

MB2-710

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MB2-710

Microsoft Dynamics CRM 2016 Online Deployment

Exam A

QUESTION 1

Which operating system supports Microsoft Dynamics CRM for phones?



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- A. Windows Phone 8
- B. Blackberry 7.1
- C. Android 4.4
- D. iOS 6.1.6

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/dn531131.aspx>

QUESTION 2

You view several records using the Microsoft Dynamics CRM for tablets app.

After you view the records, you begin to work offline.

Which functionality is available for the offline records?

- A. You can only view the records.
- B. You can view and edit the records.
- C. No access to recently viewed records is available, you can only create new, draft records.
- D. The same functionality available in the browser client is available on the tablet.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

References:

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/work-offline-in-crm-for-phones-and-tablets.aspx>

QUESTION 3

You configure Microsoft Dynamics CRM Online 2016 for use with your Android mobile phones.

You need to instruct users how to get the Microsoft Dynamics CRM for phones app.

What is the appropriate location for Android users to download the Microsoft Dynamics CRM for phones app?

- A. Google Play
- B. Microsoft Office 365
- C. Microsoft Store
- D. Your Microsoft Dynamics CRM instance.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/install-crm-for-phones-and-tablets.aspx>

QUESTION 4

You work as a Microsoft Dynamics CRM consultant for a Microsoft Partner.

You need to ensure that a section on the contact entity form is hidden when the form is displayed in the Microsoft Dynamics CRM for tablet application. The section should be visible when the form is displayed in a web browser.

Which option should you use?

- A. Create a business rule.
- B. Configure the Microsoft Dynamics CRM main form using JavaScript.
- C. Configure the Microsoft Dynamics CRM mobile form using JavaScript.
- D. Create a record creation and update rule.

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 5**

You are working with Microsoft Dynamics CRM for phones.

Which three types of form components can be configured to be hidden? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. iFrames
- B. web resources
- C. fields
- D. sections
- E. tabs

Correct Answer: CDE

Section: (none)

Explanation**Explanation/Reference:**

References:

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

QUESTION 6

You receive an email that indicates a new update for Microsoft Dynamics CRM Online is available. You are a global administrator for a tenant that contains two Microsoft Dynamics CRM Online instances.

Which statement describes the Microsoft Dynamics CRM Online update policy?

- A. Updates must be installed twice per year within the customer driven update time period and cannot be skipped.
- B. Updates are installed automatically within 30 days from the release date.
- C. Updates are installed once it is approved at the tenant level.
- D. Updates are installed once it is approved at the instance level.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-gb/library/dn308237.aspx>

QUESTION 7

Your company has a Microsoft Office 365 environment with a Microsoft Dynamics CRM 2016 Online deployment.

You have a complex development and testing environment requiring the following:

- 2 publishing instances
- 22 development instances
- 5 UAT instances
- 5 production instances
- 22 testing instances

You need to support a continuous improvement plan in constant use for your testing, development, and production environments.

What is the minimum number of tenants required to support this scenario?

- A. 1
- B. 2
- C. 5
- D. 22

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-gb/library/dn722373.aspx>

QUESTION 8

You manage a Microsoft Dynamics CRM Online 2016 environment.

You are asked to give an example of the use of security groups.

What can you do with Microsoft Office 365 security groups in a Microsoft Dynamics CRM online deployment?



- A. Control access to instances.
- B. Assign custom forms to users.
- C. Add deeper role security to organizational units.
- D. Control access to individual fields.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

https://technet.microsoft.com/en-us/library/dn467371.aspx#BKMK_man_sec_group

QUESTION 9

You need to allow Microsoft Dynamics CRM Online users to use the same password they use to logon to your on-premises Active Directory Domain Services (AD DS) domain to logon to Azure Active Directory.

Which two components must be configured to achieve this goal? Each correct answer presents part of the solution.

- A. Microsoft Azure Active Directory Connect tool
- B. Password Sync
- C. Active Directory Application Mode (ADAM)
- D. Active Directory Federation Services (AD FS)

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

References:

<https://support.office.com/en-gb/article/Understanding-Office-365-identity-and-Azure-Active-Directory-06a189e7-5ec6-4af2-94bf-a22ea225a7a9>

QUESTION 10

You need to activate a new Microsoft Dynamics CRM Online instance for a new subscriber.

What is required?

