MB2-714 Q&As

Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

You have an on-premises deployment of Dynamics CRM, You plan to gather customer feedback by using several surveys. You need to identify the prerequisite for the planned surveys. What should you identify?

A. Microsoft Exchange Online

B. a Microsoft Office 365 subscription

C. Microsoft OneDrive for Business

D. a Microsoft Azure subscription

Correct Answer: A

QUESTION 2

You have an entitlement that has an allocation type of Hours.

You need to identify what will cause the remaining terms of the entitlement to be decremented.

What should you identify?

A. A case that is associated to the entitlement is deleted.

B. A case that is associated to the entitlement is canceled.

C. A case that is associated to the entitlement is resolved.

D. A case is associated to the entitlement.

Correct Answer: A

QUESTION 3

You are viewing the Service Activity Volume report from Report Viewer in Dynamics CRM.

You need to identify which action can be performed from Report Viewer.

Which action should you identify?

A. Add an activity.

B. Synchronize to Microsoft Outlook.

C. Resolve a case.

D. Export to Microsoft Excel.

Correct Answer: C

QUESTION 4

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 5

You have an account named Account1. Account1 owns two subsidiaries named

Subsidiary1 and Subsidiary?.

The records in Dynamics CRM are tracked and Account1 is set as the parent account for each subsidiary. Account1 handles the billing and the accounting for each subsidiary.

You need to ensure that Subsidary1 has a service contract based on the number of cases and Subsidiary2 has a service contract based on the number of hours.

What should you do?

A. Apply the entitlement template for Account1.

B. Create one entitlement for each subsidiary.

C. Configure the Parent and Child case settings.

D. Edit the terms of the service level agreement (SLA).

Correct Answer: B

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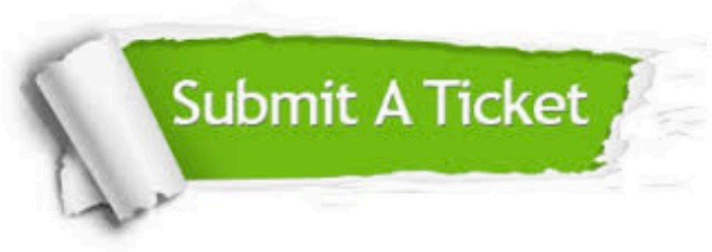

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