



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

Pass Microsoft MB2-704 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/MB2-704.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

You are the office manager for a plumbing company. According to customer feedback, technicians are showing up late and are taking a very long time on service calls. You want to research the matter further. You need a report that displays the number of service activities by owner. Which report should you use?

- A. Progress Against Goals report
- B. Service Activity Volume report
- C. Account Service Overview report
- D. Case Summary Table report

Correct Answer: B

QUESTION 2

You create a new case that includes a service level agreement (SLA). You place the case on hold because you need to wait for additional information from the customer. What is the status of the SLA key performance indicator (KPI) instance record related to the case?

- A. Failed
- B. In progress
- C. On hold
- D. Paused

Correct Answer: D

QUESTION 3

You are the customer service manager of a call center and are performing a daily review of your team's cases. A case record owned by a member of your team has a flag in the research stage of the business process flow. What does this indicate about the case?

- A. The user is finished with that stage.
- B. The case is at this stage.
- C. The case is ready to close.
- D. There is a required field at this stage.

Correct Answer: B

QUESTION 4



You create five new resources for various workers, each with a capacity of one. You create three new trucks in the facilities/equipment form, each with a capacity of two.

Next, you create a new service and add a selection rule to include one from any site. You add a resource to the selection rule for one worker and a second resource for one truck. You then create one new service activity and use the schedule

function to find available time slots.

You need to identify which resources are available for scheduling.

What should you identify?

- A. One resource is available for the worker, and two resources are available for the truck.
- B. Five resources are available for the worker, or three resources are available for the truck.
- C. One resource is available for the worker, and one resource is available for the truck.
- D. Five resources are available for the worker, or one resource is available for the truck.

Correct Answer: B

QUESTION 5

Your company's support process has the following two business requirements:

New cases that are marked as high priority automatically move to an escalation stage when first opened.

New cases with no priority move to the research stage.

What should you configure to meet these business requirements?

- A.
Two business process flows
- B.
Branching business process flow
- C.
Real-time workflow process
- D.
Branching business rules

Correct Answer: B



VCE & PDF

GeekCert.com

<https://www.geekcert.com/MB2-704.html>

2021 Latest geekcert MB2-704 PDF and VCE dumps Download

[Latest MB2-704 Dumps](#)

[MB2-704 VCE Dumps](#)

[MB2-704 Exam Questions](#)



To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Try our product !

100% Guaranteed Success
100% Money Back Guarantee
365 Days Free Update
Instant Download After Purchase
24x7 Customer Support
Average 99.9% Success Rate
More than 800,000 Satisfied Customers Worldwide
Multi-Platform capabilities - [Windows](#), [Mac](#), [Android](#), [iPhone](#), [iPod](#), [iPad](#), [Kindle](#)

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications.
You can view Vendor list of All Certification Exams offered:

<https://www.geekcert.com/allproducts>

Need Help

Please provide as much detail as possible so we can best assist you.
To update a previously submitted ticket:



 <p>One Year Free Update Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p>Money Back Guarantee To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p>Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

Any charges made through this site will appear as Global Simulators Limited.
All trademarks are the property of their respective owners.
Copyright © geekcert, All Rights Reserved.