



# Microsoft

## Exam MB2-714

### Microsoft Dynamics CRM 2016 Customer Service

Version: 8.0

[ Total Questions: 91 ]

### Topic break down

Topic	No. of Questions
Topic 1: Exam Set 1	50
Topic 2: Exam Set 2	41

## Topic 1, Exam Set 1

### Question No : 1 - (Topic 1)

You are working on a case that pertains to a common issue encountered by customers. You discover a new solution to resolve the issue. You need to ensure that all users can find the new solution. What should you do?

- A. Create a knowledge article.
- B. Create a solution file.
- C. Assign the case to a team that includes all of the users
- D. Share the case with all of the users.

Answer: A

### Question No : 2 - (Topic 1)

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.

Answer: D

### Question No : 3 - (Topic 1)

You need to identify which actions are available in an enhanced service level agreement (SLA).

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

- A. assigning records
- B. sending email
- C. prompt and response
- D. on-demand workflow

**Answer: C,D**

**Question No : 4 - (Topic 1)**

Your company deploys Dynamics CRM.

All of the employees who perform service calls for customers use CRM. You plan to deploy FieldOne.

You need to identify a benefit of deploying FieldOne. What should you identify?

- A. reduces the number of service calls
- B. reduces the use of social technology
- C. reduces the use of web portals and mobile apps
- D. reduces the fuel costs of the service calls

**Answer: D**

**Question No : 5 - (Topic 1)**

You complete work on a case. The case has several activities, some of which are open and some of which are complete. You need to identify what will occur when you attempt to resolve the case. What should you identify?

- A. You will be able to resolve the case. All open activities will remain open.
- B. You will be able to resolve the case. All open activities will be completed.
- C. You will be prevented from resolving the case.
- D. You will be able to resolve the case. All open activities will be canceled.

**Answer: A**

**Question No : 6 - (Topic 1)**

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

**Answer: A**

### **Question No : 7 - (Topic 1)**

You implement Unified Service Desk in your Dynamics CRM organization.

You need to add a button to a Unified Service Desk toolbar that will load a CRM page to a hosted control when the button is clicked.

What are two Unified Service Desk components that you can use to achieve the goal? Each correct answer presents a complete solution.

- A. forms
- B. action calls
- C. scriptlets
- D. Window navigation rules

**Answer: A,B**

### **Question No : 8 - (Topic 1)**

Your team uses the Dynamics CRM knowledge base You do not use the interactive service hub.

You need to search for an article in the knowledge base.

From which two types of records can you search for the article? Each correct answer presents a complete solution.

- A. Phone call
- B. Email
- C. Case
- D. Queue Item

**Answer: B**

**Question No : 9 - (Topic 1)**

You are a customer service representative.

You use the interactive service hub and a multi-stream interactive dashboard.

At the beginning of your shift, you need to view the high-priority open cases and to move them to one queue. What should you do first?

- A. Perform an Advanced Find.
- B. Perform a Global Search.
- C. Apply a hierarchal view.
- D. Apply a global filter.

**Answer: D**

**Question No : 10 - (Topic 1)**

You create a new case that is associated to a service level agreement (SLA). You need to identify what occurs when the case is placed on hold. What should you identify?

- A. An automatic notification is sent to the manager of the user who placed the case on hold.
- B. An automatic notification is sent to the customer who initiated the case.
- C. The time calculations for the Key Performance Indicators (KPIs) are paused.
- D. Users are prevented from editing the case record until the On Hold status changes.

**Answer: C**

**Question No : 11 - (Topic 1)**

You plan to use the automatic record creation and update rules to create new records automata\* based on different types of

You need to identify which record types can be used as the source type for the automatic record creation and update rules. Which three record types should you identify? Each correct answer presents a complete solution.

- A. custom activity
- B. social activity
- C. case
- D. lead
- E. phone call

**Answer: B,C,D**

### **Question No : 12 - (Topic 1)**

You have an entitlement that has an allocation type of Hours.

You need to identify what will cause the remaining terms of the entitlement to be decremented.

What should you identify?

- A. A case that is associated to the entitlement is deleted.
- B. A case that is associated to the entitlement is canceled.
- C. A case that is associated to the entitlement is resolved.
- D. A case is associated to the entitlement.

**Answer: A**

### **Question No : 13 - (Topic 1)**

You have an equipment resource for a forklift.

Several scheduling activities are configured to use the forklift.

The forklift breaks down and is sent for repairs.

You set the work hours for the forklift to unavailable.

You need to identify what will occur to the scheduling activities that require the forklift.

What should you identify?

- A. The scheduling activities will be added to a queue.
- B. The scheduling activities will continue as scheduled.
- C. The scheduling activities will be scheduled automatically for the next available time.
- D. The scheduling activities will be deactivated.

**Answer: D**

### **Question No : 14 - (Topic 1)**

A task activity is assigned to a user named SalesUser1.

After reviewing the task activity, SalesUser1 identifies that the activity must be handled by customer service.

SalesUser1 needs to send the task activity to a queue named Customer Service Queue.

