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#1 Online Certification Guide

MB2-712

MCP Microsoft Dynamics CRM 2016

A Success Guide to Prepare-
Microsoft Dynamics CRM 2016 Customization and Configuration

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Introduction to MB2-712 Exam on Microsoft Dynamics CRM 2016 Customization and Configuration

Use this quick start guide to collect all the information about Microsoft Dynamics CRM 2016 Customization and Configuration (MB2-712) Certification exam. This study guide provides a list of objectives and resources that will help you prepare for items on the MB2-712 Microsoft Dynamics CRM 2016 Customization and Configuration 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 Customization and Configuration 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 MB2-712 Certification Details:

Exam Name	Microsoft Certified Professional (MCP) - Microsoft Dynamics CRM 2016
Exam Code	MB2-712
Exam Price	$165 (USD)
Duration	120 min
Number of Questions	45-55
Passing Score	700 / 1000
Books / Training	80729: Customization and Configuration in Microsoft Dynamics CRM 2016
Schedule Exam	Pearson VUE
Sample Questions	Microsoft Dynamics CRM 2016 Customization and Configuration Sample Questions
Practice Exam	**Microsoft MB2-712 Certification Practice Exam**

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Microsoft MB2-712 Exam Syllabus:

Topic	Details
Configure Microsoft Dynamics CRM (25%)	
Configure Dynamics CRM settings	- Configure auditing, document management, and collaboration; configure business units; perform user management; configure email; manage teams
Manage Dynamics CRM security	- Understand security roles; define permissions and privileges; configure access levels; configure security roles; assign security roles; work with multiple security roles; manage access; manage security hierarchy
Manage and implement Microsoft Dynamics CRM entities, entity relationships, and fields (27%)	
Manage Dynamics CRM entities	- Manage entity ownership; manage entity properties; understand system and custom entities
Configure field customizations	- Understand and configure fields; configure field properties; use calculated fields; use rollup fields; configure global option sets; create alternate keys; configure field-level security; understand status and status reasons
Implement entity relationships	- Understand relationship types; understand cascading rules; work with hierarchical data; understand and configure entity mapping; create connections and connection roles
Create and manage Microsoft Dynamics CRM solutions, forms, views, and visualizations (24%)	
Create and manage Dynamics CRM solutions	- Understand solution components; identify solution types; create managed and unmanaged solutions; configure publishers and versions; work with multiple solutions; import and export solutions
Customize Dynamics CRM forms	- Understand the form structure; build a form; use specialized form components; use access teams and sub-grids; work with navigation; understand form types; use multiple forms; implement form customizations and mobile clients
Implement Dynamics CRM views and visualizations	- Understand view types; manage system, public, and personal views; create, modify, and delete views; customize views; customize charts; customize dashboards; use themes
Implement business rules, workflows, and business process flows (24%)	
Implement and manage business rules	- Understand when to use business rules; understand business rule scopes; understand how business rules are triggered; configure business rules, conditions, and actions
Implement and manage workflows, dialogs, and custom actions	- Implement workflows; identify workflow types; implement dialogs and custom actions; identify when to use business process flows, workflow dialogs, and custom actions

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Topic	Details
Implement and manage business process flows	- Understand business process flows; enable business process flows; work with steps, stages, and categories; work with multiple entities; use conditional branching; implement role-driven business process flows

MB2-712 Sample Questions:

01. You have an entity that has two activated business process flows named BPF1 and BPFZ. A user starts a process by using BPF1, but then discovers that BPF2 must be used. What should you tell the user?
a) If you switch to BPF2, the stages from BPF2 will be retained.
b) Ownership of the records created in BPF1 will be assigned to the system when you switch to BPF2.
c) If you can access BPF1 and BPF2, you can switch between them at any time.
d) The data entered while using BPF1 will be lost when you switch to BPF2.

02. In a Dynamics CRM organization, you create a custom entity named Location. You need to create a hierarchal set of location records. What should you do?
a) Create a many-to-many (N:N) relationship between two different entities and set Hierarchical to Yes for the relationship definition.
b) Create a many-to-many (N:N) relationship between the same entity and set Hierarchical to Yes for the relationship definition.
c) Create a one-to-many (1:N) relationship between the same entity and set Hierarchical to Yes for the relationship definition.
d) Create a one-to-many (1:N) relationship between two different entities and set Hierarchical to Yes for the relationship definition.

03. At your company, a user named User1 uses Dynamics CRM Online. User1 leaves the company. You need to prevent User1 from accessing CRM Online. What are two possible ways to achieve the goal?
Each correct answer presents a complete solution.
a) Reassign the records owned by User1.
b) Disable User1 in CRM.
c) Delete User1 from Microsoft Office 365.
d) Revoke the Microsoft Office license.
e) Revoke the CRM license.

04. You have a custom entity named Entityl that has three activated business process flows named BPF2 and BPF3. You need to ensure that BPF2 in visible only to customer service representatives from the web client. What should you do?
a) Branch the process flow.
b) Configure security roles.
c) Edit the process scope.
d) Rename BPF2 to come before BPF1.
e) Edit the definition of Entity.

05. For the account entity, you need a form that can be opened by sales users only. You save a copy of the main contact form and you name the copy Sales form. What should you do next?
a) Create a business rule.
b) Add a web resource.
c) Modify the Form Properties.
d) Enable security roles.

06. You add a currency field to a form in Dynamics CRM. You need to provide users who access CRM from their mobile phone with the ability to enter the credit limit by using a slider. What should you do?
a) Open Field Properties and dick Events.
b) Open Field Properties and click Details.
c) Open Field Properties and click Controls.
d) Open Field Properties and dick Business Rules.

07. A user attempts to import data to Dynamics CRM, but all of the records fail to import because of a business rule that you created. You need to ensure that the user can import the records successfully. What should the user do?
a) Change the scope of the business rule to Entity. Instruct the user to import the data again.
b) Add an action to the business rule to hide the field. Instruct the user to import the data again.
c) Run the import by using the System Administrator account
d) Change the scope of the business rule to All Forms. Instruct the user to import the data again.

08. You have a Dynamics CRM organization. Currently, users can view 50 records per page. You need to ensure that the users can view 250 records per page. What should you do?
a) Instruct the users to configure their options.
b) Instruct the users to create custom views.
c) Instruct an administrator to configure the view settings, and then to share a view.
d) Instruct the administrators to configure their options.

09. On the contact entity, you are creating a business rule that has the Set visibility action. You need to identify which form elements you can control by using the Set visibility action. What should you identify?
a) the sub-grids and quick view forms only
b) the form fields, form sections, and form tabs only
c) the form fields only
d) all of the form elements

10. You need to make a business process flow for a custom entity. What should you do first?
a) Perform a Save As on an existing business process flow.
b) Place the business process flow in the default solution.
c) Add a process that has a reference to the custom entity.
d) Enable the entity for business process flows.

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Answers to MB2-712 Exam Questions:

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

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