



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

You configure a service schedule.

You need to identify which processes can be automated as part of the service schedule.

Which two processes should you identify? Each correct answer presents a complete solution.

- A. showing all of the resources that are qualified, regardless of their availability
- B. rotating vacation schedules for the resources
- C. scheduling resources around planned meal breaks
- D. showing all of the resources that are available and qualified

Correct Answer: AB

QUESTION 2

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 3

You have a new Dynamics CRM organization.

You need to define a parent goal and a child goal for cases.

Which two items should be the same for the parent goal and the child goal? Each correct answer presents part of the solution.

- A. the rollup query
- B. the subject
- C. the time period
- D. the goal metric

Correct Answer: AD

QUESTION 4

You need to identify what will occur when you attempt to create a service appointment that contains a resource outside of the assigned work hours of the resource. What should you identify?

- A. A message that the appointments outside of work hours will appear, and the resource will be removed automatically from the appointment when you save the appointment.
- B. The appointment will be saved successfully and the manager of the resource will receive a notification by email.
- C. A message that the appointment is outside of work hours will appear, and you will be prompted to edit the work hours of the resource.
- D. A message that the appointment is outside of work hours will appear, and you will be able to save the appointment.

Correct Answer: D

QUESTION 5

CORRECT TEXT - (Topic 1)

You have a Dynamics CRM organization that contains the following charts:

A tag chart named Chart1 that displays keywords from case titles



A funnel chart named Chart2 that displays case resolution times

A line chart named Chart3 that displays priorities

A doughnut chart named Chart4 that displays the number of cases by priority

You need to identify which charts can be added to a personal dashboard.

What are two possible charts that you can add? Each correct answer presents a complete solution.

- A. Chart1
- B. Chart2
- C. Chart3
- D. Chart4

Correct Answer: D

QUESTION 6

You use the interactive service hub for knowledge articles.

You need to identify which information can be gathered from the Analytics tab of a knowledge article.

What should you identify?

- A. the cases that use the article and the number of views per case
- B. the customer service representatives who viewed the article and the number of views per case
- C. a helpfulness rating for the article and the cases that use the article
- D. a helpfulness rating for the article and the customer service representatives who viewed the article.

Correct Answer: C

QUESTION 7

You need to locate recently created records that reference Feature A . What should you do?

- A. Use Advanced Find and specify * FeatureA *
- B. Use Global Search and specify "FeatureA* .
- C. Use Global Search and specify FeatureA.
- D. Use Advanced Find and specify FeatureA.

Correct Answer: D



QUESTION 8

You have the entitlements configured as shown in the following table.

Entitlement name	Status	Remaining terms
Ent1	Waiting	10
Ent2	Draft	20
Ent3	Active	0
Ent4	Expired	0

You need to identify which entitlement can be set as the default entitlement for a customer. What should you identify?

- A. Ent1
- B. Ent2
- C. Ent3
- D. Ent4

Correct Answer: A

QUESTION 9

Your company has a Dynamics CRM organization.

The company offers the following four support agreement levels from which customers can choose:

- None
- Silver
- Gold
- Platinum

When a customer requires service, the customer sends an email message to a generic queue named Support. You need to configure the organization to meet the following requirements:

A case must be created automatically for every message sent to the Support queue by an existing customer.

If the customer has a support agreement, the case must be sent to the queue that corresponds the customer's support agreement level. All other cases must remain in the Support queue.

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



- A.
Create one routing rule set that has one rule item defined for each support agreement level.
- B.
Create one routing rule set for each support agreement level.
- C.
Create an automatic record creation and update rule that has the source type set to Email and the Queue field set to Support.
- D.
Create four automatic record creation and update rules. Configure each rule to have a Source type of Email, and the Queue set to either None, Silver, Gold, or Platinum.
- E.
Create an automatic record creation and update rule that has the source type set to Email and the Queue field left blank.

Correct Answer: C

QUESTION 10

You are responsible for all of the cases created for a customer named Fourth Coffee. The cases are entered by using the customer portal.

You need to ensure that any cases created for Fourth Coffee are assigned to you.

What should you do?

- A. Create a service level agreement (SLA) item.
- B. Create a routing rule.
- C. Update the entitlement.
- D. Change the owner of the account.

Correct Answer: C

QUESTION 11

You have a goal for a customer service representative that includes all of the representative's cases from the current fiscal year. For the upcoming quarter, you need to modify the goal to include only cases associated to a specific subject. Which three actions should you perform? Each correct answer presents part of the solution.

- A. Create a rollup query that filters the case list based on the subject and CreatedOn fields of the case.



- B. Create a rollup query that filters the case list based on the subject field of the case.
- C. Associate the rollup query to the goal record.
- D. Change the time period of the goal record.
- E. Update the rollup field on the goal record.

Correct Answer: CDE

QUESTION 12

Your company has a Dynamics CRM organization.

The company employs 20 technicians who respond to service calls at more than 1,000 customer locations.

You need to recommend changes to the organization to meet the following requirements:

Improve the accuracy of the estimated technician arrival time at the customer locations.

Collect real-time analytics about visits to the customer locations.

What should you include in the recommendation?

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

Correct Answer: D

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