



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

You plan to create an entitlement template.

You need to identify which types of records can be associated to the template.

What are two possible record types that you can associate to the template? Each correct answer presents a complete solution.

- A. contacts
- B. service level agreement (SLA)
- C. account
- D. products

Correct Answer: C

QUESTION 2

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

QUESTION 3

While viewing open cases on an interactive dashboard in the integrated service hub, your manager informs you that there is a recall on a new product.

The cases associated to the new product must not affect the customer support agreement and must be moved to a queue named Recall Queue for processing.

You discover that a case regarding the recalled product is assigned to you.



You need to manage the case based on guidelines provided by the manager.

What are two possible actions that achieve the goal? Each correct answer presents a complete solution.

- A. Merge
- B. Assign
- C. Apply Routing Rule
- D. Do not decrement entitlement terms
- E. Add to Queue

Correct Answer: BD

QUESTION 4

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

SLA name	Service level	Associated entitlements
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

QUESTION 5

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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