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**QUESTION 11** You are creating a new business rule. You need to ensure that the Actions you add to the rule are required to happen on all forms, including the Quick Create form. What should you do? A. Add a condition to the business rule that it must apply to all forms. B. Set the Scope field on the business rule to All Forms. C. Use a formula on the business rule to specify the number of forms. D. Under set field value, set the value to All Forms. Answer: B

**QUESTION 12** A user from the sales team is transitioning into the service department. The user has both Sales Representative and Customer Service Representative security roles. The user's default pane and default dashboard need to be set. What should you do? A. Change the user's Business Unit to Customer Service, and then have the user set the default pane and dashboard in the user options. B. Locate the user's desired pane and dashboard in the Default Solution components, and set it as the default. C. Recommend that the user set the default pane in the user options, open the desired dashboard, and set the dashboard as the default. D. Locate the user's desired dashboard, and enable security roles for it. Assign the Sales Representative role to the dashboard. Answer: A

**QUESTION 13** You are creating a new business process flow for a custom Event entity. You create the new process and select business process flow from the Category list but you cannot find the Event entity in the Entity list. What should you do? A. Activate the new business process flow to refresh the Entity list. B. Save the new business process flow to refresh the Entity list. C. Configure the entity to display in the Settings area, and then publish it. D. Configure the entity to enable business process flows, and then publish it. Answer: D

**QUESTION 14** You are creating a custom event entity to track trade shows. You want to associate multiple accounts with multiple events, and you want to store additional field values about the account's involvement in the event, such as number of attendees from the account. How should you configure this relationship in Microsoft Dynamics CRM? A. Create a native N:N relationship between account and event. Add the additional fields to the account entity. B. Create a manual N:N relationship between account and event. Add the additional fields to the relationship entity. C. Create a 1:N relationship between event and account. Add the additional fields to the event entity. D. Create a native N:N relationship between account and event. Add the additional fields to the event entity. Answer: B

**QUESTION 15** A user assigns an account to a specific user in Microsoft Dynamics CRM. What are two effects of the default Parental Relationships between Account and Task and between Account and Email? Each correct answer presents a complete solution. Choose two. A. All tasks and emails related to this account via the to attribute are also assigned to this user. B. All tasks and emails related to this account via the to attribute are also shared to this user. C. All tasks and emails related to this account via the regarding attribute are also shared to this user. D. All tasks and emails related to this account via the regarding attribute are also assigned to this user. Answer: AD

**QUESTION 16** You are customizing Microsoft Dynamics CRM. You modify a sub-grid on the Account form to display field changes to a view from the Contact entity. You publish the changes to the Account entity and then add all of the necessary components to a solution. You export the solution from the development environment, import it into the production environment and publish all changes. Users report that they cannot see the changes made to the sub-grid view on the Account form. Which two actions would have prevented this problem? Each correct answer presents a complete solution. Choose two. A. creating the new solution as a managed solution before exporting from the development environment. B. publishing all components before exporting the solution from the development environment. C. publishing the contact entity before exporting the new solution from the development environment. D. scheduling the import and publishing of the solution in production to prevent it from disrupting normal system operation. Answer: BC

QUESTION 17 You are creating charts for a dashboard in Microsoft Dynamics CRM. Which three types of charts can you use for multi-series charts? Each correct answer presents a complete solution. Choose three. A. column B. pie C. funnel D. line E. area  
Answer: ADE

QUESTION 18 You create a new solution for your company in Microsoft Dynamics CRM. At which three levels can you configure auditing? Each correct answer presents a complete solution. Choose three. A. user B. attribute C. business unit D. entity E. organization  
Answer: BDE

QUESTION 19 You are creating a security role in Microsoft Dynamics CRM. You want users with the role to be able to add notes to cases. Which two privileges should you add to the role? Each correct answer presents part of the solution. Choose two. A. Append privilege on cases B. Append privilege on notes C. Append To privilege on cases D. Append To privilege on notes  
Answer: BC

QUESTION 20 When the annual revenue on an account reaches more than \$5 million, you want the category on the account to change to Preferred customer. You need to create a business rule to achieve this goal. Which two actions should you perform? Each correct answer presents part of the solution. Choose two. A. Create a condition where Annual Revenue is greater than value: 5,000,000. B. Add a step to update the record with the category of Preferred Customer. C. Create a scope where Annual Revenue is greater than 5,000,000. D. Create an action to set the category to Preferred Customer.  
Answer: AD

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