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

Microsoft Dynamics CRM 2016 Customer Service

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**QUESTION 1**

You need to apply service level agreements (SLAs) to all of the cases that have a service level of Gold. If a case fails to be resolved within 30 minutes, a manager must be notified by email. If the case fails to be resolved within two hours, an executive must be notified by email.

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

A. Create one SLA that has one SLA item.

B. Create two SLAs that each has two SLA items.

C. Create two SLAs that each has one SLA item.

D. Create one SLA that has two SLA items.

Correct Answer: CD

**QUESTION 2**

You work for a company that handles large projects for customers.

During a project, issues commonly arise.

When there are multiple issues for a project, you need to have a master issue to which you can associate all individual issues. You must prevent the master issue from being resolved until all of the associated issues are resolved.

What should you do?

A. Create a subject for each Project and associate each case to that subject.

B. Create individual cases that are all associated to the specific customer for whom you created the project.

C. Use case merging to create a master case for the project, then merge any specific cases into the master case.

D. Use parent and child cases and configure the Parent and Child case settings.

Correct Answer: D

**QUESTION 3**

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 4**

You plan to create an entitlement template.

You need to identify which types of records can be associated to the tempiate.

What are two possible record types that you can associate to the template? Each correct answer presents a complete solution.

A. contacts

B. service level agreement (SLA)

C. account

D. products

Correct Answer: C

**QUESTION 5**

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 t>e 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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