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2017 January New Exam MB2-714 PDF and VCE Dumps 55Q&As RELEASED for Free Download Today! 1.|2017 New MB2-714 Exam Dumps (PDF & VCE) 55Q&As Download:<http://www.braindump2go.com/mb2-714.html>2.|2017 New MB2-714 Exam Questions & Answers:[https://1drv.ms/f/s!AvI7wzKf6QBjgha\\_xJpbriJ1MOMy](https://1drv.ms/f/s!AvI7wzKf6QBjgha_xJpbriJ1MOMy) QUESTION 22You 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 rulesB. entitlements C. service level agreements (SLAs)D. parent-child inheritance rules Answer: B QUESTION 23You need to ensure that all of the resources for a scheduling activity are from the same site.What should you use? A. a selection ruleB. a resource groupC. a service level agreement (SLA)D. a field security profile Answer: C QUESTION 24You plan to create a service activity.You need to identify which types of participant can have defined work hours.Which two participant types should you identify?Each correct answer presents a complete solution. A. resource groupB. siteC. userD. equipment Answer: BC QUESTION 25You 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. formsB. action callsC. scriptletsD. Window navigation rules Answer: AB QUESTION 26You 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 hierarchical view.D. Apply a global filter. Answer: D QUESTION 27You 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 CRMWhich technology should you include in the recommendation? A. the interactive service hubB. FieldOneC. Microsoft ParatureD. Unified Service Desk Answer: B !!!RECOMMEND!!!

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