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Microsoft

MB2-710 PRACTICE EXAM

Microsoft Dynamics CRM 2016 Online Deployment

Product Questions: 50

Version: 8.1

Question: 1

How many dashboards can be configured to be displayed in Microsoft Dynamics CRM for tablets?

- A. multiple system and multiple user dashboards
- B. one system and multiple user dashboards
- C. one system and one user dashboard
- D. multiple system dashboards only

Answer: D

Question: 2

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

Answer: A

Question: 3

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.

Answer: B

Question: 4

You configure Microsoft Dynamics CRM Online 2016 for use with your Android mobile phones.
You need to instruct users how to get the Microsoft Dynamics CRM for phones app.
What is the appropriate location for Android users to download the Microsoft Dynamics CRM for phones app?

- A. Google Play
- B. Microsoft Office 365

- C. Microsoft Store
- D. Your Microsoft Dynamics CRM instance.

Answer: C

Question: 5

You work as a Microsoft Dynamics CRM consultant for Microsoft Partner. You need to ensure that a section on the contact entity form is hidden when the form is displayed in the Microsoft Dynamics CRM for tablet application. The section should be visible when the form is displayed in a web browser. Which option should you use?

- A. Create a business rule.
- B. Configure the Microsoft Dynamics CRM main form using JavaScript.
- C. Configure the Microsoft Dynamics CRM mobile form using JavaScript.
- D. Create a record creation and update rule.

Answer: B

Question: 6

You are working with Microsoft Dynamics CRM for phones. Which three types of form components can be configured to be hidden? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. iFrames
- B. web resources
- C. fields
- D. sections
- E. tabs

Answer: A,B,C

Question: 7

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.

Answer: A

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

Answer: C

Question: 9

You are an administrator in the CRM Online Administration center of Microsoft Office 365 making operational changes to an instance.

You need to ensure that regular users do not affect your work, and that your work does not affect regular users.

What should you do?

- A. remove the users from the instance
- B. create a new sandbox
- C. enable administration mode
- D. copy the instance

Answer: C

Question: 10

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.

Answer: A,B

Question: 11

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

Answer: D

Question: 12

Your company has a Microsoft Dynamics CRM Online environment.

You need to plan a strategy for updates.

How many major updates are there per year?

- A. 1 every 2 years
- B. 1
- C. 2
- D. 4

Answer: B

Question: 13

You manage a Microsoft Dynamics CRM Online 2016 environment.

You are tasked to give an example of the use of security groups.

What can you do with Microsoft Office 365 security groups in a Microsoft Dynamics CRM online deployment?

- A. Control access to instances.
- B. Assign custom forms to users.
- C. Add deeper role security to organizational units.
- D. Control access to individual fields.

Answer: D

Question: 14

You need to allow Microsoft Dynamics CRM Online users to use the same password they use to logon to your on-premises Active Directory Domain Services (AD DS) domain to logon to Azure Active Directory.

Which two components must be configured to achieve this goal? Each correct answer presents part of the solution.

- A. Microsoft Azure Active Directory Connect tool

- B. Password Sync
- C. Active Directory Application Mode (ADAM)
- D. Active Directory Federation Services (AD FS)

Answer: B,C

Question: 15

You need to activate a new Microsoft Dynamics CRM Online instance for a new subscriber. What is required?

- A. a minimum of five Professional User Subscription Licenses
- B. an active Microsoft Office 365 subscription
- C. a Volume License agreement
- D. an active Microsoft Power BI Pro subscription

Answer: A

Question: 16

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. service administrator

Answer: B

Question: 17

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.

Answer: A

Question: 18

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 CRM Online system administrator security role, 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.

Answer: B,D

Question: 19

Which two record types can a System Administrator assign a security role to? Each correct answer presents a complete solution

- A. Access Team
- B. User
- C. Owner Team
- D. Business Unit

Answer: BD

Question: 20

Which two features can be leveraged to reduce Microsoft Online Services user account administration efforts? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Active Directory Synchronization with Microsoft Office 365
- B. Active Directory Application Mode (ADAM)
- C. Hierarchical Security
- D. Active Directory Federation Services (AD FS)

Answer: B,D

Question: 21

What an advantage of using the Email Router for email processing?

