



MB2-704^{Q&As}

Microsoft Dynamics CRM Application

Pass Microsoft MB2-704 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4lead.com/MB2-704.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

You are the customer service manager of a call center and are performing a daily review of your team's cases. A case record owned by a member of your team has a flag in the research stage of the business process flow. What does this indicate about the case?

- A. The user is finished with that stage.
- B. The case is at this stage.
- C. The case is ready to close.
- D. There is a required field at this stage.

Correct Answer: B

QUESTION 2

Your customer service team often receives support calls for the same issue from multiple customers. You decide to use the parent-child hierarchy feature so that cases can be related, but the cases must continue to be resolved independently.

You need to configure the parent and child case settings for your organization.

What should you do?

- A. Ensure that the cascade closure preference is not set.
- B. Choose Don't allow parent case closure until all child cases are closed.
- C. Choose Close all child cases when parent case is closed.
- D. Include the resolve by attribute in the inherited attributes.

Correct Answer: B

QUESTION 3

Two active case records are related to the same issue but have nothing else in common.

Your manager asks you to make an association between the records.

What should you do?

- A. Merge the two case records.
- B. Reference the case ID of the other case in the case ID field of each case.
- C. Add one case to the sub-grid on the other case for similar cases.



D. Reference the case ID of the other case in the notes field of each case.

Correct Answer: C

QUESTION 4

You want to share a personal chart that you created.

Who can you share your chart with? Each correct answer presents a complete solution. Choose two.

- A. Resource group
- B. Access team
- C. Team
- D. User

Correct Answer: CD

QUESTION 5

A customer calls to change the date and time of a service activity. You have limited dates, times, and resources available for the customer request.

You need to update the information from the service calendar.

What should you do?

- A. Use the reschedule option, and resolve any conflicts.
- B. Use the appointment option, and resolve any conflicts.
- C. Drag the service activity to the correct date and time on the calendar, and resolve any conflicts.
- D. Use the schedule option, and resolve any conflicts.

Correct Answer: D

[Latest MB2-704 Dumps](#)

[MB2-704 VCE Dumps](#)

[MB2-704 Braindumps](#)



To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Try our product !

100% Guaranteed Success

100% Money Back Guarantee

365 Days Free Update

Instant Download After Purchase

24x7 Customer Support

Average 99.9% Success Rate

More than 800,000 Satisfied Customers Worldwide

Multi-Platform capabilities - [Windows](#), [Mac](#), [Android](#), [iPhone](#), [iPod](#), [iPad](#), [Kindle](#)

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications. You can view Vendor list of All Certification Exams offered:

<https://www.pass4lead.com/allproducts>

Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 <p>One Year Free Update Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p>Money Back Guarantee To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p>Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.

Copyright © pass4lead, All Rights Reserved.