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Number: MB2-710
Passing Score: 800
Time Limit: 120 min
File Version: 1.0

MB2-710

Microsoft Dynamics CRM 2016 Online Deployment

Version 1.0

Exam A

QUESTION 1

How many dashboards can be configured to be displayed in Microsoft Dynamics CRM for tablets?

- A. multiple system and multiple user dashboards
- B. one system and multiple user dashboards
- C. one system and one user dashboard
- D. multiple system dashboards only

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

References:

<https://community.dynamics.com/crm/b/sonomapartners/archive/2014/10/22/dynamics-crm-2015-tablet-client-moca-enhancements>

QUESTION 2

Which operating system supports Microsoft Dynamics CRM for phones?

- 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 3

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 4

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 5

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 6

You are an administrator in the CRM Online Administration Center of Microsoft Office 365 making operational changes to an instance.

You need to ensure that regular users do not affect your work, and that your work does not affect regular users.

What should you do?

- A. remove the users from the instance

- B. create a new sandbox
- C. enable administration mode
- D. copy the instance

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

<https://technet.microsoft.com/en-us/library/dn659833.aspx>

QUESTION 7

Your company has a Microsoft Dynamics CRM 2016 Online deployment.

You reach your storage space limit and the system is telling users they cannot enter more data.

You need to resolve the storage issue.

Which two ways can you alleviate the storage issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Archive and remove old data.
- B. Purchase more storage.
- C. Change your instance to sandbox.
- D. Purchase additional production instances.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

References:

<https://blogs.msdn.microsoft.com/crm/2013/07/24/understanding-storage-and-storage-notifications-in-microsoft-dynamics-crm-online/>

QUESTION 8

You have a Microsoft Dynamics CRM 2016 deployment and you have not purchased any additional subscriptions besides your 15 user licenses.

Your organization plans to test a new Independent Software Vendor (ISV) software. You currently have 1.3 GB of production data.

You are instructed to use full copies of the data for testing purposes and to create three more sandbox instances to replicate the production environment. Each of the three instances will be used to test one ISV solution. You have 10 users from the production environment who will test all three test environments.

You need to determine which additional subscriptions you need. What is the minimum requirement for additional subscriptions?

- A. 3 sandbox instances and additional storage
- B. 30 more users and 3 sandbox instances
- C. 30 more users
- D. 30 more users and additional storage

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:

QUESTION 9

Your company has a Microsoft Dynamics CRM Online environment.

You need to plan a strategy for updates.

How many major updates are there per year?

- A. 1 every 2 years
- B. 1
- C. 2
- D. 4

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

References:

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

QUESTION 10

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 11

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 12

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 13

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 14

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 15

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 16

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 17

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 18

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 19

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 20

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 21

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 22

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 23

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 24

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 25

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 26