MB2-714 Q&As

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

QUESTION 2

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

QUESTION 3

You have a new Dynamics CRM organization.

You need to define a parent goal and a child goal for cases.

Which two items should be the same for the parent goal and the child goal? Each correct answer presents part of the solution.

A. the rollup query

B. the subject

C. the time period

D. the goal metric

Correct Answer: AD

QUESTION 4

You are viewing the Case Mix (By Priority) chart from the My Active Cases view.

You need to identify what will occur when you click a section of the chart.

What are two possible events that can occur? Each correct answer presents a complete solution.

A. The chart will save a copy of the new criteria as Case Mix (2).

B. The grid will show only the active cases that are contained in the section.

C. A control will appear that provides you with the ability to drill down.

D. 1 A control will appear that provides you with the ability to apply a visual filter.

Correct Answer: AB

QUESTION 5

You have an entitlement that allows 15 cases to be opened by phone.

After the 15 cases are opened by phone, you discover that additional cases are being opened by using email, the Internet and Facebook.

You need to ensure that cases can be submitted for the entitlement only by using the phone. What should you do?

A. Change the Decrease Remaining On setting.

B. Add entitlement channels that have a total term of 0.

C. Create a routing rule.

D. Set the default entitlement.

Correct Answer: A

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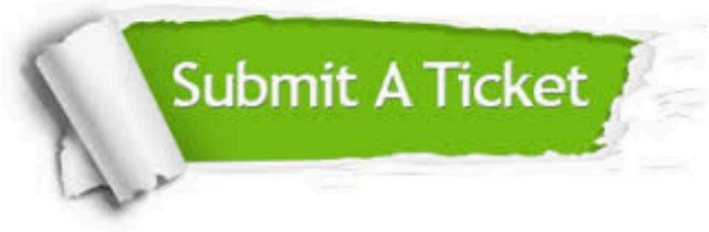

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