



MB2-714 Q&As

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Vendor: Microsoft

Exam Code: MB2-714

Exam Name: ACMT 2016 MAC Service Certification

Q&As: Demo

QUESTION 1

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.

Correct Answer: D

QUESTION 2

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

Correct Answer: B

QUESTION 3

Your company deploys Dynamics CRM.

All of the employees who perform service calls 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

Correct Answer: B

QUESTION 4

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

Correct Answer: C

QUESTION 5

You have a customer who purchased two support contracts from your organization. One support contract is for a product named ProductA and the other support contract is for a product named ProductB.

You need to ensure that only a contact named Contact1 can open cases for ProductA and only a contact named Contact2 can open cases for Products.

What should you use?

- A. routing rules
- B. entitlements
- C. service level agreements (SLAs)
- D. parent-child inheritance rules

Correct Answer: B

QUESTION 6

Your team uses the Dynamics CRM knowledge base. You do not use the interactive service hub. You are working with a customer to resolve an issue.

You need to provide the customer with an article from the knowledge base. What should you do?

- A. From the article, click Email a Link.
- B. From the article, click Share.
- C. From the article, click Copy a link.
- D. Create an email and click Insert Article.

Correct Answer: A

QUESTION 7

Your Dynamics CRM organization uses the interactive service hub.

You need to identify which security role must be assigned to you before you can create a new interactive dashboard.

What are two possible security roles that will achieve the goal? Each correct answer presents a complete solution.

- A. Activity Feeds
- B. System Administrator
- C. System Customizer
- D. Customer Service Manager

Correct Answer: C

QUESTION 8

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

Correct Answer: AB

QUESTION 9

Your team has a queue named Assignments.

A team member named CSR1 plans to work on an item from the Assignments queue.

CRS1 reports that after picking the item in the queue, the item no longer appears in the queue.

You need to tell CSR1 which type of queue to open-to view the item.

Which type of queue should you tell CSR1 to open?

- A. personal
- B. shared
- C. escalation
- D. public

Correct Answer: A

QUESTION 10

You are working on a case that pertains to a common issue encountered by customers. You discover a new solution to resolve the issue. You need to ensure that all users can find the new solution. What should you do?

- A. Create a knowledge article.
- B. Create a solution file.
- C. Assign the case to a team that includes all of the users
- D. Share the case with all of the users.

Correct Answer: A

QUESTION 11

You have an entitlement that has an allocation type of Hours.

You need to identify what will cause the remaining terms of the entitlement to be decremented.

What should you identify?

- A. A case that is associated to the entitlement is deleted.
- B. A case that is associated to the entitlement is canceled.
- C. A case that is associated to the entitlement is resolved.
- D. A case is associated to the entitlement.

Correct Answer: A

QUESTION 12

You need to identify what will occur when you attempt to create a service appointment that contains a resource outside of the assigned work hours of the resource.

What should you identify?

- A. A message that the appointments outside of work hours will appear, and the resource will t>e removed automatically from the appointment when you save the appointment.
- B. The appointment will be saved successfully and the manager of the resource will receive a notification by email.

- C. A message that the appointment is outside of work hours will appear, and you will be prompted to edit the work hours of the resource.
- D. A message that the appointment is outside of work hours will appear, and you will be able to save the appointment.

Correct Answer: D

QUESTION 13

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

Correct Answer: C

QUESTION 14

You have an equipment resource for a forklift.

Several scheduling activities are configured to use the forklift.

The forklift breaks down and is sent for repairs.

You set the work hours for the forklift to unavailable.

You need to identify what will occur to the scheduling activities that require the forklift.

What should you identify?

- A. The scheduling activities will be added to a queue.
- B. The scheduling activities will continue as scheduled.
- C. The scheduling activities will be scheduled automatically for the next available time.
- D. The scheduling activities will be deactivated.

Correct Answer: D

QUESTION 15

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.

Correct Answer: D

QUESTION 16

You create an entitlement that decreases the total terms when cases are created

You need to identify what will cause the value of the remaining terms of an entitlement to be incremented

or decremented.

What are two possible causes that you can identify? Each correct answer presents a complete solution.

- A. when a case that is attached to the entitlement is resolved
- B. when the entitlement is attached to a new contact
- C. when a case that is attached to the entitlement is deleted
- D. when the entitlement is attached to a new case

Correct Answer: C

QUESTION 17

You complete work on a case. The case has several activities, some of which are open and some of which are complete. You need to identify what will occur when you attempt to resolve the case. What should you identify?

- A. You will be able to resolve the case. All open activities will remain open.
- B. You will be able to resolve the case. All open activities will be completed.
- C. You will be prevented from resolving the case.
- D. You will be able to resolve the case. All open activities will be canceled.

Correct Answer: A

QUESTION 18

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

Correct Answer: BCD

QUESTION 19

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.

Correct Answer: D

QUESTION 20

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

Correct Answer: BCD

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