- A. a minimum of five Professional User Subscription Licenses
- B. an active Microsoft Office 365 subscription
- C. a Volume License agreement
- D. an active Microsoft Power BI Pro subscription

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

<http://www.xrm.com/reference/microsoft-dynamics-crm-online/price-and-license-guide.aspx>

<https://www.microsoft.com/en-gb/dynamics/crm-purchase-online.aspx>

QUESTION 11

Your billing administrator is a Microsoft Dynamics CRM Online user. The user has forgotten the account password. You need to reset the billing administrator's password.

Which Microsoft Online Services administrative role can reset passwords for billing administrators?

- A. password administrator
- B. user management administrator
- C. global administrator
- D. service administrator

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<http://blog.xrm.com/index.php/2012/11/quick-tip-crm-online-administrator-password-reset/>

QUESTION 12

You plan to migrate an on-premises Microsoft Dynamics CRM installation to Microsoft Dynamics CRM Online. You have access to a recent Microsoft SQL backup (.bak) file for the on-premises Microsoft Dynamics CRM database and you have moved all customizations over to Microsoft Dynamics CRM Online.

What should you do?

- A. Upload the .bak file to Microsoft Azure. Migrate data to Microsoft Dynamics CRM online by using the Data Loader service.
- B. Export data from the on-premises Microsoft Dynamics CRM database as .csv files. Import the data into Microsoft Dynamics CRM Online by using the Import Data Wizard.
- C. Export all customizations and data as an unmanaged solution. Import the solution into Microsoft Dynamics CRM Online.
- D. Import the .bak file into Microsoft Dynamics CRM Online by using the Import Data Wizard.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

References:

<https://blogs.technet.microsoft.com/tvishnun1/2015/04/13/bak-file-import-into-microsoft-dynamics-crm-online/>

<https://www.microsoft.com/en-US/dynamics/crm-customer-center/import-accounts-leads-or-other-data.aspx>

QUESTION 13

You work as a Microsoft Dynamics CRM system administrator for a company.

Your company wants to integrate Microsoft Dynamics CRM with an external financial application.

You must properly configure a Microsoft Dynamics CRM Online user account for the purpose of authentication and access between Microsoft Dynamics CRM Online and the external financial application.

Which two options could you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create a Microsoft Office 365 user. Give the user a Microsoft Dynamics CRM Online license, set the access mode to Non-Interactive, and remove the Microsoft Dynamics CRM Online license from the user.
- B. Create a Microsoft Office 365 user. Give the user the Office 365 service admin role, a Microsoft Dynamics CRM Online license, and set the access mode to Administrative.
- C. Create a Microsoft Office 365 user. Give the user a Microsoft Dynamics CRM Online license, a Microsoft Dynamics CRM Online system administrator security role, and set the access mode to Read-Write.
- D. Create a Microsoft Office 365 user. Give the user the Office 365 user management admin role, a Microsoft Dynamics CRM Online license, and set the access mode to Read-Write.
- E. Create a Microsoft Office 365 user. Give the user a Microsoft Dynamics CRM Online license, a Microsoft Dynamics CRM Online system administrator security role, set the access mode to Administrative, and remove the Microsoft Dynamics CRM Online license from the user.

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

References:

https://technet.microsoft.com/en-us/library/jj191623.aspx#BKMK_noninteractiveuser

QUESTION 14

Which two record types can a System Administrator assign a security role to? Each correct answer presents a complete solution.

- A. Access Team
- B. User
- C. Owner Team
- D. Business Unit

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

References:

<https://msdn.microsoft.com/en-us/library/gg334717.aspx>

<https://msdn.microsoft.com/en-gb/library/dn481569.aspx>

QUESTION 15

Which two features can be leveraged to reduce Microsoft Online Services user account administration efforts? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Active Directory Synchronization with Microsoft Office 365
- B. Active Directory Application Mode (ADAM)
- C. Hierarchical Security
- D. Active Directory Federation Services (AD FS)

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-GB/library/office-365-user-account-management.aspx>

QUESTION 16

What is an advantage of using the Email Router for email processing?

- A. Can synchronize appointments, contacts, and tasks directly with Microsoft Exchange.
- B. Provides error reporting in the application.
- C. Can be used with all combinations of online/on-premise hybrid environments.
- D. Managed in the web application.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

What is an advantage of using server-side synchronization for email processing?

- A. Supports Microsoft Exchange 2007 and later.
- B. Managed and configured using a separate program.
- C. Provides error reporting in the application.
- D. Can be used with all combinations of online/on-premises hybrid environments.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/dn531049.aspx>

<https://technet.microsoft.com/en-us/library/dn887218.aspx>

QUESTION 18

Your company has a Microsoft Dynamics CRM Online 2016 environment.

