



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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**QUESTION 1**

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 Products.

What should you use?

- A. routing rules
- B. entitlements
- C. service level agreements (SLAs)
- D. parent-child inheritance rules

Correct Answer: B

QUESTION 2

You need to locate recently created records that reference Feature A . What should you do?

- A. Use Advanced Find and specify * FeatureA *
- B. Use Global Search and specify "FeatureA*.
- C. Use Global Search and specify FeatureA.
- D. Use Advanced Find and specify FeatureA.

Correct Answer: D

QUESTION 3

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

QUESTION 4

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 5

You manage a team of five customer service agents.

You need to view all of the cases that were opened during the last seven days and to view all of the open activities.

What should you do?

- A. Create a saved view.
- B. Perform an Advanced Find.
- C. View the Service Activity Volume report.
- D. Create a personal dashboard.

Correct Answer: A

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