- A. Can synchronize appointments, contacts, and tasks directly with Microsoft Exchange.

- B. Provides error reporting in the application.
- C. Can be used with all combinations of online/on-premise hybrid environments.
- D. Managed in the web application.

Answer: B

Question: 22

What is an advantage of using server-side synchronization for email processing?

- A. Supports Microsoft Exchange 2007 and later.
- B. Managed and configured using a separate program.
- C. Provides error reporting in the application.
- D. Can be used with all combinations of online/on-premises hybrid environments.

Answer: D

Question: 23

Your company has a Microsoft Dynamics CRM Online 2016 environment.
The company is looking to utilize folder-level tracking in Microsoft Dynamics CRM 2016.
You need to instruct users how to utilize folder-level tracking.
What instruction should you give the users?

- A. A maximum of 50 folders per user account can be tracked.
- B. Emails can only be tracked to accounts, contacts, and leads.
- C. Only folders under the Inbox can be used.
- D. Works with server-side synchronization or the email router.

Answer: D

Question: 24

Which two settings are specified on mailbox records? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

- A. The synchronization method for incoming and outgoing emails.
- B. The email tracking and correlation method for incoming and outgoing emails.
- C. The server profile to use for sending and monitoring emails.
- D. The maximum file size limit for attachments.

Answer: A,B

Question: 25

Your company has a Microsoft Dynamics CRM Online 2016 environment.
You need to implement email synchronization.
Which option is available when implementing email synchronization?

- A. Synchronization settings are configured on the user record.
- B. Incoming and outgoing synchronization methods must match.
- C. A mailbox record is automatically created for each user and queue.
- D. Forward mailboxes are automatically created when using server-side synchronization.

Answer: C

Question: 26

You are a Microsoft Dynamics CRM system administrator for a company. You added a new field to the contact entity. A user reports that the field is not synchronizing With Microsoft Dynamics CRM for Outlook. You need to explain why the field is not synchronizing. What could be the cause?

- A. The field was not enabled for synchronization.
- B. New fields can not be added to the synchronization settings.
- C. The field was not mapped to a field in Outlook.
- D. The synchronization direction from CRM to Outlook/Exchange was not set.

Answer: D

Question: 27

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

Answer: B

Question: 28

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

Answer: B

Question: 29

You have enabled field level security on the Birthday field for the contact entity. Only system administrators can see the data on the birthday field for existing contacts in Microsoft Dynamics CRM Online. What will non-system administrator users see in the Birthday field for tracked contacts by the Microsoft Dynamics

CRM for Outlook client?

- A. The Birthday field will be populated with dashes (-).
- B. Users will see the birthday for contacts they own.
- C. The Birthday field will be populated with asterisks (*).
- D. The Birthday field will be blank.

Answer: B

Question: 30

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.

Answer: B,C,D

Question: 31

Which three operating systems are supported by the Microsoft Dynamics CRM for Outlook client? Each correct answer presents a complete solution.

- A. Windows 7 with no service packs
- B. Windows 8 with no service packs
- C. Windows 10
- D. Windows Server 2008 R2
- E. Windows Server 2012

Answer: B,C,E

Question: 32

You have a Microsoft Dynamics CRM Online 2016 environment.

Which three functionalities are available using role based security? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Deny users access to certain fields on a form.
- B. Define who can see entity level information.
- C. Sign in to Microsoft Dynamics CRM with a single sign-on.
- D. Define customized forms for the users to which the role is assigned.

E. Control whether a user can add attachments to Entities.

Answer: A,B,C

Question: 33

You recently created a global option set with the values North, South, and West. The global option set values should always remain the same.

You need to add an option set to an entity with the values North, South, West, and East.

What should you do?

- A. Create an option set field for the entity that uses the global option set. Set the default value for the entity option set to East.
- B. Create an option set field for the entity that uses the global option set. Add the value East to the entity option set.
- C. Create an option set field for the entity that uses the global option set and set the field type to calculated. Add an action that adds East as a value to the option set when the form loads.
- D. Create an option set for the entity. Add the values North, South, West, and East to it.