The company is looking to utilize folder-level tracking in Microsoft Dynamics CRM 2016.

You need to instruct users how to utilize folder-level tracking.

What instruction should you give the users?

- A. A maximum of 50 folders per user account can be tracked.
- B. Emails can only be tracked to accounts, contacts, and leads.
- C. Only folders under the inbox can be used.
- D. Works with server-side synchronization or the email router.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/dn946907.aspx>

QUESTION 19

Which two settings are specified on mailbox records? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. The synchronization method for incoming and outgoing emails.
- B. The email tracking and correlation method for incoming and outgoing emails.
- C. The server profile to use for sending and monitoring emails.
- D. The maximum file size limit for attachments.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/dn832085.aspx>

QUESTION 20

Your company has a Microsoft Dynamics CRM Online 2016 environment.

You need to implement email synchronization.

Which option is available when implementing email synchronization?

- A. Synchronization settings are configured on the user record.
- B. Incoming and outgoing synchronization methods must match.
- C. A mailbox record is automatically created for each user and queue.
- D. Forward mailboxes are automatically created when using server-side synchronization.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/dn832085.aspx>

QUESTION 21

You are a Microsoft Dynamics CRM system administrator for a company. You added a new field to the contact entity. A user reports that the field is not synchronizing with Microsoft Dynamics CRM for Outlook. You need to explain why the field is not synchronizing.

What could be the cause?

- A. The field was not enabled for synchronization.
- B. New fields cannot be added to the synchronization settings.
- C. The field was not mapped to a field in Outlook.
- D. The synchronization direction from CRM to Outlook/Exchange was not set.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

What is the minimum supported version of Microsoft Internet Explorer required for the Microsoft Dynamics CRM 2016 client for Outlook?

- A. Internet Explorer 8
- B. Internet Explorer 9
- C. Internet Explorer 10
- D. Internet Explorer 11

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/hh699818.aspx>

QUESTION 23

What is a supported combination of software for Microsoft Dynamics CRM 2016 for Outlook 64 bit?

- A. Windows 10 and Microsoft Office 2013 64 bit
- B. Windows Vista and Microsoft Office 2010 64 bit
- C. Windows 7 and Microsoft Office 2007 64 bit
- D. Windows 8.1 and Microsoft Office 2013 32 bit

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/hh699818.aspx>

QUESTION 24

You have enabled field level security on the Birthday field for the contact entity. Only system administrators can see the data on the Birthday field for existing contacts in Microsoft Dynamics CRM Online.

What will non-system administrator users see in the Birthday field for tracked contacts by the Microsoft Dynamics CRM for Outlook client?

- A. The Birthday field will be populated with dashes (-).
- B. Users will see the birthday for contacts they own.
- C. The Birthday field will be populated with asterisks (*).

D. The Birthday field will be blank.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/dn832097.aspx>

QUESTION 25

You are a Microsoft Dynamics CRM system administrator for a company.

A user reports that there are three actions she cannot perform when working offline in Microsoft Dynamics CRM for Outlook. You assure her that the app is working as expected and that the three actions are not available when working in offline mode.

Which three actions did the user report? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Qualify a lead.
- B. Run a workflow.
- C. View a Microsoft Dynamics CRM report.
- D. Assign a record.
- E. Use the Add button (+) to create a related record.

Correct Answer: BDE

Section: (none)

Explanation

Explanation/Reference:

References:

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/work-offline-with-crm-for-outlook.aspx#UnavailableFeatures>

QUESTION 26

Which three operating systems are supported by the Microsoft Dynamics CRM for Outlook client? Each correct answer presents a complete solution.

- A. Windows 7 with no service packs
- B. Windows 8 with no service packs
- C. Windows 10

- D. Windows Server 2008 R2
- E. Windows Server 2012

Correct Answer: BCE

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/hh699818.aspx>

QUESTION 27

You have a Microsoft Dynamics CRM Online 2016 environment.

Which three functionalities are available using role based security? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Deny users access to certain fields on a form.
- B. Define who can see entity level information.
- C. Sign in to Microsoft Dynamics CRM with a single sign-on.
- D. Define customized forms for the users to which the role is assigned.
- E. Control whether a user can add attachments to entities.

Correct Answer: BDE

Section: (none)

Explanation

Explanation/Reference:

References:

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

QUESTION 28

You recently created a global option set with the values North, South, and West. The global option set values should always remain the same.

You need to add an option set to an entity with the values North, South, West, and East.

What should you do?

- A. Create an option set field for the entity that uses the global option set. Set the default value for the entity option set to East.

