



MB2-714^{Q&As}

Microsoft Dynamics CRM 2016 Customer Service

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**QUESTION 1**

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 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

QUESTION 3

You have a Dynamics CRM organization.

You need to gather customer data by using several surveys. The solution must use out-of-the-box functionality.

What are three methods that you can use to distribute the surveys? Each correct answer presents a complete solution.

- A. surveys published to websites wrapped in iFrames
- B. surveys published as mobile apps
- C. customer-specific surveys shared by sending invitations by email
- D. anonymous surveys made available through a URL



E. surveys published as web apps

Correct Answer: BCD

Exam B

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 Entitlement1 to 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

You are viewing the Case Mix (By Priority) chart from the My Active Cases view.

You need to identify what will occur when you click a section of the chart.

What are two possible events that can occur? Each correct answer presents a complete solution.



- A. The chart will save a copy of the new criteria as Case Mix (2).
- B. The grid will show only the active cases that are contained in the section.
- C. A control will appear that provides you with the ability to drill down.
- D. 1 A control will appear that provides you with the ability to apply a visual filter.

Correct Answer: AB

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