MB2-714^{Q&As}

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Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

You have a service that is used to schedule the delivery of products to local customers. The service contains a resource group. The resource group contains equipment that represents 10 delivery vans.

You need to ensure that you maximize the use of each delivery van. while performing as many dciivenes as possible.

What should you configure?

A. a selection rule as Least Busy

B. the available capacity of the service scheduling rule

C. the van work hours as non-overlapping

D. a selection rule as Most Busy

Correct Answer: D

QUESTION 2

You have a public queue named Queue1.

You need to restrict access to Queue1 so that only four users can view the queue.

What should you do first?

A. Set the queue type to

B. Edit the security hierarchy.

C. Set the queue type to Private.

D. Edit the routing rule.

Correct Answer: A

QUESTION 3

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 4

You have a goal for a customer service representative that includes all of the representative s cases from the current fiscal year. For the upcoming quarter, you need to modify the goal to include only cases associated to a specific subject. Which three actions should you perform? Each correct answer presents part of the solution.

A. Create a rollup query that filters the case list based on the subject and CreatedOn fields of the case.

B. Create a rollup query that filters the case list based on the subject field of the case.

C. Associate the rollup query to the goal record.

D. Change the time period of the goal record.

E. Update the rollup field on the goal record.

Correct Answer: CDE

QUESTION 5

You complete work on a case. The case has several activities, some of which are open and some of which are complete. You need to identify what will occur when you attempt to resolve the case. What should you identify?

A. You will be able to resolve the case. All open activities will remain open.

B. You will be able to resolve the case. All open activities will be completed.

C. You will be prevented from resolving the case.

D. You will be able to resolve the case. All open activities will be canceled.

Correct Answer: A

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