



MB2-707^{Q&As}

Microsoft Dynamics CRM Customization and Configuration

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QUESTION 1

You are adding a calculated field to the account entity.

Which two fields can you include in the field calculation? Each correct answer presents part of the solution. Choose two.

- A. Fields on a related quote
- B. Fields on the account
- C. Fields on a related opportunity
- D. Fields on the related parent account

Correct Answer: BD

Ref:<https://technet.microsoft.com/en-us/library/dn832103.aspx>

QUESTION 2

You are configuring user access in Microsoft Dynamics CRM.

You need several accounts to have a fixed group of people who have extensive permissions to these accounts.

What should you do?

- A. Have Dynamics CRM automatically create access teams for each record, and then manually share the account with the appropriate team.
- B. Create an access team template, and add to the account form a sub-grid that references the access team template.
- C. Manually create an access team record, and assign the account to the access team.
- D. Create an owner team, and assign the accounts to the owner team.

Correct Answer: D

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/create-or-edit-a-team.aspx>
<http://blog.customereffective.com/blog/2014/02/exploring-a-new-feature-of-crm-2013-access-teams.html>

QUESTION 3

You want to customize Microsoft Dynamics CRM by adding several former vendors from the account as well as the time span of the business relation between the account and these vendors. What should you do?

- A. Add an N:N-relation between accounts and competitors.
- B. Add a manual N:N-relation between accounts and competitors, and remove the Name property of the manual intersect entity.



- C. Create a connection role named former vendor, and ensure the competitor and account record type are selected.
- D. Add an N:1-relation between accounts and competitors.

Correct Answer: B

QUESTION 4

You want to display information about a parent record within the form of a child record.

You need to customize a Quick View form.

Which two option are available to you? Each correct answer presents a complete solution.

Choose two.

- A. choosing from one section only
- B. adding multiple tabs
- C. adding multiple sections
- D. choosing from one tab only

Correct Answer: CD

QUESTION 5

A business services customer reports issues with a case entity.

You have two support tiers. Your support users are grouped by their tiers into separate business units, security roles, and teams.

You want to create a business process flow that is unique for each support tier, with tier- specific fields and stages on the case entity.

You do not want to allow your first-tier users to use the second-tier process flow.

What should you do?

- A. Create two business process flows and two main forms. Enable one form for each tier's security role. Then associate the corresponding business process flow with its form.
- B. Create two business process flows. Assign the first support-tier security role to the first- tier business process flow only. Enable the second support-tier security role for both business process flows.
- C. Create two business process flows. Make the second-tier team the owner of the second- tier business process flow, and make the first-tier team the owner of the first-tier business process flow.
- D. Create one business process flow. Configure it with branches into two separate stage paths, depending on the business unit related to the user working on the case.

Correct Answer: B



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