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**Exam** : **MB2-714**

**Title** : Microsoft Dynamics CRM 2016  
Customer Service

**Vendor** : Microsoft

**Version** : DEMO

NO.1 You plan to create an entitlement template.

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

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

**Answer:** BD

NO.2 You have three service level agreements (SLAs) configured as shown in the following table.

SLA name	Service level	Associated entitlements
SLA1	Gold	Ent1
SLA2	Silver	Ent2
SLA3	Bronze	Ent3

SLA1 is the default SLA.

You have a customer named Contoso, Ltd.

You need to ensure that SLA3 always applies to cases that are opened by Contoso.

What should you do?

- A. To SLA3, add an SLA item that has a Create Record action.
- B. Create a routing rule.
- C. Configure the default entitlement for Contoso.
- D. To SLA3, add an SLA item that has an Assign Record action.

**Answer:** C

NO.3 You have a Dynamics CRM organization that has one service level agreement (SLA) named SLA1.

SLA1 is the default SLA. SLA1 is not associated to any entitlements.

A user edits one of the SLA items in SLA1.

You discover that SLA1 is no longer applied to cases.

You need to identify the possible causes of the issue.

What are two possible causes? Each correct answer presents a complete solution.

- A. The SLA type of SLA1 is set to Standard.
- B. SLA1 is paused.
- C. A default SLA is missing.
- D. SLA1 is not activated.

**Answer:** CD

NO.4 A user named User1 creates a new case for a customer. The case is assigned to a queue named Help

Desk.

A user named User2 claims the case from the queue and resolves the case.

The customer reports that the issue still exists. A user named User3 reopens the case.

You need to identify the current owner of the case.

Who should you identify?

- A. the Help Desk team

- B. User1
- C. User2
- D. User3

**Answer: A**

Claim = Pick = assign the record to the user

NO.5 While viewing open cases on an interactive dashboard in the integrated service hub, your manager informs you that there is a recall on a new product.

The cases associated to the new product must not affect the customer support agreement and must be moved to a queue named Recall Queue for processing.

You discover that a case regarding the recalled product is assigned to you.

You need to manage the case based on guidelines provided by the manager.

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

- A. Merge
- B. Assign
- C. Apply Routing Rule
- D. Do not decrement entitlement terms
- E. Add to Queue

**Answer: DE**

NO.6 A task activity is assigned to a user named SalesUser1.

After reviewing the task activity, SalesUser1 identifies that the activity must be handled by customer service.

SalesUser1 needs to send the task activity to a queue named Customer Service Queue.

SalesUser1 opens the task activity.

What should SalesUser1 do next?

- A. Edit the Queue Item Details.
- B. Modify the owner
- C. 1 Set the Regarding field,
- D. Select the queue.

**Answer: D**

NO.7 You use Dynamics CRM for knowledge base articles. You do not use the interactive service hub. You add a section to an article template. You need to identify the impact to the existing articles that use the article template. What should you identify?

- A. Draft articles and published articles will be updated.
- B. Draft articles and published articles will remain unchanged.
- C. Draft articles will be updated. A minor version will be created for published articles.
- D. Draft articles will be updated. Published articles will remain unchanged.

**Answer: D**

NO.8 You are creating a new case.

You need to associate the case to a specific customer.

What are two possible types of records that you can use to achieve the goal? Each correct answer presents a complete solution

- A. custom entity

B. lead

C. contact

D. account

**Answer:** CD