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QUESTION 1

You plan to create a service activity.

You need to identify which resources can be added to the service activity.

What are two possible resources that you can add to the service activity? Each correct answer presents a complete solution,

A. a user

B. a territory

C. a business unit

D. a facility

Correct Answer: A

QUESTION 2

You need to identify how many default service level agreements (SLAs) you can have in a Dynamics CRM organization. What should you identify?

A. one per organization

B. one per customer

C. one per entitlement

D. one per SLA item

Correct Answer: D

QUESTION 3

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 4

Your company has service technicians who are sent to customer sites.

Depending on the requirements of the customer, the service technicians might need to bring specific equipment.

You have a customer who requests a service technician named Tech1.

When you attempt to schedule the service appointment, you discover that Tech1 is an unavailable resource. Tech1 can be scheduled for other service activities.

You need to identify what prevents Tech1 from being available for the service appointment.

Which two conditions should you identify? Each correct answer presents part of the solution.

A. the security of Tech1

B. the service preferences of the customer

C. the selection rules of the service

D. the resources of the resource group

Correct Answer: AD

QUESTION 5

Your company has a Dynamics CRM organization.

The company offers the following four support agreement levels from which customers can choose:

None

Silver

Gold

Platinum

When a customer requires service, the customer sends an email message to a generic queue named Support. You need to configure the organization to meet the following requirements:

A case must be created automatically for every message sent to the Support queue by an existing customer.

If the customer has a support agreement, the case must be sent to the queue that corresponds the customer\\'s support agreement level. AM other cases must remain in the Support queue.

Which two actions should you perform? Each correct answer presents part of the solution.

A.

Create one routing rule set that has one rule item defined for each support agreement level.

B.

Create one routing rule set for each support agreement level.

C.

Create an automatic record creation and update rule that has the source type set to Email and the Queue field set to Support.

D.

Create four automatic record creation and update rules. Configure each rule to have a Source type of Email, and the Queue set to either None, Silver, Gold, or Platinum.

E.

Create an automatic record creation and update rule that has the source type set to Email and the Queue field left blank.

Correct Answer: C

QUESTION 6

Your company deploys Dynamics CRM.

All of the employees who perform service calls for customers use CRM. You plan to deploy FieldOne.

You need to identify a benefit of deploying FieldOne. What should you identify?

A. reduces the number of service calls

B. reduces the use of social technology

C. reduces the use of web portals and mobile apps

D. reduces the fuel costs of the service calls

Correct Answer: D

QUESTION 7

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 8

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

QUESTION 9

Your customer service agents use two custom entities named Entity 1 and Entity2.

You need to organize the records for Entity1 and Entity2 so that they appear together in a single location.

What should you do first?

A. Enable the entities for queues.

B. Enable the entities for access teams.

C. Create a system view.

D. Create a personal view.

Correct Answer: D

QUESTION 10

You need to find a specific knowledge article.

What are three possible search types that can be used to achieve the goal? Each correct answer presents a complete solution.

A. topic

B. full-text

C. keyword

D. attachment

E. article number

Correct Answer: ABE

QUESTION 11

Your company has a Dynamics CRM organization that uses a FieldOne solution. A customer calls your company\\'s Help Desk to report a failed device.

You schedule a technician to resolve the issue.

You need to identify which notification methods can be used to notify the technician.

What are two possible notification methods? Each correct answer presents a complete solution.

A. an automated phone call

B. an email message

C. Windows 10 toast

D. a text message

E. a web browser pop-up

Correct Answer: AB

QUESTION 12

Your team uses the Dynamics CRM knowledge base. You do not use the interactive service hub. You are working with a customer to resolve an issue. You need to provide the customer with an article from the knowledge base. What should you do?

A. From the article, click Email a Link.

B. From the article, click Share.

C. From the article, click Copy a link.

D. Create an email and click Insert Article.

Correct Answer: A

QUESTION 13

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 Entitlementl1to 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

QUESTION 14

You create a new case to which an enhanced service level agreement (SLA) is applied- The SLA states that the case will be resolved in two hours.

You work on the case for 20 minutes, and then you discover that you require a password from the customer. The customer is unavailable, so you change the status reason of the case to On Hold.

Forty minutes later, the customer sends you the password and you change the status reason of the case to In Progress.

You work on the case for 30 minutes, and then you change the case s status reason to On Hold, while you wait for a response from the customer. Twenty minutes later, you receive a response from the customer and you change the case s

status reason to In Progress.

You work on the case for an additional 30 minutes, and then you change the case s status reason to Resolved. How many minutes will the Resolve By KPI display for this case?

A. 30

B. 80

C. 110

D. 140

Correct Answer: C

QUESTION 15

You have the entitlements configured as shown in the following table.

Entitlement name	Status	Remaining terms
Ent1	Waiting	10
Ent2	Draft	20
Ent3	Active	0
Ent4	Expired	0

You need to identify which entitlement can be set as the default entitlement for a customer. What should you identify?

A. Ent1

B. Ent2

C. Ent3

D. Ent4

Correct Answer: A

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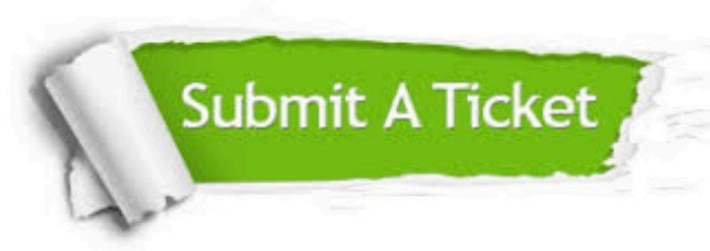Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

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