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2017 March Microsoft Official New Released MB2-714 Dumps in Lead2pass.com! 100% Free Download! 100% Pass Guaranteed! Since I recently passed the the Microsoft MB2-714 exam, it's time for me to share the Lead2pass exam dumps I used when preparing for this exam. Following questions and answers are all new published by Microsoft Official Exam Center: http://www.lead2pass.com/mb2-714.html QUESTION 1Your team uses the Dynamics CRM knowledge base.You do not use the interactive service hub.You use articles to resolve casesYou have an article template named ArticleTemplate1. You publish articles that use ArticleTemplate1.You need to prevent ArticleTemplate1 from being used to create any more articles. The solution must ensure that existing articles remain available. What should you do? A.   Modify the properties of ArticteTemplate1.B.   Delete ArticteTemplate1.C.   Deactivate ArticleTemplate1.D.   Remove ArticleTemplate1 from the default solution.Answer: A QUESTION 2You need to see all of the cases that were canceled. What should you do? A.   Export all of the queue items to a Microsoft Excel file.B.   Perform a Global Search and save a personal view.C.   Perform an Advanced Find and save a personal view.D.   Review the Audit log. Answer: D QUESTION 3You plan to use the automatic record creation and update rules to create new records automata* based on different types ofYou need to identify which record types can be used as the source type for the automatic record creation and update rules. Which three record types should you identify? Each correct answer presents a complete solution. A.   custom activityB.   social activityC.   caseD.   leadE.   phone call Answer: BCD QUESTION 4You need to find a specific knowledge article.What are three possible search types that can be used to achieve the goal? Each correct answer presents a complete solution. A.   topicB.   full-textC.   keywordD.   attachmentE.   article number Answer: ABE QUESTION 5You plan to use surveys.You need to identify the number of entities that are used to store the survey responses. What should you identify? A.   1B.   2C.   3D.   4 Answer: C QUESTION 6You have a Dynamics CRM organization.You need to gather customer data by using several surveys. The solution must use out-of-the box functionality.What are three methods that you can use to distribute the surveys? Each correct answer presents a complete solution. A.   surveys published to websites wrapped in iFramesB.   surveys published as mobile appsC.   customer-specific surveys shared by sending invitations by emailD.   anonymous surveys made available through a URLE.   surveys published as web apps Answer: BCD QUESTION 7You have a goal for a customer service representative that includes all of the representative s cases from the current fiscal year. For the upcoming quarter, you need to modify the goal to include only cases associated to a specific subject. Which three actions should you perform? Each correct answer presents part of the solution. A.   Create a rollup query that filters the case list based on the subject and Created On fields of the case.B.   Create a roll up query that filters the case list based on the subject field of the case.C.   Associate the rollup query to the goal record.D.   Change the time period of the goal record .E.   Update the rollup field on the goal record. Answer: CDE QUESTION 8Your company has a Dynamics CRM organization that uses FieldOne. A customer calls your company s Help Desk to report a failed device. The Help Desk technician creates a case in CRM.You need to deploy a technician to resolve the issue.What should you do first? A.   Launch the Schedule Assistant.B.   Notify the technician to verify his job queue.C.   Resolve the case.D.   Convert the case to a work order. Answer: D QUESTION 9You need to identify which actions are available in an enhanced service level agreement (SLA). What are two possible actions that you can identify? Each correct answer presents a complete solution. A.   assigning recordsB.   sending emailC.   prompt and responseD.   on-demand workflow Answer: CD QUESTION 10You have a queue that contains 100 items.You need to delete the queue.What are two possible ways to achieve the goal? Each correct answer presents a complete solution. A.   Reassign the items in the queue, and then delete the queue.B.   Cancel the items in the queue, and then delete the queue.C.   Set the queue type to Public deactivate the queue, and then delete the queue.D.   Set the queue type to Private, deactivate the queue, and then delete the queue. Answer: BC I hope Lead2pass exam questions from the Microsoft MB2-714 exam helps you pass the exam and earn your Microsoft certification! Happy Studying! 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]