- B. Create an option set field for the entity that uses the global option set. Add the value East to the entity option set.
- C. Create an option set field for the entity that uses the global option set and set the field type to calculated. Add an action that adds East as a value to the option set when the form loads.
- D. Create an option set for the entity. Add the values North, South, West, and East to it.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/dn531201.aspx>

QUESTION 29

A company has a Microsoft Dynamics 2013 on-premises deployment. They want to start using the Microsoft Dynamics CRM Online 2016 features.

The company needs to determine the least costly method of migrating data from on-premises to online. It is determined that the client wants to move the account and contact information only one time while preserving the relationships between the two entities. Additionally, there are several custom fields in the contact records.

You need to migrate 5,000 account records and 14,000 contacts while maintaining the relationships between accounts and contacts. What is the most expedient method for migrating the accounts and contacts records?



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- A. Use the Software Development Kit (SDK) to code the import of contact and account data from the AccountBase table directly accessed through the local Microsoft SQL Server. Use the OData Web service to form a connection with Microsoft Dynamics CRM Online. Push the gathered information into the Account Entity.
- B. From Microsoft SQL, export the contact records from the AccountBase table to a txt file. Import the Contacts file using the Data Import Wizard. Repeat the process with the Accounts file.
- C. Export the contact records and account records to Microsoft Excel, compress the Excel spreadsheet in a zip file, and use the Data Import Wizard to import the records.
- D. Export the contact records and account records to Microsoft Excel with all required fields. Save the two spreadsheets as txt files, compress them together in a zip file, and use the Data Import Wizard to import the zip file.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://www.microsoft.com/en-US/dynamics/crm-customer-center/import-accounts-leads-or-other-data.aspx>

QUESTION 30

You are a consultant on a Microsoft Dynamics CRM Online implementation project. You need to display information about a related account on the case form.

Which option should you use?

- A. a quick view form
- B. a quick create form
- C. a tab with subgrid
- D. a preview form

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/dn531145.aspx>

QUESTION 31

A company has a Microsoft Dynamics CRM Online 2016 deployment. The company plans to issue mobile phones to all sales department users.

Users must be able to use the latest Microsoft mobile client's features.

You need to deploy the latest phone client.

Which mobile phone client should you deploy?

- A. Microsoft Dynamics CRM Mobile Express
- B. Microsoft Dynamics CRM for Phones Express
- C. Microsoft Dynamics CRM for Phones
- D. Microsoft Dynamics CRM Mobile App

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/get-started-with-crm-for-phones-express.aspx>

QUESTION 32

A company has a Microsoft Dynamics CRM Online 2016 deployment. There are 842 workstations of various ages, operating systems, and browsers.

- 34 run Apple OS with the latest version of Safari
- 412 run Windows 8.1 with Mozilla Firefox version 17
- 176 run Windows 7 with Internet Explorer version 8
- 220 run Windows 10 with Microsoft Edge

The company asks you to identify which workstations meet the support requirements of Microsoft Dynamics CRM Online 2016.

Which two systems meet the support requirements? Each correct answer presents part of the solution.

- A. 176 run Windows 7 with Internet Explorer version 8.
- B. 220 run Windows 10 with Edge.
- C. 34 run Apple OS with the latest version of Safari.
- D. 412 run Windows 8.1 with Mozilla Firefox version 17 as the only browser.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/hh699710.aspx>

QUESTION 33

Your company has a Microsoft Dynamics CRM Online 2016 environment.

You need to train sales users to import lists of leads.

Which import method should you include in your training?

- A. Third party Extract, Transform and Load Tool (ETL)

- B. Programmatically using the Software Development Kit (SDK)
- C. Import Data Wizard
- D. Windows PowerShell Import Packages

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/import-accounts-leads-or-other-data.aspx>

QUESTION 34

You work as a Microsoft Dynamic CRM Online system administrator.

You plan to enable document management.

Which online service is required?

- A. Microsoft Social Engagement
- B. Microsoft SharePoint
- C. Microsoft Dynamics Marketing
- D. Microsoft Yammer

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

References:

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

QUESTION 35

You are a marketing manager for a company. The company has a subscription to a Microsoft Dynamics CRM Online organization that is fully integrated with Microsoft Dynamics Marketing and the Seller Portal solution.

You need to create and manage a marketing campaign to include tracking campaign performance and click-through rates, and use data derived from the campaign to score and qualify leads.

Which action should you take?

