



MB2-714

MCP Microsoft Dynamics CRM 2016

A Success Guide to Prepare-
Microsoft Dynamics CRM 2016 Customer Service

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Introduction to MB2-714 Exam on Microsoft Dynamics CRM 2016 Customer Service

Use this quick start guide to collect all the information about Microsoft Dynamics CRM 2016 Customer Service (MB2-714) Certification exam. This study guide provides a list of objectives and resources that will help you prepare for items on the MB2-714 Microsoft Dynamics CRM 2016 Customer Service exam. The Sample Questions will help you identify the type and difficulty level of the questions and the Practice Exams will make you familiar with the format and environment of an exam. You should refer this guide carefully before attempting your actual MCP Microsoft Dynamics CRM 2016 certification exam.

The Microsoft Dynamics CRM 2016 Customer Service certification is mainly targeted to those candidates who want to build their career in Microsoft Dynamics CRM domain. The Microsoft Certified Professional (MCP) - Microsoft Dynamics CRM 2016 exam verifies that the candidate possesses the fundamental knowledge and proven skills in the area of Microsoft MCP Dynamics CRM 2016.

Microsoft MB2-714 Certification Details:

| | |
|---------------------|--|
| Exam Name | Microsoft Certified Professional (MCP) - Microsoft Dynamics CRM 2016 |
| Exam Code | MB2-714 |
| Exam Price | \$165 (USD) |
| Duration | 120 min |
| Number of Questions | 45-55 |
| Passing Score | 700 / 1000 |
| Books / Training | 80726: Customer Service in Microsoft Dynamics CRM 2016 80715: Office 365 Integration with Microsoft Dynamics CRM Online |
| Schedule Exam | Pearson VUE |
| Sample Questions | Microsoft Dynamics CRM 2016 Customer Service Sample Questions |
| Practice Exam | Microsoft MB2-714 Certification Practice Exam |

Microsoft MB2-714 Exam Syllabus:

| Topic | Details |
|---|--|
| Manage cases and the knowledge base (25-30%) | |
| Create and manage cases | - Work with the case list and views; search for case records; create a new case record; understand fields on a default case form; analyze business process flows; convert activities to cases; understand the case resolution process; use case routing rules; use case creation rules |
| Create and manage the knowledge base | - Search for articles; associate an article with a case; use knowledge base articles to help resolve cases; create, manage, and maintain knowledge base article templates; create, modify, and publish knowledge base articles; format articles; attach knowledge base articles to email messages |
| Manage queues, entitlements, and service level agreements (SLAs) (25-30%) | |
| Create and manage queues | - Understand system queues and personal queues; create and maintain queues; add cases and activities to queues; work with queue items; implement case routing |
| Create and manage entitlements | - Create and maintain entitlement templates; create a new entitlement; add entitlement lines; associate products; associate entitlement channels; associate an SLA; activate an entitlement; renew an entitlement |
| Create and manage SLAs | - Understand standard and enhanced SLAs; create SLA actions and details; use SLAs on-demand; manage cases with SLAs; manage service scheduling, interactive service hub, and the unified service desk |
| Manage service scheduling, interactive service hub, and the unified help desk (20-25%) | |
| Implement and manage service scheduling | - Understand service scheduling scenarios; understand the service scheduling process flow; define and manage resources; implement customer service schedules; create and manage resource groups; define sites, holiday schedules, and services; schedule service activities in the service calendar; manage service activities |
| Work with the interactive service hub and the unified service desk | - Work with single-stream and multi-stream dashboards; manage queues and cases from streams; create interactive dashboards; understand the unified service desk; understand integrated agent desktop components |
| Work with FieldOne and surveys and perform service management analysis (20-25%) | |

| Topic | Details |
|--------------------------------------|--|
| Perform service management analysis | - Use Microsoft Power BI service dashboards; work with the service calendar; work with service reports; work with service dashboards; work with system charts for cases; understand service metrics and goals; create goals for case records |
| Use FieldOne with service management | - Understand FieldOne functionality; identify reasons to automate the field service organization; identify the benefits of using FieldOne |
| Work with surveys | - Understand survey distribution options; create and configure surveys; capture responses |

MB2-714 Sample Questions:

01. Your company deploys Dynamics CRM. All of the employees who perform servicecalls for customers use CRM. You plan to deploy FieldOne. You need to identify a benefit of deploying FieldOne. What should you identify?

- a) reduces the number of service calls
- b) reduces the use of social technology
- c) reduces the use of web portals and mobile apps
- d) reduces the fuel costs of the service calls

02. You are viewing the Service Activity Volume report from Report Viewer in Dynamics CRM. You need to identify which action can be performed from Report Viewer. Which action should you identify?

- a) Add an activity.
- b) Synchronize to Microsoft Outlook.
- c) Resolve a case.
- d) Export to Microsoft Excel.

03. 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

04. 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

05. 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

06. You need to locate recently created records that reference Feature A. What should you do?

- a) Use Advanced Find and specify* FeatureA *
- b) Use Global Search and specify "FeatureA"
- c) Use Global Search and specify FeatureA.
- d) Use Advanced Find and specify FeatureA.

07. You are evaluating whether to use a standard or an enhanced service level agreement (SLA). You need to identify a characteristic of a standard SLA. What should you identify?

- a) The SLA can be paused-
- b) The status can be tracked directly from the case form.
- c) Actions can be triggered based on specific success catena.
- d) The failure time is tracked.

08. You recently created several customer feedback surveys. You gather the results of the surveys. You need to analyze the results of the surveys. What should you use?

- a) Sway
- b) Office Delve
- c) Microsoft Power BI
- d) Microsoft Intune

09. You have a public queue named Queue1. You need to restrict access to Queue1 so that only four users can view the queue. What should you do first?

- a) Set the queue type to
- b) Edit the security hierarchy.
- c) Set the queue type to Private.
- d) Edit the routing rule.

10. 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.

Answers to MB2-714 Exam Questions:

| | | | | |
|---------------------------|---------------------------|------------------------------|------------------------------|---------------------------------|
| Question: 01 Answer: d | Question: 02 Answer: c | Question: 03 Answer: a, b | Question: 04 Answer: b, c | Question: 05 Answer: a |
| Question: 06 Answer: d | Question: 07 Answer: d | Question: 08 Answer: b | Question: 09 Answer: a | Question: 10 Answer: a, b, d |

Note: If you find any typo or data entry error in these sample questions, we request you to update us by commenting on this page or write an email on feedback@edusum.com