



**Microsoft**

**MB2-228**

*Microsoft CRM Extending MS CRM 1.2 with .NET*

**Answer:** A, C

**QUESTION:** 140

Which of the following statements are true for Microsoft CRM object dependencies?

- A. An account can have only one account as its parent.
- B. A contact must be associated with an Account.
- C. An opportunity must be associated with an Account or Contact.
- D. A contact can be associated with multiple parent accounts.

**Answer:** A, C

**QUESTION:** 141

Bob is tasked with developing a web application to help in the organization and assignment of tasks in Microsoft CRM. One of the requirements for this application is to generate a set of task activities and assign them to specific users. Which of the following methods can Bob use to meet this requirement?

- A. CRMActivity.Handle() method moves an activity to the In Progress (WIPBin) queue of the user.
- B. CRMActivily.Route() method moves the activity to the private or public queue of the user or does auto-routing.
- C. BizUser.Queue() method can be used to assign to a specific user work in progress queue. BizUser.Queue() method can be used to assign to a specific user? work in progress queue.
- D. Assign activities to public queues configured to automatically assign tasks to users based on predetermined criteria.

**Answer:** A, B

**QUESTION:** 142

Which of the following statements are true for Pole-Based Security in Microsoft CRM?

- A. Privileges cannot be modified at the user level.
- B. The roles you create for your business unit are inherited by all of the business units below it in the hierarchy.
- C. Roles are configurable within each Microsoft CRM Sales Territory.
- D. The roles you create in MS CRM are replicated in Active Directory Schema as Security Groups.

**Answer:** A, B, D

**QUESTION:** 143

Which or the following statements about deleting objects in Microsoft CRM are true?

- A. When deleting an object, all the child objects are deleted or the delete fails and none are deleted.
- B. When deleting an account, the account won be deleted if there is an open contract for the account.
- C. When deleting an account, if the caller doesn have privileges that allow deletion of all child objects, account will be flagged for deletion and an activity requesting deletion or any child objects will be created for the owner or those objects. When the owner deletes the child objects, the account deletion operation will proceed.
- D. When deleting an account, all child objects will no longer be associated with the account.

**Answer:** A, B

**QUESTION:** 144

Is there any difference between Incidents and Cases?

- A. Yes. Incidents are customer requests for assistance, whereas Cases are customer requests for service.
- B. Yes. Cases are issues that can be tracked by case numbers, and can be assigned to CRM Users Work in progress queues, whereas incidents are limited to the Service module in the application scope and are informational only.
- C. Yes. Incidents have different Status and Status Reasons than Cases.
- D. No. The Microsoft CRM Application uses the term “Cases”. The Microsoft CRM platform uses the term “Incidents”.

**Answer:** D

**QUESTION:** 145

Below is a list of a user access rights defined by their role for specific records in Microsoft CRM: Account: Append To

Contact Append and Append To

Opportunity: Append

Note: Append and Append To

Which of the following actions is possible based on these rights?

- A. User can add a note to an opportunity.
- B. User can associate an opportunity with an account.
- C. User can associate a contact with an account.
- D. User can associate a note with an account.

**Answer:** A

**QUESTION:** 146

You are designing an application which will perform many diverse actions against the Microsoft Business Solutions CRM platform. While reviewing your custom application requirements you notice that custom business logic must be repeatedly applied when updating Accounts and Contacts. Your application will be written using C or VB.NET. Which choice represents a best practice in designing this code?

- A. Use a global procedure to act on the account or contact for code modularity. Using runtime type information the object type can be detected and acted upon accordingly.
- B. Define a base class that implements the functionality. Create a class that inherits from this class, CRMAccount, and CRMContact. Use the inherited functionality to act on the inherited account or contact using polymorphism.
- C. Use an abstract base class to define methods to encapsulate the needed business logic. Then implement the inherited classes using the base class the methods to act on the data.
- D. Use a template based solution to implement the functionality. Declare the required methods to act on the account or contact and temolated constructors for CRMAccount and CRMContact.

**Answer:** C

**QUESTION:** 147

While developing an application that interacts with the Microsoft Business Solutions CRM, you are assigned the task of creating an XML string for use in a fetch XML query. What is a best practice to obtain the value representing the object type Account in Microsoft Business Solutions CRM 1.2?

- A. Use the integer value documented in the Microsoft Business Solutions CRM SDK.
- B. Use the value provided by the `Microsoft.CRM.Proxy.ObjectType.otAccount`.
- C. Use the value provided by `Microsoft.Crm.Platform.Types.ObjectType.otAccount`
- D. Use the value provided by `Microsoft.Crm.Platform.Proxy.ObjectType.otAccount`.

**Answer:** C

**QUESTION:** 148

You are tasked with developing an application which searches against accounts and contacts stored in Microsoft Business Solutions CRM. A design goal for the application states that the queries should execute as efficiently as possible. Which of the following represent a supported best practice that you would apply to achieve this goal?

- A. You create a COM+ component to be deployed on the Microsoft Business Solutions CRM server. This component uses the COM Proxy interface to retrieve information. The information is marshaled back to the client using Net Remoting in binary format.
- B. After the first call to `BizUser.WhoAml()`, you cache the `CUserAuth` instance in a Session variable for future calls.
- C. You create stored procedures on the Microsoft Sql Server instance serving the Microsoft Business Solutions CRM installation database. You then use ADO.Net to access these stored procedures to efficiently query the database.
- D. You create a COM+ component to be deployed on the Microsoft Sql Server instance serving the Microsoft Business Solutions CRM installation database. This component uses ADO.Net to retrieve the information from custom stored procedures. The information is marshaled back to the client using .Net Remoting in binary format.

**Answer:** B

**QUESTION:** 149

You are developing an application which queries the Microsoft Business Solutions CRM Server based on input from the user. The information is returned as XML and is to be displayed to the user in HTML format as efficiently as possible. Which choice represents a best practice in presenting the returned information to the user?

- A. Use the .Net XmlDocument class to read the Xml. Select the result nodes using XPath and read through the nodes building an HTML output string for display to the user.
- B. Use an ADO.Net Dataset to read the Xml. Iterate through the dataset building an HTML output string for display to the user.
- C. Use the .Net XmlSerializer class to implement custom classes that represent data returned. Once the Xml data is deserialized, render it into HTML through a custom method in the class.
- D. Transform the XML into HTML using XSLT transformations.

**Answer:** D

**QUESTION:** 150

Which statements represent best practices for using a Post-URL step in a Microsoft Business Solutions CRM Work flow process?

- A. Use as the last step in the work flow.
- B. Use for non-critical processing.
- C. Use to open a new window to capture additional information from the user.
- D. Use as a means to write critical business data to a back-end application.

**Answer:** A, B

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