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Windows 10 toastD.   a text messageE.   a web browser pop-up**Answer: AB**QUESTION 44 You need to create a new case in Dynamics CRM.Which two fields are required to create the new case manually? Each correct answer presents part of the solution.A.   SubjectB.   ProductC.   Case TitleD.   OriginE.   Customer**Answer: BE**QUESTION 45 Your team uses the Dynamics CRM knowledge base.You do not use the interactive service hub. You need to search for an article in the knowledge base. From which two types of records can you search for the article? Each correct answer presents a complete solution.A.   Phone callB.   EmailC.   CaseD.   Queue Item**Answer: BC**QUESTION 46You use the interactive service hub for knowledge articles. You need to identify which information can be gathered from the Analytics tab of a knowledge article.What should you identify?A.   the cases that use the article and the number of views per caseB.   the customer service representatives who viewed the article and the number of views per caseC.   a helpfulness rating for the article and the cases that use the articleD. a helpfulness rating for the article and the customer service representatives who viewed the article.**Answer: C**QUESTION 47You work for a hosting company.One of the data centers experiences an outage.Several contacts from two different customers report the outage. You create a parent case for each customer and a child case for each child cases.You need to consolidate all of the cases. What should you do?A.   Merge all of the parent cases into one case, and then delete the child cases.B.   For each customer, merge all of the child cases for each parent case, and them merge all of the parent cases.C.   Export the cases, update the cases, and then reimport the cases.D.   1 Merge all of the child cases into one case, and then delete the parent cases.**Answer: D**QUESTION 48You need to locate recently created records that reference Feature A .What should you do?A.   Use Advanced Find and specify* FeatureA *B.   Use Global Search and specify "FeatureA *.C.   Use Global Search and specify FeatureA.D.   Use Advanced Find and specify FeatureA.**Answer: D**QUESTION 49Your company uses Dynamics CRM for case management.You need to use the heatmap in Microsoft Power Bl to display customer calls by region.What should you do first?A.   From the Interactive Service Hub dashboard, add a widgetB.   CRM dashboard, export data as a dynamic worksheet.C.   From a CRM dashboard, add a widget.D. From Power Bl, add a service connection .**Answer: C**QUESTION 50You complete work on a case. The case has several activities, some of which are open and some of which are complete. You need to identify what will occur when you attempt to resolve the case. What should you identify?A.   You will be able to resolve the case. All open activities will remain open.B.   You will be able to resolve the case. All open activities will be completed.C.   You will be prevented from resolving the case.D.   You will be able to resolve the case. All open activities will be canceled.**Answer: A**QUESTION 51The 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 identity? 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 52A 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 ownerC.   1 Set the Regarding field,D.   Select the queue. **Answer: D**QUESTION 53You 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**!!!**RECOMMEND!!!**1.|2018 Latest MB2-714 Exam Dumps (PDF & VCE) 94Q&As Download:**https://www.braindump2go.com/mb2-714.html**2.|2018 Latest MB2-714 Study Guide Video: YouTube Video: YouTube.com/watch?v=kFNDashcC6w