



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

A user named User1 creates a new case for a customer. The case is assigned to a queue named Help Desk.

A user named User2 claims the case from the queue and resolves the case.

The customer reports that the issue still exists. A user named User3 reopens the case.

You need to identify the current owner of the case.

Who should you identify?

- A. the Help Desk team
- B. User1
- C. User2
- D. User3

Correct Answer: B

QUESTION 2

You plan to create a service activity.

You need to identify which resources can be added to the service activity.

What are two possible resources that you can add to the service activity? Each correct answer presents a complete solution,

- A. a user
- B. a territory
- C. a business unit
- D. a facility

Correct Answer: A

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

QUESTION 4

You have a Dynamics CRM organization.

You need to recommend which technology can be used to integrate CRM to a telephony system and to provide call scripts from within CRM cases.

Which technology should you recommend?

- A. Microsoft Parature
- B. the Engagement Hub
- C. the interactive service hub
- D. the Integrated Desktop Agent

Correct Answer: D

QUESTION 5

You plan to use the automatic record creation and update rules to create new records automata* based on different types of

You need to identify which record types can be used as the source type for the automatic record creation and update rules. Which three record types should you identify? Each correct answer presents a complete solution.

- A. custom activity
- B. social activity
- C. case
- D. lead
- E. phone call

Correct Answer: BCD



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