



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

You have an entitlement that has an allocation type of Hours.

You need to identify what will cause the remaining terms of the entitlement to be decremented.

What should you identify?

- A. A case that is associated to the entitlement is deleted.
- B. A case that is associated to the entitlement is canceled.
- C. A case that is associated to the entitlement is resolved.
- D. A case is associated to the entitlement.

Correct Answer: A

QUESTION 2

Your company has a Dynamics CRM organization that uses a FieldOne solution. A customer calls your company's Help Desk to report a failed device.

You schedule a technician to resolve the issue.

You need to identify which notification methods can be used to notify the technician.

What are two possible notification methods? Each correct answer presents a complete solution.

- A. an automated phone call
- B. an email message
- C. Windows 10 toast
- D. a text message
- E. a web browser pop-up

Correct Answer: AB

QUESTION 3

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

QUESTION 4

Your Dynamics CRM organization has the service level agreements (SLAs) configured as shown in the following table.

SLA name	First response in	Resolve in	Default SLA
SLA1	1 hour	2 hours	No
SLA2	2 hours	4 hours	No
SLA3	4 hours	8 hours	Yes

A new case is opened for a customer named Customer1. SLA3 is applied to the case.

After 20 minutes, you discover that Customer1 has an entitlement named Entitlement1, which is associated to SLA1

You add Entitlement1 to the case.

After another 30 minutes, you discover that since the case involves a product named ProductA, the case must be associated to an entitlement named Entitlement2, which is associated to SLA2.

You change the entitlement to Entitlement2.

You need to identify how much time remains to resolve the ca

What should you identify?

- A. three hours and 10 minutes
- B. 10 minutes
- C. one hour and 10 minutes
- D. seven hours and 10 minutes

Correct Answer: A

QUESTION 5

You are a customer service representative.



You use the interactive service hub and a multi-stream interactive dashboard.

At the beginning of your shift, you need to view the high-priority open cases and to move them to one queue. What should you do first?

- A. Perform an Advanced Find.
- B. Perform a Global Search.
- C. Apply a hierarchal view.
- D. Apply a global filter.

Correct Answer: D

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