



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 the entitlements configured as shown in the following table.

| Entitlement name | Status | Remaining terms |
|------------------|-----------|-----------------|
| Ent1 | Draft | 10 |
| Ent2 | Cancelled | 20 |
| Ent3 | Active | 0 |
| Ent4 | Waiting | 0 |



You need to identify which entitlement can be renewed currently. What should you identify?

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

Correct Answer: B

QUESTION 2

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

QUESTION 3



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 4

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 5

You have an account named Account1. Account1 owns two subsidiaries named Subsidiary1 and Subsidiary2.

The records in Dynamics CRM are tracked and Account1 is set as the parent account for each subsidiary. Account1 handles the billing and the accounting for each subsidiary.

You need to ensure that Subsidiary1 has a service contract based on the number of cases and Subsidiary2 has a service contract based on the number of hours.

What should you do?

- A. Apply the entitlement template for Account1.
- B. Create one entitlement for each subsidiary.
- C. Configure the Parent and Child case settings.
- D. Edit the terms of the service level agreement (SLA).

Correct Answer: B



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.