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Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

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

In CRM, you use a custom entity named Projects for project management.

Your customer service representatives will access the information in Projects from Unified Service Desk. The projects will be associated to specific accounts always. When a user selects a project from an account the project will open in a

different window.

You need to identify which Unified Service Desk component you should use to display the project information in the Unified Service Desk interface.

Which component should you identify?

A. a hosted control

B. a computer telephony integration (CTI) adapter

C. an event

D. an entity search

Correct Answer: A

QUESTION 2

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 alt 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 3

You are working on a task from a queue. You fail to finish before the end of your shift. You need to ensure that the users on the next shift can What should you do?

A. Create a new queue item.

B. Share the task with a queue.

C. Assign the task to a queue.

D. Release a queue item.

Correct Answer: A

QUESTION 4

You plan to deliver several surveys to your customers.

You need to identify which Dynamics CRM functionalities can be used for the surveys.

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

A. Automatically generate survey questions based on CRM data.

B. Place completed surveys on a marketing list.

C. Compare survey results to CRM data.

D. Pipe customer-specific data from CRM to personalize the surveys.

Correct Answer: BC

QUESTION 5

You need to build a single-stream interactive dashboard in the interactive service hub. You are planning the layout of the dashboard. What are two possible components that can you include on the dashboard? Each correct answer presents a complete solution.

A. queues

B. web resources

C. knowledge articles

D. iFrames

Correct Answer: CD

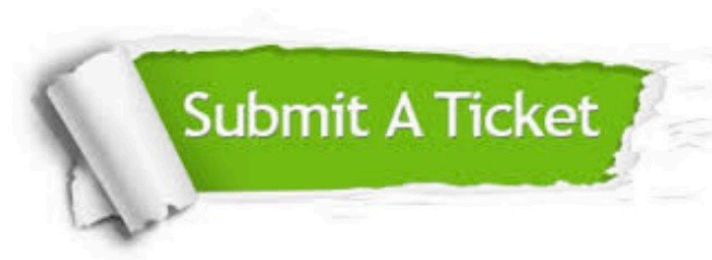To Read the Whole Q&As, please purchase the Complete Version from Our website.

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