SalesUser1 opens the task activity.

What should SalesUser1 do next?

- A. Edit the Queue Item Details.
- B. Modify the owner
- C. 1 Set the Regarding field,
- D. Select the queue.

**Answer: D**

### **Question No : 15 - (Topic 1)**

You create a new case to which an enhanced service level agreement (SLA) is applied- The SLA states that the case will be resolved in two hours.

You work on the case for 20 minutes, and then you discover that you require a password from the customer. The customer is unavailable, so you change the status reason of the case to On Hold.



Forty minutes later, the customer sends you the password and you change the status reason of the case to In Progress.

You work on the case for 30 minutes, and then you change the case s status reason to On Hold, while you wait for a response from the customer. Twenty minutes later, you receive a response from the customer and you change the case s status reason to In Progress.

You work on the case for an additional 30 minutes, and then you change the case s status reason to Resolved. How many minutes will the Resolve By KPI display for this case?

- A. 30
- B. 80
- C. 110
- D. 140

**Answer: C**

### **Question No : 16 - (Topic 1)**

Your customer service agents use two custom entities named Entity 1 and Entity2.

You need to organize the records for Entity1 and Entity2 so that they appear together in a single location.

What should you do first?

- A. Enable the entities for queues.
- B. Enable the entities for access teams.
- C. Create a system view.
- D. Create a personal view.

**Answer: D**

### **Question No : 17 - (Topic 1)**

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.

**Answer: C,D,E**

**Question No : 18 - (Topic 1)**

Your team uses the Dynamics CRM knowledge base You do not use the interactive service hub You use articles to resolve cases

You have an article template named ArticleTemplate1. You publish articles that use ArticleTemplate 1

You need to prevent ArticleTemplate1 from being used to create any more articles. The solution must ensure that existing articles remain available. What should you do?

- A. Modify the properties of ArticleTemplate1.
- B. Delete ArticleTemplate1.
- C. Deactivate ArticleTemplate1
- D. Remove ArticleTemplate1 from the default solution.

**Answer: A**

**Question No : 19 - (Topic 1)**

You need to identify how many default service level agreements (SLAs) you can have in a Dynamics CRM organization. What should you identify?

- A. one per organization
- B. one per customer
- C. one per entitlement
- D. one per SLA item

**Answer: D**

**Question No : 20 - (Topic 1)**

Your company uses Dynamics CRM for case management.

You need to use the heatmap in Microsoft Power BI to display customer calls by region.

What should you do first?

- A. From the Interactive Service Hub dashboard, add a widget
- B. CRM dashboard, export data as a dynamic worksheet.
- C. From a CRM dashboard, add a widget.
- D. From Power BI, add a service connection.

**Answer: C**

**Question No : 21 - (Topic 1)**

You need to create a new case in Dynamics CRM.

Which two fields are required to create the new case manually? Each correct answer presents part of the solution.

- A. Subject
- B. Product
- C. Case Title
- D. Origin
- E. Customer

**Answer: B,E**

**Question No : 22 - (Topic 1)**

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

**Answer: C**

**Question No : 23 - (Topic 1)**

You complete work on a case. The case has several activities, some of which are open and some of which are complete. You need to identify what will occur when you attempt to resolve the case. What should you identify?

- A. You will be able to resolve the case. All open activities will remain open.
- B. You will be able to resolve the case. All open activities will be completed.
- C. You will be prevented from resolving the case.
- D. You will be able to resolve the case. All open activities will be canceled.

**Answer: A**

**Question No : 24 - (Topic 1)**

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.

**Answer: D**

**Question No : 25 - (Topic 1)**

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.

**Answer: D**

**Question No : 26 - (Topic 1)**

You need to find a specific knowledge article.

What are three possible search types that can be used to achieve the goal? Each correct answer presents a complete solution.

- A. topic
- B. full-text
- C. keyword
- D. attachment
- E. article number

**Answer: A,B,E**

**Question No : 27 - (Topic 1)**

You have a Dynamics CRM organization.

You need to recommend which technology can be used to integrate CRM to a telephony system and to provide call scripts from within CRM cases.

Which technology should you recommend?

- A. Microsoft Parature
- B. the Engagement Hub
- C. the interactive service hub
- D. the Integrated Desktop Agent

**Answer: D**

**Question No : 28 - (Topic 1)**

Your company deploys Dynamics CRM.

All of the employees who perform service calls for customers use CRM.

You plan to deploy FieldOne.

You need to identify a benefit of deploying FieldOne.

What should you identify?

- A. reduces the number of service calls
- B. reduces the use of social technology
- C. reduces the use of web portals and mobile apps
- D. reduces the fuel costs of the service calls

**Answer: B**

**Question No : 29 - (Topic 1)**

You have an entitlement that allows 15 cases to be opened by phone.

After the 15 cases are opened by phone, you discover that additional cases are being opened by using email, the Internet and Facebook.

You need to ensure that cases can be submitted for the entitlement only by using the phone. What should you do?

- A. Change the Decrease Remaining On setting.

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