



Microsoft

MB2-185

Microsoft CRM Customization v1.2

QUESTION: 138

Which assembly gives the developer easy access to the Microsoft CRM API?

- A. Microsoft.CRM.Platform.Proxy
- B. Microsoft.CRM.Platform.Types
- C. System
- D. System.crm

Answer: A

QUESTION: 139

Supported methods to connect or extend Microsoft CRM via the SDK can broadly be categorized into which of the following areas?

- A. Upgradeability Integration
- B. Application Integration
- C. Implementation Functionality
- D. Extensibility using Web Services

Answer: B, D

QUESTION: 140

The single most expensive part of any customizable business application over time is which of the following?

- A. Software upgrades
- B. Maintenance
- C. Hardware upgrades
- D. Training

Answer: B

QUESTION: 141

Which of the following schemas are available in the Microsoft CRM SDK?

- A. Fetch XML Schemas
- B. Syntax Schemas
- C. ObjectSchemas
- D. ColumnSet XML Schemas

Answer: A, C, D

QUESTION: 142

What level of customization can be described as offered by Microsoft CRM?

- A. Connect
- B. Extend
- C. Embed
- D. CRUD (Create, Read, Update, Delete)

Answer: C

QUESTION: 143

Which of the following are unsupported Microsoft CRM customizations?

- A. Direct interaction with the Microsoft CRM database
- B. Modification of the application via .aspx, .js, or .css files
- C. Application integration using isv.config
- D. Interaction through Web Services

Answer: A, B

QUESTION: 144

You have defined a Modal window. The user is in that window and would like to proceed. Which of the following is true?

- A. The action defined in the modal window must be performed before proceeding
- B. No action is required. The user can simply proceed
- C. The current action has to be paused before the user can proceed
- D. There is no such thing as a modal window

Answer: A

QUESTION: 145

What does the acronym GUID stand for?

- A. Global Universal Identifier
- B. Global Unique Interface
- C. Globally Unique Identifier
- D. Globally Unique Indicator

Answer: C

QUESTION: 146

Microsoft CRM reports are divided into which of the following categories?

- A. Sales, Service and Admin
- B. Sales, Purchases and Admin

- C. Customer, Production and Admin
- D. Sales, Service and Account

Answer: A

QUESTION: 147

What controls the reports a user will be able to view and run?

- A. The user's security roles
- B. The user's assigned license
- C. The user's assigned business unit
- D. There are no restrictions on the reports a user can view

Answer: B

QUESTION: 148

Users with which license can view Service and Admin reports?

- A. Customer Service License
- B. Sales Standard
- C. Sales Professional
- D. The Service and Admin reports will be displayed regardless of the user's license

Answer: A

QUESTION: 149

What records are displayed in reports for a given record type?

- A. All records for the record type
- B. The same records which the user can normally view for that record type in the application
- C. Only the records owned by the user or shared with the user for that record type
- D. Only the records owned by the user or owned by teams in which the user is a member

Answer: B

QUESTION: 150

Crystal Enterprise for Microsoft CRM comes with 50 concurrent user licenses. How many users should this number of licenses be sufficient to support?

- A. Between 50 to 100 users
- B. Between 100 to 350 users

- C. Between 350 to 500 users
- D. Between 500 to 1000 users

Answer: C

QUESTION: 151

What does the platform layer use to protect itself from changes to the underlying database structures?

- A. Platform Proxy
- B. Metadata
- C. Local Data
- D. Database Replicator

Answer: B

QUESTION: 152

Which of the following statements are True regarding testing and maintaining your workflow rules?

- A. You must activate the rule before testing it
- B. You can use Workflow Monitor to detect a possible infinite loop in a running workflow process
- C. Workflow Manager will flag possible infinite loops when you insert a sub-process into a rule that performs the rule being maintained
- D. You must deactivate a active rule in order to edit it

Answer: A, B, D

QUESTION: 153

Which of the following events are available to trigger client-side actions?

- A. onClick
- B. onLoad
- C. onChange
- D. onSubmit

Answer: C

QUESTION: 154

What parts of the Microsoft CRM application can be customized using the System Customization Tools?

- A. Views
- B. Forms

- C. Contacts
- D. Product Catalogs

Answer: A, B

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