



# MB2-710<sup>Q&As</sup>

Microsoft Dynamics CRM 2016 Online Deployment

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**QUESTION 1**

You receive an email that indicates a new update for Microsoft Dynamics CRM Online is available. You are a global administrator for a tenant that contains two Microsoft Dynamics CRM Online instances. Which statement describes the Microsoft Dynamics CRM Online update policy?

- A. Updates must be installed twice per year within the customer driven update time period and cannot be skipped.
- B. Updates are installed automatically within 30 days from the release date.
- C. Updates are installed once it is approved at the tenant level.
- D. Updates are installed once it is approved at the instance level.

Correct Answer: A

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**QUESTION 2**

Your company has a Microsoft Dynamics CRM 2016 Online deployment. You reach your storage space limit and the system is telling users they cannot enter more data.

You need to resolve the storage issue.

Which two ways can you alleviate the storage issue? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Archive and remove old data.
- B. Purchase more storage.
- C. Change your Instance to sandbox.
- D. Purchase additional production instances.

Correct Answer: AB

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**QUESTION 3**

Which three configurations are supported by server-side synchronize Hon? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Microsoft Dynamics CRM Online and Microsoft Exchange 2003 SP2
- B. Microsoft Dynamics CRM Online and Microsoft Exchange 2007 SP3
- C. Microsoft Dynamics CRM Online and Microsoft Exchange 2010 SP3



- D. Microsoft Dynamics CRM Online and Microsoft Exchange 2013 SP1
- E. Microsoft Dynamics CRM Online and Microsoft Exchange 2016

Correct Answer: CDE

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#### QUESTION 4

You plan to migrate an on-premises Microsoft Dynamics CRM installation to Microsoft Dynamics CRM Online. You have access to a recent Microsoft SQL backup (.bak) file for the on-premises Microsoft Dynamics CRM database and you

have moved all customizations over to Microsoft Dynamics CRM Online.

What should you do?

- A. Upload the .bak file to Microsoft Azure. Migrate data to Microsoft Dynamics CRM online by using the data Loader service.
- B. Export data from the on-premises Microsoft Dynamics CRM database as.csv files. Import the data into Microsoft Dynamics CRM Online by using the Import Data Wizard.
- C. Export all customizations and data as an unmanaged solution. Import the solution into Microsoft Dynamics CRM Online.
- D. Import the .bak file into Microsoft Dynamics CRM Online by using the Import Data Wizard.

Correct Answer: A

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#### QUESTION 5

You view several records using the Microsoft Dynamics CRM for tablets app. After you view the records you begin to work offline.

Which functionality is available for the offline records?

- A. You can only view the records.
- B. You can view and edit the records.
- C. No access to recently viewed records is available you can only create new draft records.
- D. The same functionality available in the browser client is available on the tablet.

Correct Answer: B

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#### QUESTION 6



What is the minimum supported version of Microsoft Internet Explorer required for the Microsoft Dynamics CRM 2016 client for Outlook?

- A. Internet Explorer 8
- B. Internet Explorer 9
- C. Internet Explorer 10
- D. Internet Explorer 11

Correct Answer: B

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#### QUESTION 7

You are the Microsoft Dynamics CRM Online administrator for your company. You need to ensure all of the online services that your company has purchased are integrated and configured to work with Microsoft Dynamics CRM Online.

Which three online services are available for integration with Microsoft Dynamics CRM? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft Exchange
- B. Activity Feeds
- C. Microsoft OneNote
- D. Auditing
- E. Microsoft Skype

Correct Answer: ABC

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#### QUESTION 8

Your company has a Microsoft Office 365 environment with a Microsoft Dynamics CRM 2016 Online deployment. You have a complex development and testing environment requiring the following:

- 2 publishing instances
- 22 development instances
- 5 UAT instances
- 5 production instances
- 22 testing instances



You need to support a continuous improvement plan in constant use for your testing development and production environments. What is the minimum number of tenants required to support this scenario?

- A. 1
- B. 2
- C. 5
- D. 22

Correct Answer: C

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#### QUESTION 9

You have a Microsoft Dynamics CRM 2016 deployment and you have not purchased any additional subscriptions besides your 15 user licenses.

