MB2-704^{Q&As}

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Microsoft Dynamics CRM Application

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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

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