



# MB2-714<sup>Q&As</sup>

Microsoft Dynamics CRM 2016 Customer Service

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### QUESTION 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.

Correct Answer: D

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### QUESTION 2

You work for a call center that uses Dynamics CRM for case management. You need to recommend a solution that meets the following requirements:

Provides customer service representatives with a pop-up window initiated by the phone system

Provides a mechanism to view data\*from several different line-of-business applications based on contextual information in CRM

Which technology should you include in the recommendation?

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

Correct Answer: B

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### QUESTION 3

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

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#### QUESTION 4

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.

Correct Answer: A

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#### QUESTION 5

You need to see all of the cases that were canceled. What should you do?

- A. Export all of the queue items to a Microsoft Excel file.
- B. Perform a Global Search and save a personal view.
- C. Perform an Advanced Find and save a personal view.
- D. Review the Audit log.

Correct Answer: D

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