



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service





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QUESTION 1

You have the entitlements configured as shown in the following table.

Entitlement name	Status	Remaining terms
Ent1	Waiting	10
Ent2	Draft	20
Ent3	Active	0
Ent4	Expired	0



You need to identify which entitlement can be set as the default entitlement for a customer. What should you identify?

- A. Ent1
- B. Ent2
- C. Ent3
- D. Ent4

Correct Answer: A

QUESTION 2

Your team uses the Dynamics CRM knowledge base. You do not use the interactive service hub.

You need to search for an article in the knowledge base.

From which two types of records can you search for the article? Each correct answer presents a complete solution.

- A. Phone call
- B. Email
- C. Case
- D. Queue Item

Correct Answer: B

QUESTION 3



You have an entitlement that has an allocation type of Hours.

You need to identify what will cause the remaining terms of the entitlement to be decremented.

What should you identify?

- A. A case that is associated to the entitlement is deleted.
- B. A case that is associated to the entitlement is canceled.
- C. A case that is associated to the entitlement is resolved.
- D. A case is associated to the entitlement.

Correct Answer: A

QUESTION 4

Your company has service technicians who are sent to customer sites.

Depending on the requirements of the customer, the service technicians might need to bring specific equipment.

You have a customer who requests a service technician named Tech1.

When you attempt to schedule the service appointment, you discover that Tech1 is an unavailable resource. Tech1 can be scheduled for other service activities.

You need to identify what prevents Tech1 from being available for the service appointment.

Which two conditions should you identify? Each correct answer presents part of the solution.

- A. the security of Tech1
- B. the service preferences of the customer
- C. the selection rules of the service
- D. the resources of the resource group

Correct Answer: AD

QUESTION 5

You have a new deployment of Dynamics CRM.

You are comparing the features between articles in the CRM knowledge base and articles in the interactive service hub-

You need to identify which feature is available only for articles in the interactive service hub.



What should you identify?

- A. Articles can contain tables and highlighted text.
- B. Articles can be located by performing a full-text search.
- C. Articles can be linked to a case.
- D. Policies can be enforced before articles are published.

Correct Answer: C

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