



# MB2-714<sup>Q&As</sup>

Microsoft Dynamics CRM 2016 Customer Service

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**QUESTION 1**

You are working on a task from a queue. You fail to finish before the end of your shift. You need to ensure that the users on the next shift can What should you do?

- A. Create a new queue item.
- B. Share the task with a queue.
- C. Assign the task to a queue.
- D. Release a queue item.

Correct Answer: A

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**QUESTION 2**

You have an on-premises deployment of Dynamics CRM, You plan to gather customer feedback by using several surveys. You need to identify the prerequisite for the planned surveys. What should you identify?

- A. Microsoft Exchange Online
- B. a Microsoft Office 365 subscription
- C. Microsoft OneDrive for Business
- D. a Microsoft Azure subscription

Correct Answer: A

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**QUESTION 3**

Your team has a queue named Assignments.

A team member named CSR1 plans to work on an item from the Assignments queue.

CRS1 reports that after picking the item in the queue, the item no longer appears in the queue.

You need to tell CSR1 which type of queue to open-to view the item.

Which type of queue should you tell CSR1 to open?

- A. personal
- B. shared
- C. escalation
- D. public



Correct Answer: A

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#### QUESTION 4

Your company has a Dynamics CRM organization that uses FieldOne.

A customer calls your company's Help Desk to report a failed device. The Help Desk technician creates a case in CRM.

You need to deploy a technician to resolve the issue.

What should you do first?

- A. Launch the Schedule Assistant.
- B. Notify the technician to verify his job queue.
- C. Resolve the case.
- D. Convert the case to a work order.

Correct Answer: D

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#### QUESTION 5

You need to apply service level agreements (SLAs) to all of the cases that have a service level of Gold. If a case fails to be resolved within 30 minutes, a manager must be notified by email. If the case fails to be resolved within two hours, an executive must be notified by email.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Create one SLA that has one SLA item.
- B. Create two SLAs that each has two SLA items.
- C. Create two SLAs that each has one SLA item.
- D. Create one SLA that has two SLA items.

Correct Answer: CD



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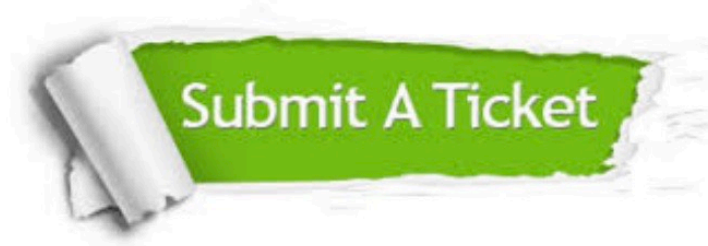
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