Your organization plans to test a new Independent Software Vendor (ISV) software. You currently have 1.3 GB of production data. You are instructed to use full copies of the data for testing purposes and to create three more sandbox

instances to replicate the production environment. Each of the three instances will be used to test one ISV solution. You have 10 users from the production environment who will test all three test environments. You need to determine which

additional subscriptions you need.

What is the minimum requirement for additional subscriptions?

- A. 3 sandbox instances and additional storage
- B. 30 more users and 3 sandbox instances
- C. 30 more users
- D. 30 more users and additional storage

Correct Answer: D

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#### QUESTION 10

You are a Microsoft Dynamics CRM system administrator for a company. A user reports that there are three actions she cannot perform when working offline in Microsoft Dynamics CRM for Outlook. You assure her that the app is working as

expected and that the three actions are not available when working in offline mode.

Which three actions did the user report? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.



- A. Quality a lead.
- B. Run a workflow.
- C. View a Microsoft Dynamics CRM report.
- D. Assign a record.
- E. Use the Add button (+) to create a related record.

Correct Answer: BCD

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#### QUESTION 11

Your billing administrator is a Microsoft Dynamics CRM Online user. The user has forgotten the account password.

You need to reset the billing administrator's password.

Which Microsoft Online Services administrative role can reset passwords for billing administrators?

- A. password administrator
- B. user management administrator
- C. global administrator
- D. serviceadministrator

Correct Answer: B

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#### QUESTION 12

What is a supported combination of software for Microsoft Dynamics CRM 2016 for Outlook 64 bit?

- A. Windows 10 and Microsoft Office 2013 64 bit
- B. Windows Vista and Microsoft Office 2010 64 bit
- C. Windows 7 and Microsoft Office 2007 64 bit
- D. Windows 8.1 and Microsoft Office 2013 32 bit

Correct Answer: B

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#### QUESTION 13



Which operating system supports Microsoft Dynamics CRM for phones?

- A. Windows Phone 8
- B. Blackberry 7.1
- C. Android 4.4
- D. iOS 6.1.6

Correct Answer: A

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#### QUESTION 14

You work as a Microsoft Dynamics CRM system administrator for a company. Your company wants to integrate Microsoft Dynamics CRM with an external financial application. You must properly configure a Microsoft Dynamics CRM Online

user account for the purpose of authentication and access between Microsoft Dynamics CRM Online and the external financial application.

Which two options could you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Create a Microsoft Office 365 user. Give the user a Microsoft Dynamics CRM Online license set the access mode to Non-Interactive and remove the Microsoft Dynamics CRM Online license from the user.
- B. Create a Microsoft Office 365 user. Give the user the Office 365 service admin role a Microsoft Dynamics CRM Online license and set the access mode to Administrative.
- C. Create a Microsoft Office 365 user. Give the user a Microsoft Dynamics CRM Online license a Microsoft Dynamics CRMOnlineSystemAdministratorSecurityRole and set the access mode to Read-Write.
- D. Create a Microsoft Office 365 user. Give the user the Office 365 user management admin role a Microsoft Dynamics CRM Online license and set the access mode to Read-Write.

Correct Answer: BD

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#### QUESTION 15

You work as a Microsoft Dynamic CRM Online system administrator.

You plan to enable document management.

Which online service is required?

- A. Microsoft Social Engagement
- B. Microsoft SharePoint
- C. Microsoft Dynamics Marketing



D. Microsoft Yammer

Correct Answer: B

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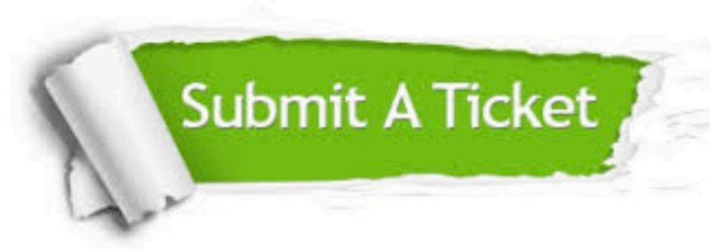
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