MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

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 2

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 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 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 5

You have an entitlement that has total terms of 15.

For a customer, you create three cases that are associated to the entitlement.

You discover that the remaining terms is a value of 12.

You need to identify what the remaining terms will be if you merge the three cases. What should you identify?

A. 9

B. 11

C. 12

D. 14

Correct Answer: C

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