should create a pivot table on a static Microsoft Excel worksheet on the desktop of the Head of the Sales department and upload it with the SQL Server Reporting Services Report Manager.
- C. A dynamic Microsoft Excel pivot table should be created and upload with Microsoft CRM Reports Area.
- D. A static Microsoft Excel pivot table should be created and uploaded with the SQL Server Reporting Services Report Designer.

Answer: A, C

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**QUESTION 103**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You have created a custom entity named "Reseller".

You have received instruction from the CIO to configure the Reseller entity in order to appear in the Sales area. You thus created a relationship between the Reseller and Account. In this relationship the Reseller is the primary entity.

A Certkiller .com employee named Clive Wilson is the Head of the Marketing department. He informs you that his subordinates are able to create new Accounts from the Reseller entity. However, they are unable to link the existing Accounts with a Reseller.

A Certkiller .com employee named Andy Reid works in the IT department. You inform him to identify the problem the Marketing departments are experiencing. What should he do? (Choose all that apply.)

- A. He reinstalled Microsoft CRM and published the Account entity after adding the relationship.
- B. He published the Quick Create Form for the account entity and the Account relationship feature was not added to the Reseller form.
- C. He reinstalled Microsoft CRM and published the Reseller entity after adding the relationship.

D. The Reseller Relationship feature was not added to the Account form and the published Account entity should be created after the relationship.

Answer: D

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**QUESTION 104**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of a single Active Directory domain named Certkiller .com. You implement Microsoft CRM 3.0 on the Certkiller .com network.

Previously you have added various custom features to the contact form. The features were used in Workflow and reports. A transformation in the business process means that the features are no longer required.

A Certkiller .com employee named Andy Reid works in the Marketing department. You instruct Andy Reid to delete the features in the contact form. You need to identify where the references to the features need to be removed manually before you are able to delete the features.

Where should you remove the references?

- A. The references should be removed from the Reports, SQL Filtered Views and Contact Form.
- B. The references should be removed from the SQL Filtered Views and Contact Form.
- C. The references should be removed from the Reports, Workflow and Contact Form.
- D. The references should be removed from the SQL Filtered Views.
- E. The references should be removed from the SQL Filtered Views, Workflow and Contact Form.

Answer: C

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**QUESTION 105**

You work as the network administrator at Certkiller .com. The Certkiller .com network consists of one Windows Small Business Server 2003 Active Directory domain named Certkiller .com. Management wants to implement Microsoft CRM 3.0.

You have received instruction from the CIO to ensure that the Opportunities subarea of the Sales area appear when he logs into Microsoft CRM. You need to identify the best person to make this modification.

What should do the modification?

- A. The Sales Manager should do the modification.
- B. The Sales Representative should do the modification.
- C. The System Administrator should do the modification.
- D. The Client should do the modification.

Answer: A

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**QUESTION 106**

You work as the network administrator at Certkiller .com. The Certkiller .com

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network consists of a single Active Directory domain named Certkiller .com. You have added a code on an event that references a field. For a short time the event that referenced the field functioned fine.

You instruct a Certkiller .com user named Mia Hamm to customize the form. You scrutinize the form and detect that it displays an error stating that the field that were referenced 'is null or not an object'.

You have received instruction from the CIO to identify what should have been done to avoid this.

What should you do?

- A. The referenced field should be added to the list of dependent fields in the Event Detail Properties.
- B. The Form Preview window should be used to test the code before applying it.
- C. You should configure the document and remove it from the form.
- D. You should customize the code and form in the navigation pane using SiteMap.

Answer: A