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QUESTION & ANSWER

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Exam : **MB2-714**

Title : Microsoft Dynamics CRM 2016 Customer Service

Version : DEMO

1.You have two sites. You need to ensure that all of the resources for a scheduling activity are from the same site.
What should you use?
A. a selection rule
B. a resource group
C. a service level agreement (SLA)
D. a field security profile
Answer: A
Explanation:
Selection Site
This option defines whether the resources must all be from the same site or if they can be from any site in the business unit. This option is available only in the top-level selection rule.

2.You plan to create a service activity. You need to identify which types of participant can have defined work hours.
Which two participant types should you identify? Each correct answer presents a complete solution.
A. resource group
B. site
C. user
D. equipment
Answer: CD
Explanation:
https://crmbook.powerobjects.com/basics/service-scheduling/work-hours/

3.You implement Unified Service Desk in your Dynamics CRM organization.
You need to add a button to a Unified Service Desk toolbar that will load a CRM page to a hosted control when the button is clicked.
What are two Unified Service Desk components that you can use to achieve the goal? Each correct answer presents a complete solution.
A. forms
B. action calls
C. scriptlets
D. Window navigation rules
Answer: BD
Explanation:
https://msdn.microsoft.com/en-us/library/dn865008.aspx
https://msdn.microsoft.com/en-us/library/dn864949.aspx

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.
Answer: D
Explanation:
Multi-stream and single-stream dashboards contain interactive charts that provide a count of relevant records, such as cases by priority or by status. These charts also act as visual filters. The visual filters (interactive charts) are based on multiple entities and in the single-stream dashboards, the entity in the data stream defines the visual filter entity. If you click the High Priority Cases circle in the Cases by Priority chart, the dashboard will refresh, to show you only high priority cases. With charts and tiles the service reps will be able to see the changes and patterns in data, and act quickly to address the issues that interest them most.
https://technet.microsoft.com/en-us/library/mt622067.aspx

5.You work for a call center that uses Dynamics CRM for case management.
You need to recommend a solution that meets the following requirements:
• Provides customer service representatives with a pop-up window initiated by the phone system
• Provides a mechanism to view data*from several different line-of-business applications based on contextual information in CRM
Which technology should you include in the recommendation?
A. the interactive service hub
B. FieldOne
C. Microsoft Parature
D. Unified Service Desk
Answer: D
Explanation:
Unified Service Desk for Microsoft Dynamics 365 provides a configurable framework for quickly building applications for call centers so that agents can get a unified view of the customer data stored in Microsoft Dynamics 365. You can aggregate customer information from different areas in Dynamics 365 into an integrated desktop that provides a 360° view of the customer interactions. This gives your customer service agents immediate access to business critical information so they can quickly engage with customers and address queries and issues.
Unified Service Desk, which is built using the User Interface Integration (UII) framework, is designed as a series of adapters and modules that facilitate management of Dynamics 365 UI elements (such as pages and dialogs), automatic loading of related records, agent scripting, a configurable toolbar, and so on.
Unified Service Desk can be configured and administered using Microsoft Dynamics 365 or Microsoft Dynamics 365 for Outlook. Using Unified Service Desk to configure agent applications doesn’t require you to write code for the most part, and therefore reduces the lead time to design an agent application as per your business requirements. Also, with the computer telephony integration (CTI) framework of UII, organizations can build adapters to connect Unified Service Desk with their existing CTI infrastructure to support customer communication in agent desktops over various channels such as chat, email, or telephone.
https://technet.microsoft.com/en-us/library/dn646899.aspx