



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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**QUESTION 1**

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 2

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 be 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

QUESTION 3

You have a customer who purchased two support contracts from your organization. One support contract is for a product named ProductA and the other support contract is for a product named ProductB.

You need to ensure that only a contact named Contact1 can open cases for ProductA and only a contact named Contact2 can open cases for ProductB.

What should you use?

- A. routing rules
- B. entitlements



- C. service level agreements (SLAs)
- D. parent-child inheritance rules

Correct Answer: B

QUESTION 4

You plan to deliver several surveys to your customers.

You need to identify which Dynamics CRM functionalities can be used for the surveys.

What are two possible functionalities that you can use? Each correct answer presents a complete solution.


- A. Automatically generate survey questions based on CRM data.
- B. Place completed surveys on a marketing list.
- C. Compare survey results to CRM data.
- D. Pipe customer-specific data from CRM to personalize the surveys.

Correct Answer: BC

QUESTION 5

Your Dynamics CRM organization has the service level agreements (SLAs) configured as shown in the following table.

SLA name	First response in	Resolve in	Default SLA
SLA1	1 hour	2 hours	No
SLA2	2 hours	4 hours	No
SLA3	4 hours	8 hours	Yes



A new case is opened for a customer named Customer1. SLA3 is applied to the case.

After 20 minutes, you discover that Customer1 has an entitlement named Entitlement1, which is associated to SLA1

You add Entitlement1 to the case.

After another 30 minutes, you discover that since the case involves a product named ProductA, the case must be associated to an entitlement named Entitlement2, which is associated to SLA2.

You change the entitlement to Entitlement2.

You need to identify how much time remains to resolve the ca



What should you identify?

- A. three hours and 10 minutes
- B. 10 minutes
- C. one hour and 10 minutes
- D. seven hours and 10 minutes

Correct Answer: A

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