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<http://www.lead2pass.com/mb2-714.html> QUESTION 61 Your company has a Dynamics CRM organization that has the following characteristics: - The organization has 1,000 active users. - The users access CRM by using the web client and mobile devices. - Managers are responsible for updating all of the account records. - All of the users are responsible for creating and updating case records. The company is evaluating whether to implement Unified Service Desk. You need to identify the characteristic of the company that will prevent the successful use of Unified What should you identify? A. Managers are responsible for updating alt of the account records. B. The users access CRM by using the web client and mobile devices. C. The company has 1,000 active users. D. All of the users are responsible for creating and updating case records. Answer: C QUESTION 62 You are managing business closures in Dynamics CRM. You configure business closure days for your company. You have 50 managers who belong to a resource group named Managers. You need to ensure that the managers can be scheduled for activities anytime, including during the business closure days. All other resources must be prevented from being scheduled on the business closure days. What should you configure? A. the user records B. the closure for the CRM organization C. the selection rules D. the record for the Managers resource group Answer: B QUESTION 63 You need to create a dashboard for the interactive priority, incident type, and resolution trend . Which type of dashboard should you create? A. tier one B. multi-stream C. single-stream D. system Answer: C QUESTION 64 You need to build a single-stream interactive dashboard in the interactive service hub. You are planning the layout of the dashboard. What are two possible components that can you include on the dashboard? Each correct answer presents a complete solution. A. queues B. web resources C. knowledge articles D. iFrames Answer: AB QUESTION 65 You configure a service schedule. You need to identify which processes can be automated as part of the service schedule. Which two processes should you identify? Each correct answer presents a complete solution. A. showing all of the resources that are qualified, regardless of their availability B. rotating vacation schedules for the resources C. scheduling resources around planned meal breaks D. showing all of the resources that are available and qualified Answer: AB QUESTION 66 Your company has service technicians who are sent to customer sites. Depending on the requirements of the customer, the service technicians might need to bring specific equipment. You have a customer who requests a service technician named Tech 1. When you attempt to schedule the service appointment, you discover that Tech1 is an unavailable resource. Tech1 can be scheduled for other service activities. You need to identify what prevents Tech1 from being available for the service appointment. Which two conditions should you identify? Each correct answer presents part of the solution . A. the security of Tech1 B. the service preferences of the customer C. the selection rules of the service D. the resources of the resource group Answer: AC QUESTION 67 You have a Dynamics CRM organization that has Unified Service Desk implemented. The system administrator recently made several configuration changes to Unified Service Desk from within CRM. Users report that they fail to see any of the changes in the Unified Service Desk client. The changes are visible from CRM. You need to ensure that the changes are visible from the Unified Service Desk client. What should you do? A. Reload CRM in the browser. B. Publish the changes in CRM. C. Restart the Unified Service Desk client. D. Export and import the changes. Answer: C QUESTION 68 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 QUESTION 69 You use the interactive service hub for knowledge articles. A customer service representative creates a new article. Other customer service representatives report that they fail to find the article in the interactive service hub. You need to ensure that all of the customer service representatives can find the article. What should you do? A. Send the customer service representatives the public URL for the article by email. B. Have a manager approve the article. C. Increment a major version number. D. Create the article in the Dynamics CRM knowledge base. Answer: D QUESTION 70 Your team uses the interactive service hub for knowledge articles. You are responsible for quality control on new and updated knowledge articles. You receive an article to review that is incomplete. You need to request that the author of the knowledge article complete the article, while ensuring that the article is inaccessible to other users. What should you do first? A. Set the version number to a minor version. B. Deactivate the knowledge article. C. Reject the knowledge article. D. Change the process flow. Answer: A QUESTION 71 You have a queue named Support. You need to ensure that when a customer who has an active entitlement sends an email message to the Support queue, a case record is created

automatically. Which three field values should you set for the new automatic record creation and update rule? Each correct answer presents part of the solution. A. Set the queue field to your personal queue. B. Set the source type to Email C. Select Create records for email from unknown senders. D. Select Create case if a valid entitlement exists for the customer. E. Set the queue field to Support. Answer: BCE QUESTION 72 You need to create a new case record in Dynamics CRM. What are three possible ways to achieve the goal? Each correct answer presents a complete solution. A. Use the import Data Wizard. B. Convert a lead. C. Convert an opportunity. D. Convert a custom activity. E. Use the Quick Create form. Answer: ABE QUESTION 73 Your company has a Dynamics CRM organization. The company offers the following four support agreement levels from which customers can choose: - None - Silver - Gold - Platinum When a customer requires service, the customer sends an email message to a generic queue named Support. You need to configure the organization to meet the following requirements: - A case must be created automatically for every message sent to the Support queue by an existing customer. - If the customer has a support agreement, the case must be sent to the queue that corresponds the customer's support agreement level. All other cases must remain in the Support queue. Which two actions should you perform? Each correct answer presents part of the solution. A. Create one routing rule set that has one rule item defined for each support agreement level. B. Create one routing rule set for each support agreement level. C. Create an automatic record creation and update rule that has the source type set to Email and the Queue field set to Support. D. Create four automatic record creation and update rules. Configure each rule to have a Source type of Email, and the Queue set to either None, Silver, Gold, or Platinum. E. Create an automatic record creation and update rule that has the source type set to Email and the Queue field left blank. Answer: CD QUESTION 74 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: A QUESTION 75 You have a new deployment of Dynamics eRM. You are comparing the features between articles in the eRM 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. Answer: C QUESTION 76 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: AB QUESTION 77 You have a new deployment of Dynamics CRM. The closure preferences are not configured. You create a case named case1, and then you add a child case named case2. You need to identify what will occur when you attempt to close case1. What should you identify? A. case1 will fail to close. B. The cases automatically merge, and then case1 will close. C. case1 and case2 will close. D. case1 will close and case2 will remain open. Answer: A QUESTION 78 You work for a company that handles large projects for customers. During a project, issues commonly arise. When there are multiple issues for a project, you need to have a master issue to which you can associate all individual issues. You must prevent the master issue from being resolved until all of the associated issues are resolved. What should you do? A. Create a subject for each Project and associate each case to that subject. B. Create individual cases that are all associated to the specific customer for whom you created the project. C. Use case merging to create a master case for the project, then merge any specific cases into the master case. D. Use parent and child cases and configure the Parent and Child case settings. Answer: A QUESTION 79 You have an account record named Account1 that is owned by a user named SalesUser1. You have a private queue. The queue contains customer records that require annual maintenance. A team named CSR Users manages the queue. Maintenance for the account records is performed by a user named CSR1. You need to identify who will be the owner of Account1 when the queue item for the account record is added to the queue. Who should you identify? A. the access team B. the CSR Users team C. SalesUser1 D. CSR1 Answer: B QUESTION 80 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 Answer: A Suggestion, read MB2-714 questions carefully try to understand or guess what they're asking for. Hope everyone passes. 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