MB2-714^{Q&As}

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Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

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

QUESTION 2

You have a Dynamics CRM organization.

You need to recommend which technology can be used to integrate CRM to a telephony system and to provide call scripts from within CRM cases.

Which technology should you recommend?

A. Microsoft Parature

B. the Engagement Hub

C. the interactive service hub

D. the Integrated Desktop Agent

Correct Answer: D

QUESTION 3

Your Dynamics CRM organization uses the interactive service hub.

You need to identify which security role must be assigned to you before you can create a new interactive dashboard.

What are two possible security roles that will achieve the goal? Each correct answer presents a complete solution.

A. Activity Feeds

B. System Administrator

C. System Customizer

D. Customer Service Manager

Correct Answer: C

QUESTION 4

You implement Unified Service Desk in your Dynamics CRM organization.

You need to add a button to a Unified Service Desk toolbar that will load a CRM page to a hosted control when the button is clicked.

What are two Unified Service Desk components that you can use to achieve the goal? Each correct answer presents a complete solution.

A. forms

B. action calls

C. scriptlets

D. Window navigation rules

Correct Answer: AB

QUESTION 5

You recently created several customer feedback surveys. You gather the results of the surveys. You need to analyze the results of the surveys. What should you use?

A. Sway

B. Office Delve

C. Microsoft Power BI

D. Microsoft Intune

Correct Answer: D

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