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Exam : **MB2-631**

Title : CRM 4.0 Customization and Configuration

Version : DEMO

1. The General tab of the Account form contains the following fields: Alias Name and Rating. The Alias Name field has a requirement level of Business Required. The Rating field has a requirement level of No Constraint. You have been asked to move these two fields onto a new tab called Ratings.
How would you do this as efficiently as possible?
A.Change the requirement level of the Alias Name field to No Constraint.In the Form Editor, add a new tab and a new section.Edit the two fields, and change their location to this new tab and section.Change the requirement level of the Alias Name field back to Business Required.
B.In the Form Editor, add a new tab and a new section.Edit the two fields, and change their location to this new tab and section.
C.In the Form Editor, add a new tab.Edit the two fields, and change their location to this new tab.
D.In the Form Editor, add a new tab and a new section.Remove the two fields from the general tab, then add them to the new tab and section.
Answer: B
2. You have recently taken over responsibility for customizing your companys Microsoft Dynamics CRM 4.0 implementation, and have been asked to rename two entities; a system entity (lead) and a custom entity (supplier). What task do you need to perform on the lead entity, which is not needed for the supplier entity?
A.Rename the entity views to reflect the new name.
B.Change the Name and Plural Name.
C.Change the text in the messages associated with the entity.
D.Publish the changes to the entity.
Answer: C
3. You are a Microsoft CRM Consultant and have been asked to advise a company on their Business Unit structure. When the company installed Microsoft Dynamics CRM 4.0 they named the root Business Unit Adventure Work Cycle, missing the s from Works. The company has asked you how they can change this. What action do you take?
A.Edit the Business Unit name and correct the spelling, save and publish to all users.
B.Disable the Business Unit and create a new one with the correct spelling.
C.Uninstall and re-install Microsoft Dynamics CRM 4.0 using the correct spelling.
D.Create a new Business Unit with the correct spelling, assign it to the original root and then disable the original root.
Answer: C
4. You work for a company where Microsoft Dynamics CRM 4.0 has been installed and customized with the English language. In addition, you have installed the Spanish language pack on the server. You have

installed and enabled the Spanish language option in your Microsoft Dynamics CRM 4.0 Client for Office Outlook with offline access. When you open the Microsoft Dynamics CRM 4.0 Client for Office Outlook with offline access, what areas of the application are affected?

Choose the 2 that apply.

A.Standard Microsoft Office Outlook Menu Options.

B.Microsoft Office Outlook Folders specific to Microsoft Dynamics CRM.

C.Custom picklists.

D.Offline Synchronization user interface.

Answer: BD

5. Several currencies are in use in Microsoft Dynamics CRM 4.0, and the base currency is US Dollars. You update the exchange rates daily using an imported CSV file. Which of the following actions will cause the new exchange rates to be used on an Opportunity record?

Choose the 2 that apply.

A.Updating a non-financial field on an Opportunity record.

B.Changing the status of an Opportunity record.

C.Assigning an Opportunity record to a different user.

D.Updating a financial field on an Opportunity record.

Answer: BD

6. Your Microsoft Dynamics CRM 4.0 organization has been set up with a default currency of United Kingdom Pounds (GBP). In your personal preferences you have specified a default currency of Euros (EUR). One of the Accounts in CRM, Fabrikam Inc., has a currency of US Dollars (USD). From the Sales area you select New Quote and then add Fabrikam Inc. as the potential customer.

What currency will be set on the new Quote?

A.USD

B.GBP

C.EURO

D.No currency will be set by default

Answer: C

7. Which combination of Microsoft Dynamics CRM security privileges allows a user to attach a Note to an Account?

Select the best answer.

A.Read privilege on the Note. Write privilege on the Account.

B.Share privilege on the Note. Write privilege on the Account.

C.Append privilege on the Note. Append To privilege on the Account.

D.Append To privilege on the Note. Append privilege on the Account.

Answer: C

8. You are the implementation consultant at Fabrikam Inc. Fabrikam initially bought 20 user licenses for Microsoft Dynamics CRM Dynamics 4.0, which are all in use. What will happen if you attempt to add a new user to Microsoft Dynamics CRM?

A.You will not be permitted to add a new user account

B.The new user account will be created, and the Restricted Access Mode option will be automatically set on the account.

C.The new user account will be created, and it will be assigned the user license from another active user.

D.The new user account will be created, but it will be disabled.

Answer: D

9. You are an administrator for a company which has approximately 1000 CRM users. You employ four groups of contract staff, who work for different parts of your business. Each group consists of ten users who need access to the CRM system for one week each month. The users should not be allowed access the rest of the month.

How can you do this in the most efficient way?

A.Create a new child Business Unit for each group of contract staff, and add the appropriate group of ten users to each Business Unit. Enable the appropriate Business Unit when the users need access, and disable the Business Unit when you want to prevent access.

B.Create a new child Business Unit for each group of contract staff, and add the appropriate group of ten users to each Business Unit. Remove the users from their Business Unit when you want to prevent access.

C.Add all the users to CRM. Enable each user when you want to allow access, and disable each user when you want to prevent access.

D.Create a Business Unit and add all the users to it. When the users are finished delete the Business Unit. Recreate the Business Unit when the users need access again.

Answer: A

10. You have been asked to set the access level for sales users to a custom entity called Project that is user owned. The requirement is for the sales users to be able to view Projects within their business unit and only create new Projects for themselves. You copy the Salesperson role and make a change to it ready to assign to sales users. What security settings should be set on the Project entity?

A.Read privilege with access level set to Parent: Child Business Unit.Create privilege with access level set to User.

B.Read privilege with access level set to Business Unit.Create privilege with access level set to User.

C.Read privilege with access level set to User.Create privilege with access level set to Business Unit.

D.Read privilege with access level set to Organization.Create privilege with access level set to User.

Answer: B