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QUESTION 51 The Base currency for your Dynamics CRM organization is US dollars. You have an order that has a transaction currency in euros. You need to identify which events will cause the exchange rate for the order to be recalculated. Which two events should you identify? Each correct answer presents a complete solution. A. The currency of the order record is updated. B. The exchange rates are updated in CRM. C. The order record is opened. D. The record state of the order record changes. Answer: CD

QUESTION 52 A task activity is assigned to a user named SalesUser1. After reviewing the task activity, SalesUser1 identifies that the activity must be handled by customer service. SalesUser1 needs to send the task activity to a queue named Customer Service Queue. SalesUser1 opens the task activity. What should SalesUser1 do next? A. Edit the Queue Item Details. B. Modify the owner. C. Set the Regarding field. D. Select the queue. Answer: D

QUESTION 53 You have an entitlement that has an allocation type of Hours. You need to identify what will cause the remaining terms of the entitlement to be decremented. What should you identify? A. A case that is associated to the entitlement is deleted. B. A case that is associated to the entitlement is canceled. C. A case that is associated to the entitlement is resolved. D. A case is associated to the entitlement. Answer: A

QUESTION 54 You plan to deliver several surveys to your customers. You need to identify which Dynamics CRM functionalities can be used for the surveys. What are two possible functionalities that you can use? Each correct answer presents a complete solution. A. Automatically generate survey questions based on CRM data. B. Place completed surveys on a marketing list. C. Compare survey results to CRM data. D. Pipe customer-specific data from CRM to personalize the surveys. Answer: C

QUESTION 55 You have a new Dynamics CRM organization. You need to define a parent goal and a child goal for cases. Which two items should be the same for the parent goal and the child goal? Each correct answer presents part of the solution. A. the rollup query B. the subject C. the time period D. the goal metric Answer: AD

QUESTION 56 You recently created several customer feedback surveys. You gather the results of the surveys. You need to analyze the results of the surveys. What should you use? A. Sway B. Office Delve C. Microsoft Power BI D. Microsoft Intune Answer: B

QUESTION 57 Your company has a Dynamics CRM organization. The company employs 20 technicians who respond to service calls at more than 1,000 customer locations. You need to recommend changes to the organization to meet the following requirements: - Improve the accuracy of the estimated technician arrival time at the customer locations. - Collect real-time analytics about visits to the customer locations. What should you include in the recommendation? A. FieldOne B. Unified Service Desk C. the interactive service hub D. Microsoft Power BI Answer: C

QUESTION 58 Your company has a Dynamics CRM organization that uses FieldOne. The company employs 10 field technicians. Each technician starts work at 08:00 and ends work at 16:00. You need to identify what percentage of the technician utilization time is scheduled for the service calls that will take place the next day. Which tool should you use? A. the Schedule Assistant B. the Schedule board C. the visual filter D. the Report Wizard Answer: C

QUESTION 59 You have a Dynamics CRM organization that has Unified Service Desk implemented. In CRM, you use a custom entity named Projects for project management. Your customer service representatives will access the information in Projects from Unified Service Desk. The projects will be associated to specific accounts always. When a user selects a project from an account the project will open in a different window. You need to identify which Unified Service Desk component you should use to display the project information in the Unified Service Desk interface. Which component should you identify? A. a hosted control B. a computer telephony integration (CTI) adapter C. an event D. an entity search Answer: B

QUESTION 60 While viewing open cases on an interactive dashboard in the integrated service hub, your manager informs you that there is a recall on a new product. The cases associated to the new product must not affect the customer support agreement and must be moved to a queue named Recall Queue for processing. You discover that a case regarding the recalled product is assigned to you. You need to manage the case based on guidelines provided by the manager. What are two possible actions that achieve the goal? Each correct answer presents a complete solution. A. Merge B. Assign C. Apply Routing Rule D. Do not decrement entitlement terms E. Add to Queue Answer: BC

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