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QUESTION 31 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 Answer: C Explanation:

<https://technet.microsoft.com/en-gb/library/dn308237.aspx> QUESTION 32 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 Answer: CDE Explanation: <https://technet.microsoft.com/en-us/library/dn531159.aspx> QUESTION 33 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 Answer: B Explanation:

<https://technet.microsoft.com/en-us/library/dn531154.aspx> QUESTION 34 Which three configurations are supported by server-side synchronize Hon? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point. A. Microsoft Dynamics CRM Online and Microsoft Exchange 2003 SP2 B. Microsoft Dynamics CRM Online and Microsoft Exchange 2007 SP3 C. Microsoft Dynamics CRM Online and Microsoft Exchange 2010 SP3 D. Microsoft Dynamics CRM Online and Microsoft Exchange 2013 SP1 E. Microsoft Dynamics CRM Online and Microsoft Exchange 2016 Answer: CDE Explanation: <https://technet.microsoft.com/en-us/library/dn531050.aspx> QUESTION 35 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) Answer: AD Explanation:

<https://technet.microsoft.com/en-GB/library/office-365-user-account-management.aspx> QUESTION 36 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 Answer: C Explanation: <https://www.microsoft.com/en-us/dynamics/crm-customer-center/import-accounts-leads-or-other-data.aspx> QUESTION 37 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. Answer: B Explanation:

<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 38 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. Answer: D Explanation: <https://technet.microsoft.com/en-us/library/dn832097.aspx> QUESTION 39 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. Answer: C Explanation:

<https://technet.microsoft.com/en-us/library/dn832085.aspx> QUESTION 40 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 subscriptionC. a Volume License agreementD. an active Microsoft Power BI Pro subscription

Answer: AExplanation:<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 41You 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. Answer:

AEExplanation:https://technet.microsoft.com/en-us/library/jj191623.aspx#BKMK_noninteractiveuser QUESTION 42Which 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 Answer: BExplanation:<https://technet.microsoft.com/en-us/library/dn832099.aspx>

QUESTION 43You 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. Quality 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. Answer: BDEExplanation:

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

QUESTION 44Your 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 Answer: CExplanation:

<http://blog.xrm.com/index.php/2012/11/quick-tip-crm-online-administrator-password-reset/> QUESTION 45Your 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. Answer: ABExplanation:

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

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