



# MB2-714<sup>Q&As</sup>

Microsoft Dynamics CRM 2016 Customer Service

**Pass Microsoft MB2-714 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/mb2-714.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





### QUESTION 1

You have a new deployment of Dynamics CRM.

The closure preferences are not configured.

You create a case named Case1, and then you add a child case named

You need to identify what will occur when you attempt to close Case1.

What should you identify?

- A. Case1 will fail to close.
- B. The cases automatically merge, and then Case1 will close.
- C. Case1 and Case2 will close.
- D. Case1 will close and Case2 will remain open.

Correct Answer: A

---

### QUESTION 2

You are viewing the Case Mix (By Priority) chart from the My Active Cases view.

You need to identify what will occur when you click a section of the chart.

What are two possible events that can occur? Each correct answer presents a complete solution.

- A. The chart will save a copy of the new criteria as Case Mix (2).
- B. The grid will show only the active cases that are contained in the section.
- C. A control will appear that provides you with the ability to drill down.
- D. 1 A control will appear that provides you with the ability to apply a visual filter.

Correct Answer: AB

---

### QUESTION 3

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

---

#### QUESTION 4

You are creating a new case.

You need to associate the case to a specific customer.

What are two possible types of records that you can use to achieve the goal? Each correct answer presents a complete solution

- A. custom entity
- B. lead
- C. contact
- D. account

Correct Answer: AB

---

#### QUESTION 5

Your company has a Dynamics CRM organization that uses FieldOne.

A customer calls your company's Help Desk to report a failed device. The Help Desk technician creates a case in CRM.

You need to deploy a technician to resolve the issue.

What should you do first?

- A. Launch the Schedule Assistant.
- B. Notify the technician to verify his job queue.
- C. Resolve the case.
- D. Convert the case to a work order.



Correct Answer: D

[MB2-714 VCE Dumps](#)

[MB2-714 Study Guide](#)

[MB2-714 Exam Questions](#)



To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

## Try our product !

100% Guaranteed Success  
100% Money Back Guarantee  
365 Days Free Update  
Instant Download After Purchase  
24x7 Customer Support  
Average 99.9% Success Rate  
More than 800,000 Satisfied Customers Worldwide  
Multi-Platform capabilities - [Windows](#), [Mac](#), [Android](#), [iPhone](#), [iPod](#), [iPad](#), [Kindle](#)

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications. You can view Vendor list of All Certification Exams offered:

<https://www.passapply.com/allproducts>

## Need Help

Please provide as much detail as possible so we can best assist you.  
To update a previously submitted ticket:



 <p><b>One Year Free Update</b> Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p><b>Money Back Guarantee</b> To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p><b>Security &amp; Privacy</b> We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information &amp; peace of mind.</p>
---	---	--

Any charges made through this site will appear as Global Simulators Limited.  
All trademarks are the property of their respective owners.  
Copyright © passapply, All Rights Reserved.