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Remove ArticleTemplate1 from the default solution.Answer: A QUESTION 2 You need to see all of the cases that were canceled. What should you do? A.   Export all of the queue items to a Microsoft Excel file. B.   Perform a Global Search and save a personal view. C.   Perform an Advanced Find and save a personal view. D.   Review the Audit log. Answer: D QUESTION 3 You plan to use the automatic record creation and update rules to create new records automata* based on different types of You need to identify which record types can be used as the source type for the automatic record creation and update rules. Which three record types should you identify? Each correct answer presents a complete solution. A.   custom activity B.   social activity C.   case D.   lead E.   phone call Answer: BCD QUESTION 4 You need to find a specific knowledge article. What are three possible search types that can be used to achieve the goal? Each correct answer presents a complete solution. A.   topic B.   full-text C.   keyword D.   attachment E.   article number Answer: ABE QUESTION 5 You plan to use surveys. You need to identify the number of entities that are used to store the survey responses. What should you identify? A.   1 B.   2 C.   3 D.   4 Answer: C QUESTION 6 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 Answer: BCD QUESTION 7 You have a goal for a customer service representative that includes all of the representative s cases from the current fiscal year. For the upcoming quarter, you need to modify the goal to include only cases associated to a specific subject. Which three actions should you perform? Each correct answer presents part of the solution. A.   Create a rollup query that filters the case list based on the subject and Created On fields of the case. B.   Create a roll up query that filters the case list based on the subject field of the case. C.   Associate the rollup query to the goal record. D.   Change the time period of the goal record . E.   Update the rollup field on the goal record. Answer: CDE QUESTION 8 Your 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 9 You 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 records B.   sending email C.   prompt and response D.   on-demand workflow Answer: CD QUESTION 10 You 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 11 You 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.   30 B.   80 C.   110 D.   140 Answer: C QUESTION 12 You 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 organization B.   one per customer C.   one per entitlement D.   one per SLA item Answer: D QUESTION 13 Your 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 QUESTION 14 You have a Dynamics CRM organization that has several currencies enabled. What occurs when a user creates a record that has a currency field? A.   The currency is based on the sales territory of the user. B.   The currency is based on the location of the user record. C.   The currency is converted into the base currency and is always displayed in the base currency D.   The system default currency is the record default, unless a customer has a default currency Answer: C QUESTION 15 Your company has a Dynamics CRM organization. The company plans to use the product catalog. You need to identify which component must be configured before you can implement the product catalog. A.   product families B.   product C.   price lists D.   unit groups Answer: C At Lead2pass, we are positive that our Microsoft MB2-714 dumps with questions and answers PDF provide most in-depth solutions for individuals that are preparing for the Microsoft MB2-714 exam. Our updated MB2-714 braindumps will allow you the opportunity to know exactly what to expect on the exam day and ensure that you can pass the exam beyond any doubt. MB2-714 new questions on Google Drive: https://drive.google.com/open?id=0B3Syig5i8gpDaHlZVXMzSHNMN2c 2017 Microsoft MB2-714 exam dumps (All 94 Q&As) from Lead2pass: http://www.lead2pass.com/mb2-714.html [100% Exam Pass Guaranteed]