

MB2-716 Dumps

Microsoft Dynamics 365 Customization and Configuration

<https://www.certleader.com/MB2-716-dumps.html>



NEW QUESTION 1

You added a custom field to the Account entity. The field type is single line of text. You set a 500 character limit. You need to add the field as a column on the Active Accounts view. What is the maximum width in pixels (px) that you can specify for this column?

- A. 200px
- B. 500px
- C. 300px
- D. 1,000px

Answer: C

NEW QUESTION 2

You need to provide users that have the Sales manager security role access to multiple business process flows (BPFs). Which two statements regarding role driven BPFs are true?

- A. Users can select a default BPF for all records.
- B. If a user does not have access to the current process that is applied to a record, options will be disabled.
- C. Set Order defines the order in which BPFs are viewed.
- D. You must use teams to control which groups of users have access to a BPF.

Answer: AC

NEW QUESTION 3

You install an unmanaged solution named SolutionA that has a dependency on another unmanaged solution named SolutionB. What is the outcome when you attempt to uninstall SolutionB?

- A. SolutionB and all components that are not dependencies of SolutionA are removed.
- B. The system prevents you from deleting SolutionB.
- C. SolutionB and all related components are removed.
- D. The container for SolutionB is removed, but all its components remain.

Answer: B

NEW QUESTION 4

You enable folder-level tracking functionality for all users. A user named User1 creates a folder named Dynamics 365 underneath her inbox. User1 moves emails into the Dynamics 365 folder. User1 reports that the emails are not being tracked. You need to resolve the issue. What should you do?

- A. Ensure that the Microsoft Dynamics 365 for Outlook client is installed.
- B. Configure server-side synchronization for Microsoft Exchange.
- C. Ensure that Microsoft Exchange rules are created.
- D. Instruct the user to create a folder tracking rule.

Answer: B

NEW QUESTION 5

Which actions can you perform by using a business rule?

- A. Subtract \$5.00 from a currency field.
- B. Clear a two options field.
- C. Concatenate two text fields.
- D. Add six days to a date field.

Answer: D

NEW QUESTION 6

You plan to delete a custom entity from an unmanaged solution. Which of the following statements is true?

- A. You must delete the solution that contains the entity.
- B. You can only delete the entity from managed solutions.
- C. You must delete all records related to the entity from the database.
- D. You must remove any dependencies with other objects.

Answer: D

NEW QUESTION 7

You have a Dynamics CRM organization. You need to ensure that sales users can access the organization by using the Microsoft Dynamics CRM Windows Store app. What should you do?

- A. Modify the System Settings for the organization.
- B. Assign the Delegate user role to the users.
- C. Configure a server profile.
- D. Enable the CRM for mobile security privilege for a security role.

Answer: D

NEW QUESTION 8

You plan to create a field for an entity to capture data in a consistent format.

When a user adds a record for the entity, the choices provided to the user for the field often change or become outdated.

The choices must not be available for new records.

You need to create the field while minimizing the administrative overhead to maintain the field. Which field type should you use?

- A. global option set
- B. single line of text
- C. local option set
- D. lookup

Answer: C

NEW QUESTION 9

You create a business rule for the Account entity.

The business rule must run when you import account records.

Which two conditions must be true? Each correct answer presents a complete solution.

- A. The scope was set toEntity.
- B. The scope was set toAccount.
- C. A business rule is active.
- D. A business rule snapshot was successful.

Answer: AC

Explanation: References:

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/create-business-rules-and-recommendationsto-apply-logic-in-a-form.aspx>

NEW QUESTION 10

You need to display data that is referenced by a lookup field on a form. Which option should you use?

- A. Quick Find View
- B. Associated View
- C. Quick View
- D. Public View

Answer: C

Explanation: References:

<https://www.dmcsoftware.co.uk/blog/dynamics-crm-create-and-edit-fields>

NEW QUESTION 10

You need to model a relationship between the account entity and the contact entity to track the advisory board members of accounts.

You need to use connections to model the relationship between the account and contact entities. What should you do?

- A. Create a one-to-many (1:N) relationship between the account and contact entities, and then use two connection roles to represent each side of the new 1:N relationship.
- B. Create a connection entity, and then use two connection roles to represent each entity in the relationship.
- C. Use two connection roles to represent each side of the relationship.
- D. Create a many-to-many (N:N) relationship between the account and contact entities, and then use two connection roles to represent each side of the new N:N relationship.

