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**Exam** : **MB2-712**

**Title** : Microsoft Dynamics CRM 2016  
Customization and  
Configuration

**Vendor** : Microsoft

**Version** : DEMO

**NO.1** 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 an administrator to configure the view settings, and then to share a view.
- B. Instruct the users to create custom views.
- C. Instruct the administrators to configure their options.
- D. Instruct the users to configure their options.

**Answer:** C

**NO.2** You have a Dynamics CRM organization.

The account entity must appear as Company to all users.

Which two fields should you change? Each correct answer presents

- A. Display Name
- B. Description
- C. Plural Name
- D. Name

**Answer:** A,C

**NO.3** You have a Dynamics CRM organization.

You have two primary Lines of business named line1 and line2 Each sales process begins with a lead and ends with a sale. Line1 and line2 each have different checklists for how to close a deal.

You need to identify a solution to address the different processes used by each line of What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Create two branches in one process.
- B. Create two business process flows.
- C. Configure the entity definitions.
- D. Configure the process triggers.

**Answer:** A,B

**NO.4** 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 only
- C. the form fields, form sections, and form tabs only
- D. all of the form elements

**Answer:** B

**NO.5** You have a user who must import a file every Monday. The file contains contacts from events the user attended during the weekend.

The events are scheduled every weekend for the next 18 months.

You need to prevent duplicate contacts from being created when the user Imports the contacts.

What should you do?

- A. Create a real-time workflow.
- B. Apply a duplicate detection rule to the Import Data Wizard.

- C. Schedule a duplicate detection job.
- D. Add a duplicate detection rule to the data map.

**Answer:** B

**NO.6** You have a Dynamics CRM organization.

You have a list of 23 public views for accounts, most of which are custom. Many of the most frequently used views appear near the bottom of the list.

Users report that the current list order is inconvenient and time consuming because they must scroll through many unused views.

You need to recommend changes to resolve the issue reported by the users.

What should you recommend doing first?

- A. Deactivate the unused system views.
- B. Set customizable to True.
- C. Change the display order of the views.
- D. Change the views to be private views.

**Answer:** C

**NO.7** You are the new administrator for an existing Dynamics CRM organization.

The prior administrator made auditing available in CRM, and then turned off auditing for the account records.

You need to implement auditing for the account records. What should you do?

- A. Modify the account entity definition.
- B. Assign the View Audit Summary privilege.
- C. Delete the previous audit log partitions.
- D. Assign the View Audit History privilege.

**Answer:** D

**NO.8** You create a business rule that has a Set business required action for a field. The action has a Status of Business Required when a condition is met.

Users report that when they change the value so that the condition is false, the field is still required.

You need to ensure that the field is required only if the condition is true.

What should you do?

- A. Use a business rule formula to set the required level of the field.
- B. Create an Else statement that has no conditions and a Set business required action. Configure the action to have a Status to Not Business Required.
- C. Create an Else statement that has no conditions and a Set Default action to reset the field to Not Business Required.
- D. Change the scope of the business rule to All Forms.

**Answer:** B