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Full Valid PassLeader MB2-714 Dumps with VCE and PDF Questions (Question 29 - Question 35)

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QUESTION 29

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.

Answer: D

QUESTION 30

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? (Choose two.)

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

Answer: AC

QUESTION 31

You plan to create a service activity. You need to identify which resources can be added to the service activity. What are two possible resources that you can add to the service activity? (Choose two.)

A.   a user
B.   a territory
C.   a business unit
D.   a facility

Answer: AD

QUESTION 32

You have a Dynamics CRM organization. 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 be 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? (Choose three.)

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 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

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