Answer: C

NEW QUESTION 12

Which two chart types can you combine with another chart type? Each correct answer presents a complete solution.

- A. line
- B. pie
- C. column
- D. funnel

Answer: AC

NEW QUESTION 17

Which two components can you export as part of a solution? Each correct answer presents a complete solution.

- A. business units
- B. themes
- C. web resources
- D. connection roles

Answer: BD

NEW QUESTION 22

You plan to implement a server-based integration between Microsoft Dynamics 365 and SharePoint Online. Which two statements are true? Each correct answer presents a complete solution.

- A. You only need to sign in to Microsoft Dynamics 365 to access documents stored in SharePoint.
- B. SharePoint actions including Alert Me, Download a Copy, and Copy Shortcut are supported.
- C. You do not need to implement a list component.
- D. Users can create folders in Microsoft Dynamics 365.

Answer: AC

Explanation: References:

<https://technet.microsoft.com/en-us/library/dn531154.aspx>

NEW QUESTION 25

Which statement regarding ordering of items in the mobile navigation menu is true?

- A. Menu item placement is governed by mobile offline settings.
- B. Menu item placement is based on the site map.
- C. Most recently used entities appear first.
- D. Menu items are displayed in alphabetical order.

Answer: B

Explanation: References:

<https://technet.microsoft.com/en-us/library/dn531159.aspx>

NEW QUESTION 30

You export five modified system security roles from a development environment as an unmanaged solution. You plan to import the solution into a production environment.

Which of the following statements is true regarding the import of the unmanaged solution?

- A. Copies of security roles will be created automatically in the production environment.
- B. The system security roles in production will be overwritten with the settings imported from the solution.
- C. Security roles cannot be imported.
- D. The import will fail because system security roles cannot be overwritten by importing a solution.

Answer: D

NEW QUESTION 31

Which two of the following are valid security role permissions? Each correct answer presents a complete solution.

- A. Deactivate
- B. Share
- C. Edit
- D. Append

Answer: BD

Explanation: References:

<https://technet.microsoft.com/en-us/library/dn531090.aspx>

NEW QUESTION 34

Your organization has a custom entity that contains 25 records. A specific group of users need access to the records. You need to ensure that only specified users can access the records and that you can manage access from one place. What should you do?

- A. Add the users to access team
- B. Grant the teams read and write access for each of the custom entity records.
- C. Ask the owner of the custom entity records to grant specific users read and write access to the records.
- D. Create an owner team that includes the user
- E. Assign the team a new security role which can access only the custom entity.
- F. Modify an existing security role that is common to the user
- G. Grant the role access to the custom entity.

Answer: C

NEW QUESTION 39

Which two series aggregate functions are only available on numeric field data types? Each correct answer presents part of the solution.

- A. Count: Non-empty

- B. Count: All
- C. Avg
- D. Max

Answer: CD

NEW QUESTION 40

You create a new custom entity and add it to the sitemap.

System administrators can see the custom entity. Users report that they cannot see the custom entity. You need to ensure that users can see the custom entity. What should you do?

- A. Publish the sitemap.
- B. Publish the custom entity.
- C. Wait for changes to the security roles to take effect.
- D. Grant appropriate security roles access to the custom entity.

Answer: D

Explanation: References:

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/create-a-new-entity.aspx>

NEW QUESTION 41

Which three statements regarding actions are true? Each correct answer presents a complete solution.

- A. Actions can be invoked from a custom client application that uses Microsoft Dynamics 365.
- B. Actions can be invoked from JavaScript within the application.
- C. Actions must always be associated with a specified entity.
- D. Actions require some coding to enable invocation from a workflow or dialog.
- E. You can invoke actions from a workflow or dialog without writing code.

Answer: ABE

NEW QUESTION 45

You create a Publisher and add entities to a solution.

What are two outcomes of these actions? Each correct answer presents a complete solution.

- A. The name for existing custom entities that you add to a solution use the prefix that indicates the publisher.
- B. A new section dedicated to the publisher is added to the sitemap.
- C. Option sets that you create as part of the solution use the prefix that indicates the publisher.
- D. The name for custom entities that you create as part of the solution use the prefix that indicates the publisher.

