



**Vendor:** Microsoft

**Exam Code:** MB2-714

**Exam Name:** Microsoft Dynamics CRM 2016 Customer  
Service

**Version:** DEMO

#### QUESTION 1

Your team uses the Dynamics CRM knowledge base.  
You do not use the interactive service hub.  
You use articles to resolve cases  
You have an article template named ArticleTemplatel.  
You publish articles that use ArticleTemplate 1.  
You need to prevent ArticleTemplatel from being used to create any more articles.  
The solution must ensure that existing articles remain available.  
What should you do?

- A. Modify the properties of ArticleTemplatel.
- B. Delete ArticleTemplatel.
- C. Deactivate ArticleTemplatel
- D. Remove ArticleTemplatel 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

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