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## **Q&A**

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**Exam** : **MB2-185**

**Title** : Microsoft CRM  
Customization v.1.2

**Version** : DEMO

**1.The object model, query processor, and metadata framework are main components of which layer of Microsoft CRM architecture?**

- A.Database
- B.Platform
- C.Presentation
- D.Application

**Correct:B**

**2.Which layer in the Microsoft CRM architecture includes the Browser Client and Sales for Outlook Client components?**

- A.Platform
- B.Application
- C.Database
- D.Presentation

**Correct:D**

**3.Communication between the application layer and the platform layer is accomplished using which technology?**

- A.Remote Procedure Calls
- B.HTTP Post Method
- C.SOAP
- D.Stored Procedure Calls

**Correct:C**

**4.Which technology does the Microsoft CRM browser client use to present the user interface to Internet Explorer?**

- A.XML
- B.Generated Platform API
- C.ASP.NET
- D.Fetch Builder

**Correct:C**

**5.Which layer of Microsoft CRM performs all security checks independent of the caller?**

- A.Application
- B.Platform
- C.Database
- D.Presentation

**Correct:B**

**6.Once you have created a workflow rule, what must you do to it before you can test it in Microsoft CRM?**

- A.Using Server Manager, run the server task titled "WF100\_Publish\_Rule" in order to instantiate the workflow rule you created
- B.Activate the rule
- C.Publish the rule
- D.Assign the rule to a business unit

**Correct:B**

**7.Your business is interested in using Microsoft CRM Workflow to automate its business processes and policies. Which types of processes can a company automate with Microsoft CRM**

### **Workflow?**

- A.A process triggered by an event in an unlinked third-party application
- B.A process that specifies the steps a sales rep should go through to close a sale
- C.A process that schedules an activity for a non-Microsoft CRM user and places it on his Outlook calendar
- D.A process that assigns a sales rep to an account

**Correct: B D**

### **8.Which of the following can instantiate a workflow rule against a particular record?**

- A.A unit
- B.An event
- C.A code change
- D.A manual 'Apply Rule' action

**Correct: B D**

### **9.The Microsoft CRM Professional Edition includes which of the following Workflow tools?**

- A.Workflow Manager
- B.Workflow Process Mapper
- C.Workflow Monitor
- D.Workflow Event Scheduler

**Correct: A C**

### **10.Workflow Rules can be created for which of the following objects?**

- A.Accounts
- B.Activities
- C.Case
- D.Lead

**Correct: A C D**

### **11.Which of the following Actions can you perform on Workflow Processes when in the Process tab of the Workflow Monitor?**

- A.Abort
- B.Delete
- C.Pause
- D.Stop

**Correct: A C**

### **12.Which of the following workflow examples can be implemented using Microsoft CRM workflow (without launching a custom program)?**

- A.Create a Welcome letter when a prospect becomes a client
- B.For new opportunities, go to a web site and obtain a credit report and update a credit field in Microsoft CRM
- C.Send a series of emails at specified time intervals to the contacts associated with an opportunity that is 'on hold'
- D.Add a new Microsoft CRM user based on Active Directory

**Correct: A C**

### **13.In Microsoft CRM, sales processes are workflow rules designed specifically for which of the following objects?**

- A.Accounts

- B.Cases
- C.Leads
- D.Opportunities

**Correct:D**

**14.Workflow Manager allows you to perform which of the following actions?**

- A.Create a rule by copying an existing rule
- B.Edit an 'active' workflow rule
- C.Create rules that consist of conditions and actions defined in an "if-then-else" format
- D.Delete an 'inactive' workflow rule

**Correct:A C D**

**15.If multiple workflow rules exist for an object, then how does Microsoft CRM determine the sequence in which the rules should be applied?**

- A.All rules for the object are applied simultaneously
- B.The rules are applied based on the sequence in which they appear in Workflow Manager
- C.The rules are applied based on the create date and time of the rule, starting with the oldest rule
- D.The rules are applied based on a sequence number that you assign to each rule in Workflow Manager

**Correct:B**

**16.Which layer of the Microsoft CRM architecture recognizes the occurrence of an event that initiates a workflow rule?**

- A.Application layer
- B.Platform layer
- C.Database layer
- D.Presentation layer

**Correct:B**

**17.How can workflow rules be changed in the SQL tables by the system administrator?**

- A.From any workstation that can access the SQL Server
- B.Only from the SQL server itself
- C.From the current version of Windows Explorer
- D.Never. They can only be changed from within Workflow Manager

**Correct:D**

**18.Which of the following are valid actions that you can perform within Workflow Manager?**

- A.Create rules by copying an existing rule
- B.Associate a rule with multiple objects
- C.Enable and disable rules
- D.Create sales processes for leads and opportunities

**Correct:A C**

**19.Which of the following are actions that can be performed in a workflow rule or a sales process?**

- A.Assign Object
- B.Run Sub-Process
- C.Delete Activity
- D.Post URL

**Correct:A B D**

**20.Which of the following events can trigger a workflow rule?**

- A.Change Status

B.Assign

C.Disable

D.Create

**Correct:A B D**