Answer: B

Question: 34

A company has a Microsoft Dynamics 2013 on-premises deployment. They want to start using the Microsoft Dynamics CRM Online 2016 features.

The company needs to determine the least costly method of migrating data from on-premises to online. It is determined that the Client wants to move the account and contact information only one time while preserving the relationships between the two entities. Additionally, there are several custom fields in the contact records.

You need to migrate 5,000 account records and 14,000 contacts while maintaining the relationships between accounts and contacts.

What is the most expedient method for migrating the accounts and contacts records?

- A. Use the Software Development Kit (SDK) to code the Import of contact and account data from the AccountBase directly accessed through the local Microsoft SQL Server. Use the OData Web service to form a connection with Microsoft Dynamics CRM Online. Push the gathered information into the Account Entity.
- B. From Microsoft SQL, export the contact records from the AccountBase table to a txt file. Import the Contacts file using the Data Import Wizard. Repeat the process with the Accounts file.
- C. Export the contact records and account records to Microsoft Excel, compress the Excel spreadsheet in a zip file, and use the Data Import Wizard to Import the records.
- D. Export the contact records and account records to Microsoft Excel with all required fields- Save the two spreadsheets as txt files, compress them together in a zip file, and use the Data Import Wizard to import the zip file.

Answer: B

Question: 35

You are a consultant on a Microsoft Dynamics CRM Online implementation project.

You need to display information about a related account on the case form.

Which option should you use?

- A. a quick view form
- B. a quick create form
- C. a lab with subgrid
- D. a preview form

Answer: A

Question: 36

A company has a Microsoft Dynamics CRM Online 2016 deployment. The company plans to issue mobile phones to all sales department users.

Users must be able to use the latest Microsoft mobile client's features.

You need to deploy the latest phone client.

Which mobile phone client should you deploy?

- A. Microsoft Dynamics CRM Mobile Express
- B. Microsoft Dynamics CRM for Phones Express
- C. Microsoft Dynamics CRM for Phones
- D. Microsoft Dynamics CRM Mobile App

Answer: C

Question: 37

A company has a Microsoft Dynamics CRM Online 2016 deployment. There are 842 workstations of various ages, operating systems, and browsers.

- 34 run Apple OS with the latest version of Safari
- 412 run Windows 8.1 with Mozilla Firefox version 17
- 176 run Windows 7 with Internet Explorer version 8
- 220 run Windows 10 with Microsoft Edge

The company asks you to identify which workstations meet the support requirements of Microsoft Dynamics CRM Online 2016.

Which two systems meet the support requirement? Each correct answer presents part of the solution

- A. 176 run Windows 7 with Internet Explorer version 8.
- B. 220 run Windows 10 with Edge.
- C. 34 run Apple OS with the latest version of Safari
- D. 412 run Windows 8.1 with Mozilla Firefox version 17 as the only Browser.

Answer: B,C

Question: 38

Your company has a Microsoft Dynamics CRM Online 2016 environment.

You need to train sales users to import lists of leads.

Which import method should you include in your training?

- A. Third party Extract, Transform and Load Tool (ETL)
- B. Programmatically using the Software Development Kit (SDK)

- C. Import Data Wizard
- D. Windows PowerShell Import Packages

Answer: C

Question: 39

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

Answer: B

Question: 40

You are a marketing manager for a company. The company has a subscription to a Microsoft Dynamics CRM Online organization that is fully integrated with Microsoft Dynamics Marketing and the Seller Portal solution.
You need to create and manage a marketing campaign to include tracking campaign performance and click-through rates, and use data derived from the campaign to score and qualify leads.
Which action should you take?

- A. Open Microsoft Dynamics Marketing.
- B. Open Microsoft Dynamics CRM Online.
- C. Open the Seller Portal.
- D. Open the Microsoft Dynamics Marketing Connector.

Answer: B

Question: 41

You are a Microsoft Dynamics CRM system administrator for a company.
The company would like to use Microsoft SharePoint Online as the document repository. All Microsoft Dynamics CRM users must have privileges to upload documents from Microsoft Dynamics CRM to SharePoint Online.
You need to integrate and configure SharePoint Online with Microsoft Dynamics CRM Online for use as the document repository.
Which two actions should you take? Each correct answer presents part of the solution.

