



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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**QUESTION 1**

You have a Dynamics CRM organization that has Unified Service Desk implemented.

The system administrator recently made several configuration changes to Unified Service Desk from within CRM.

Users report that they fail to see any of the changes in the Unified Service Desk client. The changes are visible from CRM.

You need to ensure that the changes are visible from the Unified Service Desk client.

What should you do?

- A. Reload CRM in the browser.
- B. Publish the changes in CRM.
- C. Restart the Unified Service Desk client.
- D. Export and import the changes.

Correct Answer: D

QUESTION 2

Your company uses Dynamics CRM for case management.

You need to use the heatmap in Microsoft Power BI to display customer calls by region.

What should you do first?

- A. From the Interactive Service Hub dashboard, add a widget
- B. CRM dashboard, export data as a dynamic worksheet.
- C. From a CRM dashboard, add a widget.
- D. From Power BI, add a service connection.

Correct Answer: C

QUESTION 3

You have a new deployment of Dynamics CRM.

You are comparing the features between articles in the CRM knowledge base and articles in the interactive service hub-

You need to identify which feature is available only for articles in the interactive service hub.

What should you identify?



- A. Articles can contain tables and highlighted text.
- B. Articles can be located by performing a full-text search.
- C. Articles can be linked to a case.
- D. Policies can be enforced before articles are published.

Correct Answer: C

QUESTION 4

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 5

Your Dynamics CRM organization uses the interactive service hub.

You need to identify which security role must be assigned to you before you can create a new interactive dashboard.

What are two possible security roles that will achieve the goal? Each correct answer presents a complete solution.

- A. Activity Feeds
- B. System Administrator
- C. System Customizer
- D. Customer Service Manager

Correct Answer: C



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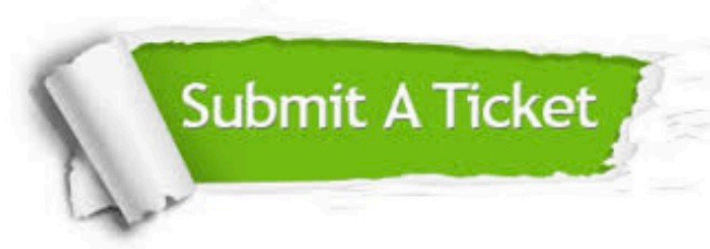
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