MB2-704 Q&As

Microsoft Dynamics CRM Application

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QUESTION 1

Your company\\'s support team is handling all inbound requests for support for a new product.

You want to configure Microsoft Dynamics CRM so that phone calls and email messages regarding the new product are held until a team member with expertise on the new product is available. The phone calls and email messages need to

be assigned in the order in which they were received.

Which feature should you use?

A. Resolution activities

B. Service level agreements

C. Queues

D. Scheduling modules

Correct Answer: C

QUESTION 2

You use the service scheduling feature of Microsoft Dynamics CRM to manage inspection services.

You need to configure Microsoft Dynamics CRM with the following information:

A junior inspector can supervise one inspection at a time. A senior inspector can supervise two inspections at a time.

Which two actions should you perform? Each correct answer presents part of the solution. Choose two.

A. Create a connection on the resources for the inspectors.

B. Add a selection rule to the inspection service.

C. Configure the capacity on the resources for the inspectors.

D. Create a connection on the resource group that includes the inspectors.

Correct Answer: BC

QUESTION 3

An employee who you manage requests one week of paid vacation.

You need to ensure that no work is assigned to this employee during that week.

What should you create?

A. A service schedule

B. A service restriction

C. A time off record

D. A new weekly schedule

Correct Answer: C

QUESTION 4

You create an Advanced Find view that consists of columns from the account entity. Which action is possible when customizing the view?

A. Adding columns from related of records

B. Creating three levels of sort criteria

C. Setting the option to filter columns to ensure it displays by default when opening the view

D. Merging two columns into one

Correct Answer: A

QUESTION 5

You create five new resources for various workers, each with a capacity of one. You create three new trucks in the facilities/equipment form, each with a capacity of two.

Next, you create a new service and add a selection rule to include one from any site. You add a resource to the selection rule for one worker and a second resource for one truck. You then create one new service activity and use the schedule

function to find available time slots.

You need to identify which resources are available for scheduling.

What should you identify?

A. One resource is available for the worker, and two resources are available for the truck.

B. Five resources are available for the worker, or three resources are available for the truck.

C. One resource is available for the worker, and one resource is available for the truck.

D. Five resources are available for the worker, or one resource is available for the truck.

Correct Answer: B

QUESTION 6

You are responsible for creating and managing Microsoft Dynamics CRM Knowledge Base templates and articles.

A user wants an image to be added to a Knowledge Base article.

What should you do?

A. Create a web resource, and add it to the Knowledge Base template.

B. Insert the image into the Knowledge Base template.

C. Copy and paste the image into the Knowledge Base article.

D. Drag and drop the image onto the Knowledge Base article.

Correct Answer: A

QUESTION 7

You are viewing the opportunity by status chart and want to see the records that have a status of open. What should you use on the chart pane?

A. Refresh chart

B. Drill down

C. Advanced Find

D. Export Chart

Correct Answer: B

QUESTION 8

You need to reactivate a case you cancelled two days ago in order to update the description. In which two Microsoft Dynamics CRM system views will you find the case? Each correct answer presents a complete solution. Choose two.

A. Recent Cases

B. Active Cases

C. Cases Opened in the Last 7 days

D. Resolved Cases

Correct Answer: AC

QUESTION 9

You create a case and link it to a standard service level agreement (SLA) with the timer configured on the case form.

You need to review the case status and report the information to your manager.

Which piece of information about the time of the case is available?

A. Total time the case is on hold

B. Failure time

C. Warning time

D. Total time the case is in processing

Correct Answer: B

QUESTION 10

Each member of your sales team must earn an individual sales revenue quota for the year in order to receive a bonus. You create the goal metric and identify the Metric Type as Amount and the Amount Data Type as Money.

You need to complete the configuration of the goal metric.

What should you do?

A. Add rollup fields.

B. Create goals.

C. Create fiscal years.

D. Create rollup queries.

Correct Answer: A

QUESTION 11

You create a case for a customer who requests assistance.

You need to find a Frequently Asked Questions document in Microsoft Dynamics CRM and email it to the customer.

In which location should you look for the document?

A. Knowledge Base

B. Microsoft SharePoint

C. Sales literature

D. Marketing list

Correct Answer: A

QUESTION 12

You work at the support desk for a software company.

When the newest version of a popular app is released, you receive an influx of support requests regarding an issue. The research and development team identify the issue as a bug and prepare to fix it. You need to identify existing cases in

which this bug was reported and relate them to one another so that they can be closed simultaneously when the bug fix has been released.

What should you do?

A. From the parent case, select create child case for each of the cases that reported the bug.

B. From the active cases view, select all of the cases that are reporting the bug, and then select merge cases.

C. From the child case, select similar cases to find the cases that reported the bug.

D. From the active cases view, select all of the cases that are reporting the bug, and then select associate child cases.

Correct Answer: B

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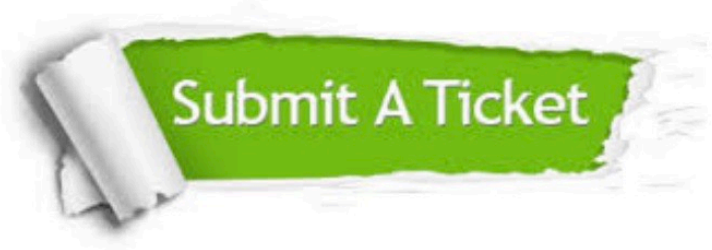

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