



# MB2-710

MCP Microsoft Dynamics CRM 2016

A Success Guide to Prepare-  
Microsoft Dynamics CRM 2016 Online Deployment

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# Introduction to MB2-710 Exam on Microsoft Dynamics CRM 2016 Online Deployment

Use this quick start guide to collect all the information about Microsoft Dynamics CRM 2016 Online Deployment (MB2-710) Certification exam. This study guide provides a list of objectives and resources that will help you prepare for items on the MB2-710 Microsoft Dynamics CRM 2016 Online Deployment exam. The Sample Questions will help you identify the type and difficulty level of the questions and the Practice Exams will make you familiar with the format and environment of an exam. You should refer this guide carefully before attempting your actual MCP Microsoft Dynamics CRM 2016 certification exam.

The Microsoft Dynamics CRM 2016 Online Deployment certification is mainly targeted to those candidates who want to build their career in Microsoft Dynamics CRM domain. The Microsoft Certified Professional (MCP) - Microsoft Dynamics CRM 2016 exam verifies that the candidate possesses the fundamental knowledge and proven skills in the area of MCP Microsoft Dynamics CRM 2016.

## Microsoft MB2-710 Certification Details:

Exam Name	Microsoft Certified Professional (MCP) - Microsoft Dynamics CRM 2016
Exam Code	MB2-710
Exam Price	\$165 (USD)
Duration	120 min
Number of Questions	45-55
Passing Score	700 / 1000
Books / Training	<a href="#">80736: Deployment Microsoft Dynamics CRM Online</a>
Schedule Exam	<a href="#">Pearson VUE</a>
Sample Questions	<a href="#">Microsoft Dynamics CRM 2016 Online Deployment Sample Questions</a>
Practice Exam	<a href="#"><b>Microsoft MB2-710 Certification Practice Exam</b></a>

## Microsoft MB2-710 Exam Syllabus:

Topic	Details
<b>Implement a Microsoft Dynamics CRM Online deployment (10% - 15%)</b>	
Access Microsoft Dynamics CRM Online	- Describe methods for accessing Microsoft Dynamics CRM Online; identify supported browsers; identify supported phone operating systems; describe requirements for Dynamics CRM for tablets; identify supported web browsers; identify user subscription license types; describe subscription add-ons
Plan a deployment	- Identify the storage requirements; plan security; determine the number of instances and licenses that are required; identify implications of implementing single sign-on
Import data	- Compare the methods for importing data; import data by using the Import Data Wizard; identify limitations of import processes
Customize Microsoft Dynamics CRM Online	- Create new fields; modify values for option sets; modify entity forms; create new entities and reports; modify views and dashboards
<b>Configure Microsoft Dynamics CRM Online (10% - 15%)</b>	
Configure subscriptions	- Identify methods to sign-up for a subscription; identify subscription requirements; describe the subscription cancellation process; describe the methods for purchasing add-ons
Manage users	- Identify the methods to add users to Dynamics CRM Online; assign Microsoft Dynamics CRM Online licenses to users; assign security roles; enable and disable users; describe non-interactive users; mark a user as non-interactive; identify administrative roles
Synchronize user accounts	- Compare Dynamics CRM Online accounts with company accounts; describe user synchronization; identify the steps to synchronize Active Directory with Office 365; describe Active Directory Federation Services
<b>Manage Microsoft Dynamics CRM Online (10% - 15%)</b>	
Administer Microsoft Dynamics CRM Online instances	- Define instances; describe the relationship between instances subscriptions, tenants, and security groups; describe instance types; set instance properties; switch an instance; reset an instance; place an instance in administrative mode; delete an instance; describe methods to copy an instance; create a copy of an instance
Describe tenant considerations	- Identify limitations on the number and type of instances per tenant; configure the region for a tenant; describe limitation and requirements for multiple tenants
Manage storage and administrative notifications	- Identify the storage limit for a subscription; describe the implications of reaching the storage limit; view resources used; identify requirements and limitations for sending administrative notifications

