



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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**QUESTION 1**

You need to create a new case record in Dynamics CRM.

What are three possible ways to achieve the goal?

Each correct answer presents a complete solution.

- A. Use the Import Data Wizard.
- B. Convert a lead.
- C. Convert an opportunity.
- D. Convert a custom activity.
- E. Use the Quick Create form.

Correct Answer: ADE

QUESTION 2

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 3



You have a new Dynamics CRM organization.

You need to define a parent goal and a child goal for cases.

Which two items should be the same for the parent goal and the child goal? Each correct answer presents part of the solution.

- A. the rollup query
- B. the subject
- C. the time period
- D. the goal metric

Correct Answer: AD

QUESTION 4

You have an account named Account1. Account1 owns two subsidiaries named

Subsidiary1 and Subsidiary2.

The records in Dynamics CRM are tracked and Account1 is set as the parent account for each subsidiary. Account1 handles the billing and the accounting for each subsidiary.

You need to ensure that Subsidiary1 has a service contract based on the number of cases and Subsidiary2 has a service contract based on the number of hours.

What should you do?

- A. Apply the entitlement template for Account1.
- B. Create one entitlement for each subsidiary.
- C. Configure the Parent and Child case settings.
- D. Edit the terms of the service level agreement (SLA).

Correct Answer: B

QUESTION 5

You are evaluating whether to use a standard or an enhanced service level agreement (SLA).

You need to identify a characteristic of a standard SLA.

What should you identify?



- A. JThe SLA can be paused-
- B. The status can be tracked directly from the case form.
- C. Actions can be triggered based on specific success catena.
- D. The failure time is tracked.

Correct Answer: D

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