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Exam : **MB2-185**

Title : Microsoft CRM Customization v.1.2

Version : 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