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QUESTION 1

You want to create a weekly schedule for a resource

Which two settings should you configure when creating the schedule? Each correct answer presents part of the solution. Choose two.

A. Start time

B. Work hours

C. End time

D. Work days

Correct Answer: BD

QUESTION 2

You are the manager for all Microsoft Dynamics CRM Knowledge Base articles that the service management team submits.

A team member submits an article to Knowledge Base.

What should you do to make the article available to the entire organization?

A. Submit it

B. Publish it.

C. Approve it.

D. Draft it.

Correct Answer: B

QUESTION 3

You are the team lead in a large call center.

You want to know the originating source for the majority of your team\\'s cases.

You need a report that includes the following information:

The number of cases each of your team members owns by Origin (Phone, Email, Web)

The percentage of cases owned as a proportion of total cases by Origin Which report should you use?

A.

Service Analysis Report

B.

Customer Service Maintenance Report

C.

Neglected Cases

D.

Case Summary Table

Correct Answer: D

QUESTION 4

You are a support technician.

You resolve an issue for a customer. You need to schedule a follow-up with the customer in three weeks, before the next payroll.

What should you do?

A. Create a case for the customer, and add it to a Queue.

B. Schedule an appointment or task from the case to follow up before the customer processes the next payroll.

C. Develop a workflow to reopen the case before the customer processes the next payroll.

D. Create a new case for the customer, and set the resolve by date before the customer processes the next payroll.

Correct Answer: B

QUESTION 5

A customer purchases a widget at retail price. Another customer purchases the same product at wholesale price. What should you create to enable both customers to pay the correct amount?

A. One retail and one wholesale price list

B. One retail and one wholesale product

C. One retail price list with two product price list items

D. One retail price list and one discount list

Correct Answer: A

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