Answer: CD

Explanation: References:

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/edit-a-solution-publisher.aspx>

NEW QUESTION 48

You enable status reason transitions for the case entity.

You cannot reactivate a case due to an issue with the current status reason. You need to correct the issue.

What should you do?

- A. Using status reason transitions, ensure that all active status reason options have at least one value.
- B. Using status reason transitions, add a new active status reason to the current status reason for the case.
- C. Using status reason transitions, ensure that all inactive status reason options have at least one value.
- D. Using status reason transitions, add a new inactive status reason to the current status reason for the case.

Answer: B

Explanation: References:

<https://technet.microsoft.com/en-us/library/dn660979.aspx>

NEW QUESTION 49

To which three data types can you add a custom control? Each correct answer presents a complete solution.

- A. composite
- B. date and time
- C. multiple lines of text
- D. single line text
- E. lookup

Answer: ACD

NEW QUESTION 52

You are a Microsoft Dynamics 365 administrator for a real estate company.
The sales team wants to use mobile devices to update opportunities and gain insights about customers while they are out of the office.
You need to instruct the sales team on how to install mobile apps for Microsoft Dynamics 365.
To which two locations should you direct the sales team members? Each correct answer presents a complete solution.

- A. the Settings (Personal Options) page in Microsoft Dynamics 365
- B. the Apple iTunes App Store, Google Play App Store, or Windows Store
- C. a specific Microsoft SharePoint site
- D. a Microsoft OneDrive for Business folder

Answer: AB

NEW QUESTION 54

You configure a 1:N relationship between two entities and set the cascade rule for deletion to Referential.
What effect does deleting the parent record have on any child records?

- A. The child records remain but the link to the parent record is removed.
- B. The parent record cannot be deleted until all of the child records are first deleted.
- C. The child records are deleted and the link to the parent record shows as deleted.
- D. The child records are deleted along with the parent record.

Answer: D

NEW QUESTION 55

You need to create a business process flow (BPF) that spans multiple entities. Which of the following statements is true?

- A. You can use entities that have N:N relationships.
- B. The same entity cannot be used twice.
- C. Relationships must exist between entities.
- D. You can include a maximum of five entities.

Answer: D

Explanation: References:

<https://technet.microsoft.com/en-us/library/dn531164.aspx>

NEW QUESTION 57

You have a Dynamic 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 an administrator to configure their options.

Answer: A

NEW QUESTION 62

For which of the following scenarios can you delete an entity?

- A. The entity is custom and uses a system-defined global option set.
- B. The entity is part of a managed solution and no other items are dependent upon the entity.
- C. The entity is part of an unmanaged solution and another unmanaged entity has a lookup field to the entity on one form.
- D. The entity is system-defined and no other items are dependent upon the entity.

Answer: A

NEW QUESTION 65

You plan to use entity mapping to replicate data from a text field between two related entities. For which scenario can you replicate data?

- A. The target field is already mapped to a different source field.
- B. The length of the source field is smaller than the destination field.
- C. The two entities are in a N:N relationship.
- D. The new record is created and then related to the parent record.

Answer: B

Explanation: References:

https://technet.microsoft.com/library/dn531171.aspx#BKMK_mappingEntityFields

NEW QUESTION 68

You implement Microsoft Office 365 groups for a company.
You need to ensure that all members of a specific security role can see and use an Office 365 group. Which privilege should you assign to the security role?

- A. ISV Extensions
- B. Execute Workflow Job
- C. Act on behalf of another user
- D. Browse Availability

Answer: A

NEW QUESTION 70

You use access teams to assign security permissions. Which of the following statement is true?

- A. Permissions are defined by an access team template that is associated with each record.
- B. Permissions are defined by an access team template that spans multiple entities.
- C. Permissions are defined by the security role that is assigned to the access team.
- D. Permissions are defined by one of the access team templates for the entity.

Answer: D

Explanation: References:

<https://neilparkhurst.com/2017/05/10/mb2-716-microsoft-dynamics-365-customization-and-configurationsecurity-overview/>

NEW QUESTION 74

You add a new entity named Parts to Microsoft Dynamics 365.

You need to grant all users that have the Salesperson security role read access to the Parts entity. Which tab of the Security Role page should you use?

- A. Business Management
- B. Missing Entities
- C. Custom Entities
- D. Customization

Answer: C

NEW QUESTION 76

You are implementing a new business process flow (BPF) in Microsoft Dynamics 365.

