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<https://1drv.ms/f/s!AvI7wzKf6QBjg2MOvqW8kgsGaihn> QUESTION 11You need to enable the Map view for the schedule board.  
What should you do first? A. Enable service territories.B. Enable the connection to Bing Maps.C. Enable Custom Geolocation.  
D. Select a resource details view. Answer: A QUESTION 12You create an entitlement for a customer. In the channels section of  
the entitlements page, you add email and assign 75 percent of the allocation to email.Which of the following statements is true? A.  
75 percent of cases created by the customer must be created by using email. Remaining cases cannot be created until another channel  
is added to the entitlementB. 25 percent of cases created by the customer must be created by using email. The remaining cases may  
be created with any other channel.C. All cases created by the customer must be created by using email.D. 75 percent of cases  
created by the customer must be created by using email. The remaining cases may be created with any other channel. Answer: D  
QUESTION 13Which two statements regarding standard service-level agreements (SLAs) are true? Each correct answer presents a  
complete solution. A. Standard SLAs record failure time on the entity record itself.B. You can create SLAs for entities other than  
the Case entity.C. You can only pause enhanced SLAs.D. You must use an enhanced SLA to define multiple success criteria.  
Answer: AB QUESTION 14Which two statements regarding case routing are true? Each correct answer presents a complete  
solution. A. You can add a maximum of five routing rule items to a routing rule setB. A workflow is automatically created for  
each routing rule.C. A maximum of three routing rule sets can be active at the same time.D. You can route or assign a case to a  
user, queue, or team. Answer: BC QUESTION 15You assign a case to a user named User A.User A is not available to work on the  
case. The customer service manager moves the case to the queue for User B .Which of the following statements is true? A. User A  
still owns the case, but the case is located in the queue for UserB.B. The customer service manager now owns the case.C. User B  
now owns the case.D. The case is not moved to the queue for User B until User A approves the move. Answer: D QUESTION 16  
Which of the following capabilities is only available when using enhanced SLAs? A. pause an SLAB. use security roles to  
control SLA creationC. track Key Performance Indicators (KPIs)D. define failure actions Answer: C QUESTION 17You  
configure an organization to use entitlements. No customization has been applied. You need to associate an entitlement with a case  
record. Which option is displayed in the entitlement lookup field on the case record? A. only active entitlements associated with  
the case customerB. all active entitlements associated with the customer and contactC. only active entitlements associated with  
the case contactD. all entitlements associated with the customer and contact Answer: D QUESTION 18You create a service level  
agreement {SLA} that will fail after seven days. You select a service calendar that uses 24-hour work days and no holidays. Saturday  
and Sunday are configured to be non-working days.If no action is taken, how many calendar days can pass before the SLA fails? A.  
5 daysB. 7 daysC. 9 daysD. 11 days Answer: A QUESTION 19You create and activate an entitlement for a customer. The  
entitlement is set to decrease allotment on case creation. The customer opens a case and you observe that the issue is caused by a  
bug on the software.You need to ensure the customer allotment is not affected by this case.What should you do? A. Delete the  
case.B. Cancel the case.C. Use the Do Not Decrement Entitlement Terms action.D. Use the Apply Routing Rule action.  
Answer: B QUESTION 20You create a queue and assign it to a team. Which type of queue is created? A. PersonalB. SystemC.  
EscalationD. Shared Answer: D !!!RECOMMEND!!! 1.|2017 New Version MB2-718 Exam Dumps (VCE & PDF) 55Q&As  
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