<b>Topic</b>	<b>Details</b>
Describe the Microsoft Dynamics CRM Online update policy	- Identify the frequency of updates; describe the update process; determine the version of Microsoft Dynamics CRM Online; skip updates; approve updates; determine what updates are available; reschedule an update
<b>Manage related services (10% - 15%)</b>	
Describe related services	- Identify related online services; integrate Microsoft Social Engagement with Microsoft Dynamics CRM Online; manage campaigns with Microsoft Dynamics Marketing
Integrate Yammer and SharePoint Online	- Describe Yammer and SharePoint Online; identify SharePoint Online integration types; describe the integration process
Integrate OneNote, Skype, Skype for Business, Office 365 Groups, and OneDrive for Business	- Compare Dynamics CRM Notes and OneNote; identify storage location for OneNote notebooks; configure OneNote integration; integrate Skype and Skype for Business; identify limitations for Skype and Skype for Business; describe Office 365 Groups; identify requirements for Office 365 Groups; integrate Office 365 Groups with Microsoft Dynamics CRM Online
<b>Manage mobile device apps (10% - 15%)</b>	
Install and use mobile device apps	- Identify the mobile apps for phones and tablets; describe requirements for mobile apps; identify supported mobile device hardware and software; install mobile apps; configure security privileges; describe restrictions for working offline; create draft records
Configure entities for mobile	- Identify entity types that can be accessed from mobile apps; hide form components; enable dashboards for mobile apps
<b>Implement Microsoft Dynamics CRM for Microsoft Office Outlook (10% - 15%)</b>	
Deploy Dynamics CRM for Outlook	- Identify supported operating systems; describe required software components; compare Dynamics CRM for Outlook versions; identify deployment methods; configure Dynamics CRM for Outlook; configure multiple organizations
Configure offline capabilities	- Describe offline capabilities; identify fields that can be synchronized; describe limitations for synchronized fields; configure synchronized fields
<b>Manage email (10% - 15%)</b>	
Select an email processing option	- Identify email processing options; describe the advantages of each email processing option; identify limitations and requirements for each email processing option
Track and correlate email	- Compare email tracking with email correlation; describe user options for automatic tracking; describe correlation options; identify limitations of folder-level tracking; configure folder-level tracking for Exchange folders

Topic	Details
Manage mailbox records and email	- Describe synchronization methods for incoming and outgoing email; configure the default synchronization method for users and queues; describe mailbox records; configure approval for email addresses
<b>Manage server-side synchronization (10% - 15%)</b>	
Configure server-side synchronization	- Describe server-side synchronization; identify server-side synchronization features and supported configurations; set the email processing method; configure mailbox records
Set up a forwarding mailbox	- Describe mailbox forwarding; create a forward mailbox record; add email forwarding rules for users; add mailbox records to server profile; enable mailboxes; test email configuration; describe synchronization alerts; view the Performance Dashboard

## MB2-710 Sample Questions:

**01. 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.

**02. 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

**03. 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

**04. What an advantage of using the Email Router tor 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.

**05. 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.

**06. 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

**07. Which two settings are specified on mailbox records?**

Each correct answer presents a complete solution.

- 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.

**08. 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 tab with subgrid
- d) a preview form

**09. 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

**10. You are unrig Microsoft Dynamics CRM 20X6 on-premises. Which server role does serverside synchronization utilize?**

- a) Sandbox Processing Service
- b) Web Application Server
- c) Asynchronous Service
- d) Organization Web Service

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## Answers to MB2-710 Exam Questions:

Question: 01 Answer: b	Question: 02 Answer: d	Question: 03 Answer: c	Question: 04 Answer: b	Question: 05 Answer: c
Question: 06 Answer: c	Question: 07 Answer: a, b	Question: 08 Answer: a	Question: 09 Answer: a	Question: 10 Answer: a

Note: If you find any typo or data entry error in these sample questions, we request you to update us by commenting on this page or write an email on [feedback@edusum.com](mailto:feedback@edusum.com)