You specify a name and the primary intent for the BPF, and define the stages and conditions. You need to configure the composition.

Which two options can you configure? Each correct answer presents a complete solution.

- A. Dialogs
- B. Workflows
- C. Steps
- D. Actions

Answer: BC

NEW QUESTION 80

You are creating a set of system views.

Which three options can you configure for the views? Each correct answer presents a complete solution.

- A. read, write, and delete permissions
- B. append, assign, and share permissions
- C. default sort order for results
- D. the widths of each column
- E. the columns to display

Answer: CDE

Explanation: References:

<https://technet.microsoft.com/en-us/library/dn509578.aspx>

NEW QUESTION 81

You are a subject matter expert for an insurance company. You have a complex business method that is used for setting and releasing claims.

You need to create a process in Microsoft Dynamics 365 to assist team members with the claims settlement process. You must limit this process to team members that have a specific security role.

What should you implement?

- A. business process flow (BPF)
- B. workflows
- C. custom actions
- D. dialogs

Answer: A

NEW QUESTION 85

You have a Dynamics CRM organization. The organization does not use CRM for marketing. You need to prevent Marketing from displaying on the Account form navigation.

What should you do?

- A. Delete all of the items in the Marketing group.
- B. Hide the Marketing group.
- C. Minimize the Marketing group.
- D. Delete the Marketing group.

Answer: A

NEW QUESTION 90

Your company rents tools and machines to customers.

You create a custom entity named Equipment to track the tools and machines.

You need to show the hierarchical relationships between various pieces of equipment. How should you configure the relationship?

- A. Ensure that you enable Connections for the entity.
- B. Set up a parental 1:N relationship between Accounts and Equipment.
- C. Create a self-referential relationship and configure hierarchy settings.
- D. Set up a N:N relationship between Accounts and Equipment.

Answer: D

NEW QUESTION 92

You add a lookup for contacts to the case form.

You need to display the most recent primary phone number for a contact on the case form while minimizing administrative effort.

What should you do?

- A. Use a workflow to copy the phone number to a new field on the case when the contact changes.
- B. Use a quick view form to display the phone number.
- C. Use a web resource to query and display the phone number.
- D. Use field mapping during record creation to copy the phone number to a new field on the case.

Answer: B

NEW QUESTION 97

The receptionist for a company needs to quickly capture basic information regarding visitors. You configure several different quick create forms for the Visitor entity.

The receptionist reports that only one of the quick create forms displays. Why are the other quick create forms not showing?

- A. You did not assign the receptionist access to the form.
- B. You did not enable the switch forms control for quick create forms.
- C. You can only show one quick create form per entity.
- D. You did not assign the correct security role for the quick create form.

Answer: C

NEW QUESTION 102

Which of the following chart types can be configured as an organization-owned chart but not as a user-owned chart?

- A. bar and line
- B. tag or doughnut
- C. line and multi-series
- D. area and funnel

Answer: D

NEW QUESTION 107

What is the total number of If-Else conditions that you can add to a business rule?

- A. 5
- B. 7
- C. 10
- D. 15

Answer: C

NEW QUESTION 111

You create a workflow and set the scope to User (default). UserA owns the workflow.

UserB is making bulk changes on records that will trigger the workflow. Which records will this workflow affect?

- A. records owned by users in the same business unit as UserB
- B. records owned by UserA
- C. records owned by UserB
- D. records owned by either UserA or UserB

Answer: C

Explanation:

References:

<http://xrmcubed.com/defining-the-proper-scope-when-configuring-workflows-in-dynamics-crm/>

NEW QUESTION 113

You are implementing a Lead to Quote business process. The process will update the Lead, Account, Contact, and Quote entities.

You need to create a business process flow (BPF) that spans the entities.

What should you do?

- A. For each stage, specify the step.
- B. Add a workflow.
- C. Use a composition.
- D. Add a stage and specify the properties for each entity.

Answer: D

Explanation: References:

<https://technet.microsoft.com/en-us/library/dn531135.aspx>

NEW QUESTION 114

You have a Microsoft Dynamics 365 environment. You plan to configure folder-level tracking. Which two statements are true? Each correct answer presents a complete solution.

