MB2-714^{Q&As}

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Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

You need to apply service level agreements (SLAs) to all of the cases that have a service level of Gold. If a case fails to be resolved within 30 minutes, a manager must be notified by email. If the case fails to be resolved within two hours, an executive must be notified by email.

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

A. Create one SLA that has one SLA item.

B. Create two SLAs that each has two SLA items.

C. Create two SLAs that each has one SLA item.

D. Create one SLA that has two SLA items.

Correct Answer: CD

QUESTION 2

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

Correct Answer: A

QUESTION 3

Your company has a Dynamics CRM organization that uses FieldOne.

A customer calls your company s Help Desk to report a failed device. The Help Desk technician creates a case in CRM.

You need to deploy a technician to resolve the issue.

What should you do first?

A. Launch the Schedule Assistant.

B. Notify the technician to verify his job queue.

C. Resolve the case.

D. Convert the case to a work order.

Correct Answer: D

QUESTION 4

You have a goal for a customer service representative that includes all of the representative s cases from the current fiscal year. For the upcoming quarter, you need to modify the goal to include only cases associated to a specific subject. Which three actions should you perform? Each correct answer presents part of the solution.

A. Create a rollup query that filters the case list based on the subject and CreatedOn fields of the case.

B. Create a rollup query that filters the case list based on the subject field of the case.

C. Associate the rollup query to the goal record.

D. Change the time period of the goal record.

E. Update the rollup field on the goal record.

Correct Answer: CDE

QUESTION 5

You have a queue named Support.

You need to ensure that when a customer who has an active entitlement sends an email message to the Support queue, a case record is created automatically.

Which three field values should you set for the new automatic record creation and update rule? Each correct answer presents part of the solution.

A. Set the queue field to your personal queue.

B. Set the source type to Email

C. Select Create records for email from unknown senders.

D. Select Create case if a valid entitlement exists for the customer.

E. Set the queue field to Support.

Correct Answer: BCD

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