



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

You have an on-premises deployment of Dynamics CRM, You plan to gather customer feedback by using several surveys. You need to identify the prerequisite for the planned surveys. What should you identify?

- A. Microsoft Exchange Online
- B. a Microsoft Office 365 subscription
- C. Microsoft OneDrive for Business
- D. a Microsoft Azure subscription

Correct Answer: A

QUESTION 2

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

QUESTION 3

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

QUESTION 4

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 5

You work for a call center that uses Dynamics CRM for case management. You need to recommend a solution that meets the following requirements:

Provides customer service representatives with a pop-up window initiated by the phone system

Provides a mechanism to view data*from several different line-of-business applications based on contextual information in CRM

Which technology should you include in the recommendation?

- A. the interactive service hub
- B. FieldOne
- C. Microsoft Parature
- D. Unified Service Desk

Correct Answer: B



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