- A. Configure the SharePoint Online integration in Microsoft Dynamics CRM.
- B. Import the SharePoint Online- solution into Microsoft Dynamics CRM and configure it.
- C. Install and configure the Microsoft Dynamics CRM List Component on a sue collection in SharePoint Online.
- D. As a Microsoft Office 365 administrator, go to Service Settings. Sites and ensure users have access to the SharePoint Online site.
- E. As a Microsoft Office 365 Administrator, go to Admin, Users, and ensure users have access to the SharePoint Online site.

Answer: C,D

Question: 42

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

Answer: A,B,C

Question: 43

You work as a consultant for a Microsoft Partner. You are helping a company deploy Microsoft Dynamics CRM Online. The company needs an enterprise collaboration solution that integrates with Microsoft Dynamics CRM Online. The solution should allow CRM and non CRM users to have traceable discussions that are available to everyone and easily searched, share documents and information, and allow users to participate in or leave discussions. The company currently uses and would like to continue using Activity Feeds in Microsoft Dynamics CRM Online in addition to using >ne enterprise collaboration solution.

You need to recommend a solution that meets the company's requirements.

Which option should you recommend?

- A. Microsoft Office Delve
- B. Microsoft Social Engagement
- C. Microsoft Office 365 groups
- D. Microsoft Skype for Business
- E. Microsoft Yammer

Answer: D

Question: 44

You enable Microsoft OneNote integration for the account entity in a Microsoft Dynamics CRM Online organization.

You need to identify the actions taken to enable the integration for the account entity.

Which three options apply? Each correct answer presents part of the solution.

- A. OneNote privileges were added to security roles.
- B. Server based Microsoft SharePoint integration was enabled.
- C. Document Management was enabled for the organization.
- D. Document Management was enabled for the account entity.

E. OneNote integration was enabled.

Answer: A,B,C

Question: 45

You want to set up server-side synchronization with a Microsoft Outlook.com account. Outlook.com supports POP3, IMAP, and ActiveSync protocols. Which item and protocol combination can be used?

- A. email and contacts using the ActiveSync protocol
- B. email, appointments, contacts, and tasks using the IMAP protocol
- C. email using the POP3 protocol
- D. email, appointments, and tasks using the POP3 protocol

Answer: A

Question: 46

Which configuration supports the synchronization of appointments with Microsoft Dynamics CRM Online?

- A. SMTP/POP3 and server-side synchronization
- B. Microsoft Exchange Online and server-side synchronization
- C. SMTP/POP3 and Email Router
- D. Microsoft Exchange Online and Email Router

Answer: D

Question: 47

Your company uses server-side synchronization for email processing. Which two types of information can be found on the server-side synchronization performance dashboard? Each correct answer presents part of the solution.

- A. mailbox process duration
- B. number of mailboxes needing attention
- C. number of forward mailboxes that need to be created
- D. average time per response to Microsoft Dynamics CRM emails

Answer: B,C

Question: 48

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

Answer: CDE

Explanation:

<https://technet.microsoft.com/en-us/library/dn531050.aspx>

Question: 49

You are unrig Microsoft Dynamics CRM 20X6 on –premises.
Which server role does server-side synchronization utilize?

- A. Sandbox Processing Service
- B. Web Application Server
- C. Asynchronous Service
- D. Organization Web Service

Answer: A

Question: 50

You select Forward Mailbox as your incoming synchronization method. You process emails with the Microsoft Dynamics CRM 2016 Email Router between Microsoft Dynamics CRM Online and a SMTP/POP3 server.
You need to deploy inbox rules so emails addressed to the 100 Microsoft Dynamics CRM Online users in the organization are forwarded to the forward mailbox for processing.
Which solution can be used to deploy forwarding rules for all the users?

- A. Run the Rule Deployment Wizard.
- B. Enable folder-level synchronization.
- C. Create manually in Microsoft Outlook.
- D. Create Exchange transport rules.

Answer: D
