

30+ DYNAMICS CRM CODER INTERVIEW QUESTIONS

1. What is MS Dynamics CRM?

It's a customer relationship management software that helps businesses manage and enhance customer relationships. Most of the features in Microsoft Dynamics CRM mainly focus on sales, marketing, and customer service segments, as well as allow for multiple customization types.

2. What is Workflow?

Workflow entails automating both simple and complex business processes on a Customer Relation Management platform. Businesses can choose to either automate their processes using an out-of-the-box solution or via the .NET code.

3. How different are Dialogs from Workflow?

Workflow is an asynchronous background process that doesn't require user input whereas Dialogs are synchronous processes that require user input and an intuitive interface.

4. Briefly explain what a Plug-in is.

A plug-in is a bespoke business logic that can be integrated into a Microsoft Dynamics CRM to modify or augment the platform's standard behavior.

5. Explain the difference between Workflow and plug-in from a security restriction perspective.

To register a plugin on a Microsoft Dynamics CRM system, the user must have membership and a system admin role in the development administrator group. On the other hand, a user can utilize a web app for workflow.

6. What is a Microsoft Dynamics CRM Email Router?

It is a software application that helps create an interface between a MS Dynamics CRM solution and an email system, allowing users to send email messages between the two systems. For these emails to be sent, the Email Router needs to be laid out on a supported system, using either a computer with established connection to the CRM or a hosted virtual machine.

7. Must we install a Microsoft Exchange Server on the Active Directory Domain?

No. There is the option to use an inhouse server or external server versions like POP3 or SMTP.



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8. What is your understanding of metadata services in MS Dynamics CRM?

MSCRM metadata services deal with data and collection of entity information. The two major types of metadata are structural metadata and descriptive metadata. The former deals with the design and specification of the data structures, with the latter dealing with individual instances of data application data.

9. Is it possible to modify the Root Business Unit name?

No. You need to reinstall MSCRM.

10. What happens when you create a 21st User in a 20 users licensed system?

You can create the 21st User in MSCRM although they will be in a disabled mode.

11. What is Discovery Services?

Discovery services help identify the organization's users and establish the endpoint address URL for purposes of accessing organizational information.

12. How do you create Custom Entity records using Software Development Kit?

Using Dynamic Entity.

13. How do you merge two tables together using Query Expression?

You can merge two tables using Linked Entity.

14. How high can you go when creating tabs on a MS Dynamics CRM 4.0 form?

Eight.

15. How do you enable/disable the form assistant?

Click on Customization >> Entity >> Forms and Views >> Form >> Form Properties >> Display Tab >> Tick or Untick "Enable the Form Assistant".



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16. Name the different data types in CRMA single line of text

- Multiple lines of text
- Date and Time
- Whole Number
- Floating Point Number
- Decimal Number
- Option se
- tLookup
- Currency
- Two Options
- Image

17. Name the commonly used tools for developing CRM

- CRM Developer toolkit, XrmToolkit, Plugin Registration and Ribbon Workbench

18. What Is Managed Solution?

Managed solutions are out-of-the-box packages that are ready for immediate installation and deployment. They come with predefined settings, and it's impossible to make any further customizations.

19. What Is an Unmanaged Solution?

An unmanaged solution is a collection of unmanaged customizations. Different unmanaged customized solution components can be affiliated with many other unmanaged solutions. It is impossible to roll back customizations in an unmanaged solution once it has been imported into a CRM.

20. Can we export default solution as “Managed Solution”?

No. It is not possible to export a Default solution as Managed Solution.

21. Is it possible to update Managed Solutions' components?

No. It's impossible to update the components of a managed solution.



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22. If you have ever worked with a Managed Solution, how did you establish its default owner?

All managed solutions come with a Publisher, which helps display the person who originally developed it.

23. Explain the main difference between Remove & Delete buttons on a solution

The Remove button helps temporarily untie the different components from the solution whereas the Delete button completely removes the components from a CRM system.

24. What are the steps in creating a solution?

Navigate to Settings >> Solutions >> Click on New >> Fill the prerequisite fields >> Create a Publisher record.

25. Outline the steps in exporting the solution as a managed solution.

Navigate to Settings >> Solutions >> Select the solution you want to export>>Click on Export >> Select Managed solution, >> Package Type>> Follow the remaining >> Save.

26. What security role allows users to see secured files?

Users can access secured fields in a CRM system via the System Administrator security profile filed. Every user in Microsoft Dynamics comes with a default System Administrator role.

27. How do you modify Number, Currency, and Time Formats?

Navigate to Settings >> Choose the options tab >>Click on customize>> change the Currency, Numbers, Date, and Time format.

28. What is Advanced Search?

It is an advanced feature that is available in Microsoft Dynamics CRM in the form of a search icon.

29. What is your CRM experience?

The developer should give a summary of their CRM experience and their CRM career journey. They should also be able to mention their most relevant roles and experience.



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30. Tell me about your last CRM project?

Here, the developer should be able to mention the size, complexity, customization, and the integration level of their project. They should also mention the difficulties they experienced, how they overcame them, and lessons learned.

31. Briefly explain why code readability is important. And if there are complaints regarding slow CRM form loading speeds, how would resolve the problem?

The developer should be able to suggest practical CRM Form Performance issues. And if they suggest solutions such as collapsing all the tabs except the main ones on every form, you should put them on the “must hire” list.

32. What is the first thing you would do if a CRM system suddenly stopped working?

You should troubleshoot different things such as the SQL Server services, disk space, Active Directory, APP Pool service password.

33. Is it possible to dynamically hide tab In MS Dynamic CRM form using Javascript?

Yes. It's possible to hide particular Tab sections. How do you test your code? The potential candidate should explain their experience in code testing and their methodology of testing code.

Check even more helpful information about Dynamics CRM developer interview right [here!](#)