- A. Open Microsoft Dynamics Marketing.
- B. Open Microsoft Dynamics CRM Online.
- C. Open the Seller Portal.
- D. Open the Microsoft Dynamics Marketing Connector.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

<https://www.microsoft.com/en-us/dynamics/marketing-customer-center/manage-leads.aspx>

QUESTION 36

You are a Microsoft Dynamics CRM system administrator for a company.

The company would like to use Microsoft SharePoint Online as the document repository. All Microsoft Dynamics CRM users must have privileges to upload documents from Microsoft Dynamics CRM to SharePoint Online.

You need to integrate and configure SharePoint Online with Microsoft Dynamics CRM Online for use as the document repository. Which two actions should you take? Each correct answer presents part of the solution.

- A. Configure the SharePoint Online integration in Microsoft Dynamics CRM.
- B. Import the SharePoint Online solution into Microsoft Dynamics CRM and configure it.
- C. Install and configure the Microsoft Dynamics CRM List Component on a site collection in SharePoint Online.
- D. As a Microsoft Office 365 Administrator, go to Service Settings, Sites and ensure users have access to the SharePoint Online site.
- E. As a Microsoft Office 365 Administrator, go to Admin, Users, and ensure users have access to the SharePoint Online site.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/jj863709.aspx>

QUESTION 37

You are the Microsoft Dynamics CRM Online administrator for your company.

You need to ensure all of the online services that your company has purchased are integrated and configured to work with Microsoft Dynamics CRM Online.

Which three online services are available for integration with Microsoft Dynamics CRM? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Microsoft Exchange
- B. Activity Feeds
- C. Microsoft OneNote
- D. Auditing
- E. Microsoft Skype

Correct Answer: ACE

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/jj863707.aspx>

<https://technet.microsoft.com/en-us/library/hh699721.aspx>

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/set-up-and-use-onenote-in-crm.aspx>

QUESTION 38

You work as a consultant for a Microsoft Partner. You are helping a company deploy Microsoft Dynamics CRM Online.

The company needs an enterprise collaboration solution that integrates with Microsoft Dynamics CRM Online. The solution should allow CRM and non CRM users to have traceable discussions that are available to everyone and easily searched, share documents and information, and allow users to participate in or leave discussions. The company currently uses and would like to continue using Activity Feeds in Microsoft Dynamics CRM Online in addition to using the enterprise collaboration solution.

You need to recommend a solution that meets the company's requirements.

Which option should you recommend?

- A. Microsoft Office Delve
- B. Microsoft Social Engagement
- C. Microsoft Office 365 Groups
- D. Microsoft Skype for Business
- E. Microsoft Yammer

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-gb/library/dn896591.aspx>

<https://workingwithcrm.wordpress.com/2013/12/05/microsoft-dynamics-crm-2013-activity-feeds-vs-yammer/>

QUESTION 39

You enable Microsoft OneNote integration for the account entity in a Microsoft Dynamics CRM Online organization.

You need to identify the actions taken to enable the integration for the account entity.

Which three options apply? Each correct answer presents part of the solution.



- A. OneNote privileges were added to security roles.
- B. Server based Microsoft SharePoint integration was enabled.
- C. Document Management was enabled for the organization.
- D. Document Management was enabled for the account entity.
- E. OneNote integration was enabled.

Correct Answer: BDE
Section: (none)
Explanation

Explanation/Reference:

References:

<https://www.microsoft.com/en-us/dynamics/crm-customer-center/set-up-and-use-onenote-in-crm.aspx>

QUESTION 40

You want to set up server-side synchronization with a Microsoft Outlook.com account. Outlook.com supports POP3, IMAP, and ActiveSync protocols.

Which item and protocol combination can be used?

- A. email and contacts using the ActiveSync protocol
- B. email, appointments, contacts, and tasks using the IMAP protocol
- C. email using the POP3 protocol
- D. email, appointments, and tasks using the POP3 protocol

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/dn531109.aspx>

QUESTION 41

Which configuration supports the synchronization of appointments with Microsoft Dynamics CRM Online?

- A. SMTP/POP3 and server-side synchronization
- B. Microsoft Exchange Online and server-side synchronization
- C. SMTP/POP3 and Email Router
- D. Microsoft Exchange Online and Email Router

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/dn832099.aspx>

QUESTION 42

Your company uses server-side synchronization for email processing.

Which two types of information can be found on the server-side synchronization performance dashboard? Each correct answer presents part of the solution.

- A. mailbox process duration
- B. number of mailboxes needing attention
- C. number of forward mailboxes that need to be created
- D. average time per response to Microsoft Dynamics CRM emails

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-gb/library/dn850386.aspx>

