



**Exam : Microsoft MB2-185**

**Title : Microsoft CRM Customization  
v.1.2(**

**Update : Demo**

**1.The object model, query processor, and metadata framework are main components of which layer of Microsoft CRM architecture?**

- A.Database
- B.Platform
- C.Presentation
- D.Application

**Correct:B**

**2.Which layer in the Microsoft CRM architecture includes the Browser Client and Sales for Outlook Client components?**

- A.Platform
- B.Application
- C.Database
- D.Presentation

**Correct:D**

**3.Communication between the application layer and the platform layer is accomplished using which technology?**

- A.Remote Procedure Calls
- B.HTTP Post Method
- C.SOAP
- D.Stored Procedure Calls

**Correct:C**

**4.Which technology does the Microsoft CRM browser client use to present the user interface to Internet Explorer?**

- A.XML
- B.Generated Platform API
- C.ASP.NET
- D.Fetch Builder

**Correct:C**

**5.Which layer of Microsoft CRM performs all security checks independent of the caller?**

- A.Application
- B.Platform
- C.Database
- D.Presentation

**Correct:B**

**6.Once you have created a workflow rule, what must you do to it before you can test it in Microsoft CRM?**

- A.Using Server Manager, run the server task titled "WF100\_Publish\_Rule" in order to instantiate the workflow rule you created
- B.Activate the rule
- C.Publish the rule
- D.Assign the rule to a business unit

**Correct:B**

**7.Your business is interested in using Microsoft CRM Workflow to automate its business**

processes and policies. Which types of processes can a company automate with Microsoft CRM Workflow?

- A.A process triggered by an event in an unlinked third-party application
- B.A process that specifies the steps a sales rep should go through to close a sale
- C.A process that schedules an activity for a non-Microsoft CRM user and places it on his Outlook calendar
- D.A process that assigns a sales rep to an account

**Correct: B D**

**8. Which of the following can instantiate a workflow rule against a particular record?**

- A.A unit
- B.An event
- C.A code change
- D.A manual 'Apply Rule' action

**Correct: B D**

**9. The Microsoft CRM Professional Edition includes which of the following Workflow tools?**

- A.Workflow Manager
- B.Workflow Process Mapper
- C.Workflow Monitor
- D.Workflow Event Scheduler

**Correct: A C**

**10. Workflow Rules can be created for which of the following objects?**

- A.Accounts
- B.Activities
- C.Case
- D.Lead

**Correct: A C D**

**11. Which of the following Actions can you perform on Workflow Processes when in the Process tab of the Workflow Monitor?**

- A.Abort
- B.Delete
- C.Pause
- D.Stop

**Correct: A C**

**12. Which of the following workflow examples can be implemented using Microsoft CRM workflow (without launching a custom program)?**

- A.Create a Welcome letter when a prospect becomes a client
- B.For new opportunities, go to a web site and obtain a credit report and update a credit field in Microsoft CRM
- C.Send a series of emails at specified time intervals to the contacts associated with an opportunity that is 'on hold'
- D.Add a new Microsoft CRM user based on Active Directory

**Correct: A C**

**13. In Microsoft CRM, sales processes are workflow rules designed specifically for which of the following objects?**

- A.Accounts
- B.Cases
- C.Leads
- D.Opportunities

**Correct:D**

**14.Workflow Manager allows you to perform which of the following actions?**

- A.Create a rule by copying an existing rule
- B.Edit an 'active' workflow rule
- C.Create rules that consist of conditions and actions defined in an "if-then-else" format
- D.Delete an 'inactive' workflow rule

**Correct:A C D**

**15.If multiple workflow rules exist for an object, then how does Microsoft CRM determine the sequence in which the rules should be applied?**

- A.All rules for the object are applied simultaneously
- B.The rules are applied based on the sequence in which they appear in Workflow Manager
- C.The rules are applied based on the create date and time of the rule, starting with the oldest rule
- D.The rules are applied based on a sequence number that you assign to each rule in Workflow Manager

**Correct:B**

**16.Which layer of the Microsoft CRM architecture recognizes the occurrence of an event that initiates a workflow rule?**

- A.Application layer
- B.Platform layer
- C.Database layer
- D.Presentation layer

**Correct:B**

**17.How can workflow rules be changed in the SQL tables by the system administrator?**

- A.From any workstation that can access the SQL Server
- B.Only from the SQL server itself
- C.From the current version of Windows Explorer
- D.Never. They can only be changed from within Workflow Manager

**Correct:D**

**18.Which of the following are valid actions that you can perform within Workflow Manager?**

- A.Create rules by copying an existing rule
- B.Associate a rule with multiple objects
- C.Enable and disable rules
- D.Create sales processes for leads and opportunities

**Correct:A C**

**19.Which of the following are actions that can be performed in a workflow rule or a sales process?**

- A.Assign Object
- B.Run Sub-Process
- C.Delete Activity
- D.Post URL

**Correct:A B D**

**20. Which of the following events can trigger a workflow rule?**

- A. Change Status
- B. Assign
- C. Disable
- D. Create

**Correct: A B D**

**21. Which of the following customizations require publishing in order for the changes to be applied?**

- A. Changes to preview panes
- B. Changes to the database schema
- C. Changes to Associated Views
- D. Changes to System Settings

**Correct: A B**

**22. Which of the following conditions would prevent you from removing a section from a form?**

- A. The section contains a business recommended field
- B. The section contains a system required field
- C. The section contains a business required field
- D. The section contains an event dependent field

**Correct: B C D**

**23. Which of the following can be customized in a view?**

- A. Text Font
- B. Sort Order
- C. Filter Criteria
- D. Column Width

**Correct: B C D**

**24. Due to a hardware failure, your database server crashes and you have to restore the Microsoft CRM database on a new server. Which of the following tools is used to reconfigure Microsoft CRM to point to the new database server?**

- A. Schema Manager
- B. SQL Administration Manager
- C. Server Manager
- D. SQL Server Enterprise Manager

**Correct: C**

**25. Which of the following tools provides the ability to publish a previously exported customization file?**

- A. Update XML Customization
- B. Transport Customization
- C. Import Customization
- D. Activate Customization

**Correct: C**

**26. If the Form Customization tool prohibits a user from saving a form that he customized, which of the following may be a cause of the problem?**

- A. The form does not have at least one dependent field
- B. The form does not have at least one tab and one section

- C.The form does not include at least one Business Required field
- D.The form includes more than one Business Required field

**Correct:B**

**27.How many places in a form can the same field be displayed?**

- A.One time per tab
- B.One time per form
- C.One time per section
- D.As many times as desired

**Correct:B**

**28.You plan to customize your Microsoft CRM application. However, as a safety precaution, you wish to back up your current XML configuration prior to making your changes. Which of the following Deployment Manager tools would you use to back up your existing XML configuration?**

- A.XML Backup
- B.Transport Customization
- C.Customization Backup/Restore
- D.Export Customization

**Correct:D**

**29.What are the main functions of the Schema Manager Attribute Manager tool?**

- A.It allows you to delete custom fields
- B.It allows you to change a field data type
- C.It allows you to add custom fields
- D.It allows you to change a field display name and description

**Correct:C D**

**30.Before the customizations to a form or preview pane can be visible within Microsoft CRM, which of the following Transport Manager tools has to be used first?**

- A.Publish Customization
- B.Export Customization
- C.Import Customization
- D.Preview Customization

**Correct:A**