- A. Folder-level tracking is available for mailboxes that implement delegate access.
- B. Each user can create a maximum of 25 folders in their inbox.
- C. Folder level-tracking works with the Microsoft Dynamics 365 email router.
- D. You cannot change the regarding object unless you remove the email from tracked folders.

Answer: AD

NEW QUESTION 117

A sales team member creates a chart.

You need to make the chart available to all members of the sales team. What should you do?

- A. Download and use the Microsoft Dynamics CRM 2016 Report Authoring Extension.
- B. Ask the team member to export the data used by the chart.
- C. Export the chart XML and import it into system charts.
- D. Ask the team member to share the chart with other sales team members.

Answer: D

NEW QUESTION 118

You are implementing Microsoft Dynamics 365 for a medical center.

You need to implement the Connection functionality of Microsoft Dynamics 365 to display family relationships between patients. What should you do?

- A. Create a new entity named Connection Role that allows staff to connect the Contact records for family members.
- B. Configure a 1:N relationship between the Contact entity and Relationship entity.
- C. Specify the Connection Roles that describe the relationship.
- D. Create a new Activity entity to describe the relationship.

Answer: C

NEW QUESTION 123

Which three statements regarding form design or behavior for the mobile or tablet application are true? Each correct answer presents a complete solution.

- A. The form selector is available.
- B. The first five tabs will display.
- C. Activities can be modified.
- D. Tabs do not have the expand and collapse capability.
- E. If business rules are changed while the mobile app is open, the app must be closed and reopened for those changes to apply.

Answer: BDE

Explanation: References:

<https://technet.microsoft.com/en-us/library/dn531159.aspx>

NEW QUESTION 127

You are designing a managed solution that will be deployed to another part of the business. Users may want to customize specific parts of the solution after the solution is installed.

Which capability represents a managed property that users can configure?

- A. the ability to change the display name of a system entity
- B. the ability to reassign a system dashboard
- C. the ability to rename a web resource
- D. the ability to add forms to a custom entity

Answer: D

Explanation: References:
<https://msdn.microsoft.com/en-us/library/gg309297.aspx>

NEW QUESTION 132

Which two field types can you configure as rollup fields? Each correct answer presents a complete solution.

- A. single line of text
- B. floating point number
- C. date and time
- D. decimal number

Answer: CD

NEW QUESTION 136

You need to create a process that prompts users with QUESTION NO:s and captures their answers. Which process type should you use?

- A. business rule
- B. dialog
- C. custom action
- D. background workflow

Answer: B

Explanation: References:
<https://msdn.microsoft.com/en-us/library/gg509010.aspx>

NEW QUESTION 137

You plan to create a country entity that contains one record for each country in the world. You need to track which countries a contact visited. No additional data will be tracked. Which type of relationship should you create?

- A. a many-to-many (N:N) relationship from the contact to the country
- B. a one-to-many (1:N) relationship from the country to the contact
- C. a many-to-many (N:N) relationship from the contact to the country that has a relationship behavior type of Parental
- D. a one-to-many (1:N) relationship from the contact to the country

Answer: D

NEW QUESTION 139

You have an environment that includes Microsoft Dynamics 365 and Exchange Online. Email messages between Microsoft Dynamics and Exchange are synchronizing correctly. You need to ensure that appointments, contacts, and tasks are synchronized. What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

- A. Configure the default synchronization method for appointments, contacts, and tasks to use server-side synchronization.
- B. Configure the default synchronization method for appointments, contacts, and tasks to use Microsoft Dynamics 365 for Outlook.
- C. Connect Microsoft Dynamics 365 to POP3/SMTP servers.
- D. Set up the email router.

Answer: AB

NEW QUESTION 144

For which three scenarios can you enable duplicate detection? Each correct answer presents a complete solution.

- A. when Microsoft Dynamics 365 for Outlook goes from offline to online
- B. when a record is created or updated
- C. during data import
- D. when a record is deleted or deactivated
- E. when Microsoft Dynamics 365 for Outlook goes from online to offline

Answer: ABC

Explanation: References:
<https://www.microsoft.com/en-us/dynamics/crm-customer-center/turn-duplicate-detection-rules-on-or-off-forthe-whole-organization.aspx>

NEW QUESTION 149

You need to create a hyperlink field to capture the URL for a contact's LinkedIn profile. Which data type should you use for the field?

- A. single line of text
- B. web
- C. URL
- D. text area

Answer: A

NEW QUESTION 153

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