MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

You are managing business closures in Dynamics CRM.

You configure business closure days for your company.

You have 50 managers who belong to a resource group named Managers.

You need to ensure that the managers can be scheduled for activities anytime, including during the business closure days. All other resources must be prevented from being scheduled on the business closure days.

What should you configure?

A. the user records

B. the closure for the CRM organization

C. the selection rules

D. the record for the Managers resource group

Correct Answer: B

QUESTION 2

You have a new Dynamics CRM organization.

You need to define a parent goal and a child goal for cases.

Which two items should be the same for the parent goal and the child goal? Each correct answer presents part of the solution.

A. the rollup query

B. the subject

C. the time period

D. the goal metric

Correct Answer: AD

QUESTION 3

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 4

You are evaluating whether to use a standard or an enhanced service level agreement (SLA).

You need to identify a characteristic of a standard SLA.

What should you identify?

A. JThe SLA can be paused-

B. The status can be tracked directly from the case form.

C. Actions can be triggered based on specific success catena.

D. The failure time is tracked.

Correct Answer: D

QUESTION 5

You configure a service schedule.

You need to identify which processes can be automated as part of the service schedule.

Which two processes should you identify? Each correct answer presents a complete solution.

A. showing all of the resources that are qualified, regardless of their availability

B. rotating vacation schedules for the resources

C. scheduling resources around planned meal breaks

D. showing all of the resources that are available and qualified

Correct Answer: AB

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