



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

Your company has a Dynamics CRM organization that has the following characteristics:

The organization has 1,000 active users.

The users access CRM by using the web client and mobile devices.

Managers are responsible for updating all of the account records.

All of the users are responsible for creating and updating case records.

The company is evaluating whether to implement Unified Service Desk.

You need to identify the characteristic of the company that will prevent the successful use of Unified What should you identify?

- A. Managers are responsible for updating all of the account records.
- B. The users access CRM by using the web client and mobile devices.
- C. The company has 1,000 active users.
- D. All of the users are responsible for creating and updating case records.

Correct Answer: C

QUESTION 2

You create an entitlement that decreases the total terms when cases are created

You need to identify what will cause the value of the remaining terms of an entitlement to be incremented or decremented.

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

- A. when a case that is attached to the entitlement is resolved
- B. when the entitlement is attached to a new contact
- C. when a case that is attached to the entitlement is deleted
- D. when the entitlement is attached to a new case

Correct Answer: C

QUESTION 3

You use Dynamics CRM for knowledge base articles. You do not use the interactive service hub.



You add a section to an article template. You need to identify the impact to the existing articles that use the article template. What should you identify?

- A. Draft articles and published articles will be updated.
- B. Draft articles and published articles will remain unchanged.
- C. Draft articles will be updated. A minor version will be created for published articles.
- D. Draft articles will be updated. Published articles will remain unchanged.

Correct Answer: C

QUESTION 4

You work for a hosting company.

One of the data centers experiences an outage.

Several contacts from two different customers report the outage.

You create a parent case for each customer and a child case for each child cases.

You need to consolidate all of the cases.

What should you do?

- A. Merge all of the parent cases into one case, and then delete the child cases.
- B. For each customer, merge all of the child cases for each parent case, and then merge all of the parent cases.
- C. Export the cases, update the cases, and then reimport the cases.
- D. 1 Merge all of the child cases into one case, and then delete the parent cases.

Correct Answer: D

QUESTION 5

You have a Dynamics CRM organization that has Unified Service Desk implemented.

The system administrator recently made several configuration changes to Unified Service Desk from within CRM.

Users report that they fail to see any of the changes in the Unified Service Desk client. The changes are visible from CRM.

You need to ensure that the changes are visible from the Unified Service Desk client.

What should you do?

- A. Reload CRM in the browser.



- B. Publish the changes in CRM.
- C. Restart the Unified Service Desk client.
- D. Export and import the changes.

Correct Answer: D

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