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**Vendor:**Microsoft

**Exam Code:**MB2-714

**Exam Name:**Microsoft Dynamics CRM 2016  
Customer Service

**Version:**Demo

### QUESTION 1

You create a new case that is associated to a service level agreement (SLA). You need to identify what occurs when the case is placed on hold. What should you identify?

- A. An automatic notification is sent to the manager of the user who placed the case on hold.
- B. An automatic notification is sent to the customer who initiated the case.
- C. The time calculations for the Key Performance Indicators (KPIs) are paused.
- D. Users are prevented from editing the case record until the On Hold status changes.

Correct Answer: C

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### QUESTION 2

You create a new entitlement that has the following configurations: Name: Ent1 Start date: In two weeks End date: In two years Allocation type: Number of cases Total Terms: 0 Status: Activated You need to identify the status of Ent1. What should you identify?.

- A. Draft
- B. Canceled
- C. Active
- D. Expired
- E. Waiting

Correct Answer: D

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### QUESTION 3

You have a goal for a customer service representative that includes all of the representative s cases from the current fiscal year. For the upcoming quarter, you need to modify the goal to include only cases associated to a specific subject. Which three actions should you perform? Each correct answer presents part of the solution.

- A. Create a rollup query that filters the case list based on the subject and CreatedOn fields of the case.
- B. Create a rollup query that filters the case list based on the subject field of the case.
- C. Associate the rollup query to the goal record.
- D. Change the time period of the goal record.
- E. Update the rollup field on the goal record.

Correct Answer: CDE

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#### QUESTION 4

You need to locate recently created records that reference Feature A . What should you do?

- A. Use Advanced Find and specify \* FeatureA \*
- B. Use Global Search and specify "FeatureA\*.
- C. Use Global Search and specify FeatureA.
- D. Use Advanced Find and specify FeatureA.

Correct Answer: D

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#### QUESTION 5

You work for a hosting company.

One of the data centers experiences an outage.

Several contacts from two different customers report the outage.

You create a parent case for each customer and a child case for each child cases.

You need to consolidate all of the cases.

What should you do?

- A. Merge all of the parent cases into one case, and then delete the child cases.
- B. For each customer, merge all of the child cases for each parent case, and then merge all of the parent cases.
- C. Export the cases, update the cases, and then reimport the cases.
- D. 1 Merge all of the child cases into one case, and then delete the parent cases.

Correct Answer: D

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#### QUESTION 6

You manage a team of five customer service agents.

You need to view all of the cases that were opened during the last seven days and to view all of the open activities.

What should you do?

- A. Create a saved view.
- B. Perform an Advanced Find.
- C. View the Service Activity Volume report.
- D. Create a personal dashboard.

Correct Answer: A

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#### **QUESTION 7**

You have two sites.

You need to ensure that all of the resources for a scheduling activity are from the same site.

What should you use?

- A. a selection rule
- B. a resource group
- C. a service level agreement (SLA)
- D. a field security profile

Correct Answer: C

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#### **QUESTION 8**

You implement Unified Service Desk in your Dynamics CRM organization.

You need to add a button to a Unified Service Desk toolbar that will load a CRM page to a hosted control when the button is clicked.

What are two Unified Service Desk components that you can use to achieve the goal? Each correct answer presents a complete solution.

- A. forms
- B. action calls
- C. scriptlets
- D. Window navigation rules

Correct Answer: AB

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#### **QUESTION 9**

You need to create a new case in Dynamics CRM.

Which two fields are required to create the new case manually? Each correct answer presents part of the solution.

- A. Subject
- B. Product
- C. Case Title
- D. Origin
- E. Customer

Correct Answer: BE

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#### **QUESTION 10**

You plan to create a service activity.

You need to identify which types of participant can have defined work hours.

Which two participant types should you identify?

Each correct answer presents a complete solution.

- A. resource group
- B. site
- C. user
- D. equipment

Correct Answer: BC

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#### **QUESTION 11**

You are viewing the Service Activity Volume report from Report Viewer in Dynamics CRM.

You need to identify which action can be performed from Report Viewer.

Which action should you identify?

- A. Add an activity.
- B. Synchronize to Microsoft Outlook.
- C. Resolve a case.
- D. Export to Microsoft Excel.

Correct Answer: C

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**QUESTION 12**

You have three service level agreements (SLAs) configured as shown in the following table.

<b>SLA name</b>	<b>Service level</b>	<b>Associated entitlements</b>
SLA1	Gold	Ent1
SLA2	Silver	Ent2
SLA3	Bronze	Ent3

SLA1 is the default SLA.

You have a customer named Contoso, Ltd.

You need to ensure that SLA3 always applies to cases that are opened by Contoso. What should you do?

- A. To SLA3, add an SLA item that has a Create Record action.
- B. Create a routing rule.
- C. Configure the default entitlement for Contoso.
- D. To SLA3, add an SLA item that has an Assign Record action.

Correct Answer: C

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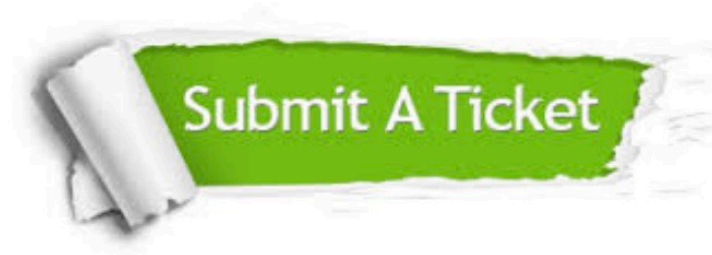
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