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You need to recommend which technology can be used to integrate CRM to a telephony system and to provide call scripts from within CRM cases. Which technology should you recommend? A.   Microsoft Parature B. the Engagement Hub C.   the interactive service hub D.   the Integrated Desktop Agent Answer: D QUESTION 33 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. Answer: D QUESTION 34 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. Answer: A QUESTION 35 You have a routing rule set that routes cases to various queues. The rule set is activated. You need to identify in which scenarios the routing rule will be applied to a case. Which three scenarios should you Identify? Each correct answer presents a complete solution. A.   when multiple cases are selected and Apply Routing Rule is clicked. B.   when a new case is created by using an Automatic Record Creation Rule. C.   when the record is assigned to a new user. D.   when Save 81 Route is clicked from within a record. E.   when a new case is created manually and Save is clicked from within the case. Answer: ABD QUESTION 36 You quality a lead for a business account. After several conversations with the business contact you discover that the business used a different vendor. Which record should you deactivate? A.   opportunity B.   lead C.   contact D.   account Answer: A QUESTION 37 You need to identify which type of object can be associated to sales territories. Which type of object should you identify? A.   Opportunities B.   Users C.   Leads D.   Facilities E.   Teams Answer: B QUESTION 38 You have a Dynamics CRM organization that contains the following charts: - A tag chart named Chart1 that displays keywords from case titles - A funnel chart named Chart2 that displays case resolution times - A line chart named Chart3 that displays priorities - A doughnut chart named Chart4 that displays the number of cases by priority You need to identify which charts can be added to a personal dashboard. What are two possible charts that you can add? Each correct answer presents a complete solution. A.   Chart1 B. Chart2 C.   Chart3 D.   Chart4 Answer: D QUESTION 39 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. Answer: C QUESTION 40 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 Answer: B QUESTION 41 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. Answer: A QUESTION 42 You have an on-premises deployment of Dynamics CRM. You plan to gather customer feedback by using several surveys. You need to identify the prerequisite for the planned surveys. What should you identify? A.   Microsoft Exchange Online B.   a Microsoft Office 365 subscription C.   Microsoft OneDrive for Business D.   a Microsoft Azure subscription Answer: A QUESTION 43 Your company has a Dynamics CRM organization that uses a FieldOne solution. A customer calls your company's Help Desk to report a failed device. You schedule a technician to resolve the issue. You need to identify which notification methods can be used to notify the technician. What are two possible notification

methods? Each correct answer presents a complete solution. A.   an automated phone call B.   an email message C.   Windows 10 toast D.   a text message E.   a web browser pop-up Answer: AB QUESTION 44 You need to create a new case in Dynamics CRM. Which two fields are required to create the new case manually? Each correct answer presents part of the solution. A.   Subject B. Product C.   Case Title D.   Origin E.   Customer Answer: BE QUESTION 45 Your team uses the Dynamics CRM knowledge base. You do not use the interactive service hub. You need to search for an article in the knowledge base. From which two types of records can you search for the article? Each correct answer presents a complete solution. A.   Phone call B.   Email C.   Case D. Queue Item Answer: B There is no doubt that Lead2pass is the top IT certificate exam material provider. All the braindumps are the latest and tested by senior Microsoft lecturers and experts. Get the MB2-714 exam braindumps in Lead2pass, and there would be no suspense to pass the exam. 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]