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2017 January New Exam MB2-714 PDF and VCE Dumps 55Q&As RELEASED for Free Download Today! 1.|2017 New MB2-714 Exam Dumps (PDF & VCE) 55Q&As Download:**http://www.braindump2go.com/mb2-714.html**2.|2017 New MB2-714 Exam Questions & Answers:https://1drv.ms/f/s!AvI7wzKf6QBjgha_xJpbriJ1MOMy QUESTION 8Your 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. Answer: D QUESTION 9You need to identify which actions are available in an enhanced service level agreement (SLA). What are two possible actions that you can identify? Each correct answer presents a complete solution. A.   assigning recordsB.   sending emailC.   prompt and responseD.   on-demand workflow Answer: CD QUESTION 10You have a queue that contains 100 items. You need to delete the queue.What are two possible ways to achieve the goal? Each correct answer presents a complete solution. A.   Reassign the items in the queue, and then delete the queue.B.   Cancel the items in the queue, and then delete the queue.C.   Set the queue type to Public deactivate the queue, and then delete the queue.D.   Set the queue type to Private, deactivate the queue, and then delete the queue. Answer: BC QUESTION 11You create a new case to which an enhanced service level agreement (SLA) is applied.The SLA states that the case will be resolved in two hours.You work on the case for 20 minutes, and then you discover that you require a password from the customer. The customer is unavailable, so you change the status reason of the case to On Hold. Forty minutes later, the customer sends you the password and you change the status reason of the case to In Progress.You work on the case for 30 minutes, and then you change the cases status reason to On Hold, while you wait for a response from the customer. Twenty minutes later, you receive a response from the customer and you change the cases status reason to In Progress. You work on the case for an additional 30 minutes, and then you change the case s status reason to Resolved.How many minutes will the Resolve By KPI display for this case? A.   30B.   80C.   110D.   140 Answer: C QUESTION 12You need to identify how many default service level agreements (SLAs) you can have in a Dynamics CRM organization. What should you identify? A.   one per organizationB.   one per customerC.   one per entitlementD.   one per SLA item Answer: D QUESTION 13Your customer service agents use two custom entities named Entity 1 and Entity2. You need to organize the records for Entity1 and Entity2 so that they appear together in a single location.What should you do first? A.   Enable the entities for queues.B.   Enable the entities for access teams.C.   Create a system view.D.   Create a personal view. Answer: D !!!RECOMMEND!!! 1.Braindump2go|2017 New MB2-714 Exam Dumps (PDF & VCE) 55Q&As Download:http://www.braindump2go.com/mb2-714.html2.Braindump2go|2017 New MB2-714 Study Guide: YouTube Video: YouTube.com/watch?v=FjGpY-QCxkc