



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

Microsoft Dynamics CRM 2016 Customer Service

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### QUESTION 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.

Correct Answer: D

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### QUESTION 2

You have a Dynamics CRM organization.

You need to gather customer data by using several surveys. The solution must use out-of-the-box functionality.

What are three methods that you can use to distribute the surveys? Each correct answer presents a complete solution.

- A. surveys published to websites wrapped in iFrames
- B. surveys published as mobile apps
- C. customer-specific surveys shared by sending invitations by email
- D. anonymous surveys made available through a URL
- E. surveys published as web apps

Correct Answer: BCD

Exam B

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### QUESTION 3

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 4

You manage a team of five customer service agents.

You need to view all of the cases that were opened during the last seven days and to view all of the open activities. What should you do?

- A. Create a saved view.
- B. Perform an Advanced Find.
- C. View the Service Activity Volume report.
- D. Create a personal dashboard.

Correct Answer: A

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#### QUESTION 5

You have a queue that contains 100 items.

You need to delete the queue.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Reassign the items in the queue, and then delete the queue.
- B. Cancel the items in the queue, and then delete the queue.
- C. Set the queue type to Public deactivate the queue, and then delete the queue.
- D. Set the queue type to Private, deactivate the queue, and then delete the queue.

Correct Answer: BC

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