



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

Your team has a queue named Assignments.

A team member named CSR1 plans to work on an item from the Assignments queue.

CRS1 reports that after picking the item in the queue, the item no longer appears in the queue.

You need to tell CSR1 which type of queue to open-to view the item.

Which type of queue should you tell CSR1 to open?

- A. personal
- B. shared
- C. escalation
- D. public

Correct Answer: A

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

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

Correct Answer: D

QUESTION 4

Your company has a Dynamics CRM organization that uses a FieldOne solution. A customer calls your company's Help Desk to report a failed device.

You schedule a technician to resolve the issue.

You need to identify which notification methods can be used to notify the technician.

What are two possible notification methods? Each correct answer presents a complete solution.

- A. an automated phone call
- B. an email message
- C. Windows 10 toast
- D. a text message
- E. a web browser pop-up

Correct Answer: AB

QUESTION 5

You need to create a new case record in Dynamics CRM.

What are three possible ways to achieve the goal?

Each correct answer presents a complete solution.

- A. Use the Import Data Wizard.
- B. Convert a lead.
- C. Convert an opportunity.
- D. Convert a custom activity.
- E. Use the Quick Create form.

Correct Answer: ADE



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