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Forty minutes later, the customer sends you the password and you change the status reason of the case to In Progress. You work on the case for 30 minutes, and then you change the cases status reason to On Hold, while you wait for a response from the customer. Twenty minutes later, you receive a response from the customer and you change the cases status reason to In Progress. You work on the case for an additional 30 minutes, and then you change the case s status reason to Resolved. How many minutes will the Resolve By KPI display for this case? A. 30 B. 80 C. 110 D. 140Answer: C QUESTION 12 You need to identify how many default service level agreements (SLAs) you can have in a Dynamics CRM organization. What should you identify? A. one per organization B. one per customer C. one per entitlement D. one per SLA item Answer: D QUESTION 13 Your customer service agents use two custom entities named Entity 1 and Entity2. You need to organize the records for Entity1 and Entity2 so that they appear together in a single location. What should you do first? A. Enable the entities for queues. B. Enable the entities for access teams. C. Create a system view. D. Create a personal view. Answer: D QUESTION 14 You have a Dynamics CRM organization that has several currencies enabled. What occurs when a user creates a record that has a currency field? A. The currency is based on the sales territory of the user. B. The currency is based on the location of the user record. C. The currency is converted into the base currency and is always displayed in the base currency D. The system default currency is the record default, unless a customer has a default currency Answer: C QUESTION 15 Your company has a Dynamics CRM organization. The company plans to use the product catalog. You need to identify which component must be configured before you can implement the product catalog. A. product families B. product C. price lists D. unit groups Answer: C QUESTION 16 You create an entitlement that decreases the total terms when cases are created. You need to identify what will cause the value of the remaining terms of an entitlement to be incremented or decremented. What are two possible causes that you can identify? Each correct answer presents a complete solution. A. when a case that is attached to the entitlement is resolved B. when the entitlement is attached to a new contact C. when a case that is attached to the entitlement is deleted D. when the entitlement is attached to a new case Answer: C QUESTION 17 You have an entitlement that allows 15 cases to be opened by phone. After the 15 cases are opened by phone, you discover that additional cases are being opened by using email, the Internet and Facebook. You need to ensure that cases can be submitted for the entitlement only by using the phone. What should you do? A. Change the Decrease Remaining On setting. B. Add entitlement channels that have a total term of 0. C. Create a routing rule. D. Set the default entitlement. Answer: A QUESTION 18 You create a new case that is associated to a service level agreement (SLA). You need to identify what occurs when the case is placed on hold. What should you identify? A. An automatic notification is sent to the manager of the user who placed the case on hold. B. An automatic notification is sent to the customer who initiated the case. C. The time calculations for the Key Performance Indicators (KPIs) are paused. D. Users are prevented from editing the case record until the On Hold status changes. Answer: C QUESTION 19 You plan to create an entitlement template. You need to identify which types of records can be associated to the template. What are the possible record types that you can associate to the template? Each correct answer presents a complete solution. A. contacts B. service level agreement (SLA) C. account D. products Answer: ABCD QUESTION 20 Your team has a queue named Assignments. A team member named CSR1 plans to work on an item from the Assignments queue. CRS1 reports that after picking the item in the queue, the item no longer appears in the queue. You need to tell CSR1 which type of queue to open-to view the item. Which type of queue should you tell CSR1 to open? A. personal B. shared C. escalation D. public Answer: A Practise Lead2pass MB2-714 braindumps and pass your exam easily. Lead2pass is number one company for real exam dumps. Download Lead2pass MB2-714 exam questions and answers PDF file and prepare from our study material. MB2-714 new questions on Google Drive: https://drive.google.com/open?id=0B3Syig5i8gpDaHlZVXMzSHNMN2c 2017 Microsoft MB2-714 exam dumps (All 94 Q&As) from Lead2pass: http://www.lead2pass.com/mb2-714.html [100% Exam Pass Guaranteed]