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<http://www.lead2pass.com/mb2-714.html> QUESTION 61 Your company has a Dynamics CRM organization that has the following characteristics: - The organization has 1,000 active users. - The users access CRM by using the web client and mobile devices. - Managers are responsible for updating all of the account records. - All of the users are responsible for creating and updating case records. The company is evaluating whether to implement Unified Service Desk. You need to identify the characteristic of the company that will prevent the successful use of Unified What should you identify? A. Managers are responsible for updating alt of the account records. B. The users access CRM by using the web client and mobile devices. C. The company has 1,000 active users. D. All of the users are responsible for creating and updating case records. Answer: C QUESTION 62 You are managing business closures in Dynamics CRM. You configure business closure days for your company. You have 50 managers who belong to a resource group named Managers. You need to ensure that the managers can be scheduled for activities anytime, including during the business closure days. All other resources must be prevented from being scheduled on the business closure days. What should you configure? A. the user records B. the closure for the CRM organization C. the selection rules D. the record for the Managers resource group Answer: B QUESTION 63 You need to create a dashboard for the interactive priority, incident type, and resolution trend. Which type of dashboard should you create? A. tier one B. multi-stream C. single-stream D. system Answer: C QUESTION 64 You need to build a single-stream interactive dashboard in the interactive service hub. You are planning the layout of the dashboard. What are two possible components that can you include on the dashboard? Each correct answer presents a complete solution. A. queues B. web resources C. knowledge articles D. iFrames Answer: AB QUESTION 65 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 Answer: AB QUESTION 66 Your company has service technicians who are sent to customer sites. Depending on the requirements of the customer, the service technicians might need to bring specific equipment. You have a customer who requests a service technician named Tech 1. When you attempt to schedule the service appointment, you discover that Tech1 is an unavailable resource. Tech1 can be scheduled for other service activities. You need to identify what prevents Tech1 from being available for the service appointment. Which two conditions should you identify? Each correct answer presents part of the solution. A. the security of Tech1 B. the service preferences of the customer C. the selection rules of the service D. the resources of the resource group Answer: AC QUESTION 67 You have a Dynamics CRM organization that has Unified Service Desk implemented. The system administrator recently made several configuration changes to Unified Service Desk from within CRM. Users report that they fail to see any of the changes in the Unified Service Desk client. The changes are visible from CRM. You need to ensure that the changes are visible from the Unified Service Desk client. What should you do? A. Reload CRM in the browser. B. Publish the changes in CRM. C. Restart the Unified Service Desk client. D. Export and import the changes. Answer: C QUESTION 68 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 Answer: A QUESTION 69 You use the interactive service hub for knowledge articles. A customer service representative creates a new article. Other

customer service representatives report that they fail to find the article in the interactive service hub. You need to ensure that all of the customer service representatives can find the article. What should you do? A. Send the customer service representatives the public URL for the article by email. B. Have a manager approve the article. C. Increment a major version number. D. Create the article in the Dynamics CRM knowledge base. Answer: D

QUESTION 70 Your team uses the interactive service hub for knowledge articles. You are responsible for quality control on new and updated knowledge articles. You receive an article to review that is incomplete. You need to request that the author of the knowledge article complete the article, while ensuring that the article is inaccessible to other users. What should you do first? A. Set the version number to a minor version. B. Deactivate the knowledge article. C. Reject the knowledge article. D. Change the process flow. Answer: A

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