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Microsoft

Exam Questions MB2-714

Microsoft Dynamics CRM 2016 Customer Service
1. You need to see all of the cases that were canceled. What should you do?

A. Export all of the queue items to a Microsoft Excel file.
B. Perform a Global Search and save a personal view.
C. Perform an Advanced Find and save a personal view.
D. Review the Audit log.

Answer: D

2. You work for a call center that uses Dynamics CRM for case management. You need to recommend a solution that meets the following requirements:
   • Provides customer service representatives with a pop-up window initiated by the phone system
   • Provides a mechanism to view data*from several different line-of-business applications based on contextual information in CRM

Which technology should you include in the recommendation?

A. the interactive service hub
B. FieldOne
C. Microsoft Parature
D. Unified Service Desk

Answer: B

3. 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

Answer: B

4. You plan to use surveys.

You need to identify the number of entities that are used to store the survey responses. What should you identify?

A. 1
B. 2
C. 3
D. 4

Answer: C

5. 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

Answer: B

6. 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.

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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.

Answer: A

7. 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

Answer: C

8. You implement Unified Service Desk in your Dynamics CRM organization.
You need to add a button to a Unified Service Desk toolbar that will load a CRM page to a hosted control when the button is clicked.

What are two Unified Service Desk components that you can use to achieve the goal? Each correct answer presents a complete solution.

A. forms
B. action calls
C. scriptlets
D. Window navigation rules

Answer: A,B

9. Your team has a queue named Assignments.
A team member named CSR1 plans to work on an item from the Assignments queue. CRS1 reports that after picking the item in the queue, the item no longer appears in the
queue.

You need to tell CSR1 which type of queue to open-to view the item. Which type of queue should you tell CSR1 to open?

A. personal
B. shared
C. escalation
D. public

Answer: A

10. You are working on a case that pertains to a common issue encountered by customers. You discover a new solution to resolve the issue. You need to ensure that all users can find the new solution. What should you do?

A. Create a knowledge article.
B. Create a solution file.
C. Assign the case to a team that includes all of the users
D. Share the case with all of the users.

Answer: A
You have a Dynamics CRM organization that contains the following charts:

- A tag chart named Chart1 that displays keywords from case titles
- A funnel chart named Chart2 that displays case resolution times
- A line chart named Chart3 that displays priorities
- A doughnut chart named Chart4 that displays the number of cases by priority

You need to identify which charts can be added to a personal dashboard.

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

A. Chart1
B. Chart2
C. Chart3
D. Chart4

Answer: D

12. 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

Answer: A

13. You plan to create a service activity.

You need to identify which types of participant can have defined work hours. Which two participant types should you identify?

Each correct answer presents a complete solution.

A. resource group
B. site
C. user
D. equipment

Answer: B,C

14. You have a queue that contains 100 items. You need to delete the queue.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

A. Reassign the items in the queue, and then delete the queue.
B. Cancel the items in the queue, and then delete the queue.
C. Set the queue type to Public, deactivate the queue, and then delete the queue.
D. Set the queue type to Private, deactivate the queue, and then delete the queue.

Answer: B,C

15. A task activity is assigned to a user named SalesUser1.

After reviewing the task activity, SalesUser1 identifies that the activity must be handled by customer service.

SalesUser1 needs to send the task activity to a queue named Customer Service Queue. SalesUser1 opens the task activity.

What should SalesUser1 do next?

A. Edit the Queue Item Details.
B. Modify the owner
C. 1 Set the Regarding field,
D. Select the queue.

Answer: D
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