



MB2-714^{Q&As}

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.lead4pass.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 an account record named Account1 that is owned by a user named SalesUser1.

You have a private queue. The queue contains customer records that require annual maintenance.

A team named CSRUsers manages the queue. Maintenance for the account records is performed by a user named CSR1.

You need to identify who will be the owner of Account1 when the queue item for the account record is added to the queue.

Who should you identify?

- A. the access team
- B. the CSRUsers team
- C. SalesUser1
- D. CSR1

Correct Answer: C

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 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 4

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



QUESTION 5

You plan to deliver several surveys to your customers.

You need to identify which Dynamics CRM functionalities can be used for the surveys.

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

- A. Automatically generate survey questions based on CRM data.
- B. Place completed surveys on a marketing list.
- C. Compare survey results to CRM data.
- D. Pipe customer-specific data from CRM to personalize the surveys.

Correct Answer: BC

[MB2-714 VCE Dumps](#)

[MB2-714 Practice Test](#)

[MB2-714 Study Guide](#)



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.lead4pass.com/allproducts>

Need Help

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



 <p>One Year Free Update 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>Money Back Guarantee 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>Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & 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 © lead4pass, All Rights Reserved.