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Each correct answer presents a complete solution, A.   a userB.   a territoryC.   a business unitD.   a facilityAnswer: A QUESTION 32You 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 ParatureB.   the Engagement HubC.   the interactive service hubD.   the Integrated Desktop Agent Answer: D QUESTION 33You 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 34Your 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 35You 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 36You 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.   opportunityB.   leadC.   contactD.   account Answer: A QUESTION 37You need to identify which type of object can be associated to sales territories. Which type of object should you identify? A.   OpportunitiesB.   UsersC.   LeadsD.   FacilitiesE.   Teams Answer: B QUESTION 38You 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.   Chart1B.   Chart2C.   Chart3D.   Chart4 Answer: D QUESTION 39You 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 40Your 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 callsB.   reduces the use of social technologyC.   reduces the use of web portals and mobile appsD.   reduces the fuel costs of the service calls Answer: B We highly recommend our MB2-714 dumps. Comparing with others', Lead2pass is the most credible and authentic source of information on MB2-714 exam and we strive to keep our MB2-714 dumps up-to-date and reliable on a consistent basis. Our exam preparation material is rich in variety. We offer MB2-714 PDF format and MB2-714 practice test with free VCE player. That's the reason why many candidates choose Lead2pass. 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