MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

Your team uses the interactive service hub for knowledge articles.

You are responsible for quality control on new and updated knowledge articles.

You receive an article to review that is incomplete.

You need to request that the author of the knowledge article complete the article, while ensuring that the article is inaccessible to other users.

What should you do first?

A. Set the version number to a minor version.

B. Deactivate the knowledge article.

C. Reject the knowledge article.

D. Change the process flow.

Correct Answer: D

QUESTION 2

You plan to create an entitlement template.

You need to identify which types of records can be associated to the tempiate.

What are two possible record types that you can associate to the template? Each correct answer presents a complete solution.

A. contacts

B. service level agreement (SLA)

C. account

D. products

Correct Answer: C

QUESTION 3

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 4

Your Dynamics CRM organization has the service level agreements (SLAs) configured as shown in the following table.

SLA name	First response in	Resolve in	Default SLA
SLA1	1 hour	2 hours	No
SLA2	2 hours	4 hours	No
SLA3	4 hours	8 hours	Yes

A new case is opened for a customer named Customer1. SLA3 is applied to the case.

After 20 minutes, you discover that Customer1 has an entitlement named Entitlement1, which is associated to SLA1

You add Entitlementl1to the case.

After another 30 minutes, you discover that since the case involves a product named ProductA, the case must be associated to an entitlement named Entitlement2, which is associated to SLA2.

You change the entitlement to Entitlement2.

You need to identify how much time remains to resolve the ca

What should you identify?

A. three hours and 10 minutes

B. 10 minutes

C. one hour and 10 minutes

D. seven hours and 10 minutes

Correct Answer: A

QUESTION 5

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

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