MB2-714^{Q&As}

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Microsoft Dynamics CRM 2016 Customer Service

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QUESTION 1

Your team uses the Dynamics CRM knowledge base You do not use the interactive service hub You use articles to resolve cases You have an article template named ArticleTemplate1. You publish articles that use ArticleTemplate 1 You need to prevent ArticleTemplate1 from being used to create any more articles. The solution must ensure that existing articles remain available. What should you do?

A. Modify the properties of ArticteTemplate1.

B. Delete ArticteTemplate1.

C. Deactivate ArticleTemplate1

D. Remove ArticleTemplate1 from the default solution.

Correct Answer: A

QUESTION 2

You have an entitlement that has total terms of 15.

For a customer, you create three cases that are associated to the entitlement.

You discover that the remaining terms is a value of 12.

You need to identify what the remaining terms will be if you merge the three cases. What should you identify?

A. 9

B. 11

C. 12

D. 14

Correct Answer: C

QUESTION 3

You have an entitlement that has an allocation type of Hours.

You need to identify what will cause the remaining terms of the entitlement to be decremented.

What should you identify?

A. A case that is associated to the entitlement is deleted.

B. A case that is associated to the entitlement is canceled.

C. A case that is associated to the entitlement is resolved.

D. A case is associated to the entitlement.

Correct Answer: A

QUESTION 4

You are a customer service representative.

You use the interactive service hub and a multi-stream interactive dashboard.

At the beginning of your shift, you need to view the high-priority open cases and to move them to one queue. What should you do first?

A. Perform an Advanced Find.

B. Perform a Global Search.

C. Apply a hierarchal view.

D. Apply a global filter.

Correct Answer: D

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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