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QUESTION 41 You are working on a case that pertains to a common issue encountered by customers. You discover a new solution to resolve the issue. You need to ensure that all users can find the new solution. What should you do? A. Create a knowledge article. B. Create a solution file. C. Assign the case to a team that includes all of the users. D. Share the case with all of the users. Answer: A

QUESTION 42 You have an on-premises deployment of Dynamics CRM. You plan to gather customer feedback by using several surveys. You need to identify the prerequisite for the planned surveys. What should you identify? A. Microsoft Exchange Online. B. a Microsoft Office 365 subscription. C. Microsoft OneDrive for Business. D. a Microsoft Azure subscription. Answer: A

QUESTION 43 Your company has a Dynamics CRM organization that uses a FieldOne solution. A customer calls your company's Help Desk to report a failed device. You schedule a technician to resolve the issue. You need to identify which notification methods can be used to notify the technician. What are two possible notification methods? Each correct answer presents a complete solution. A. an automated phone call. B. an email message. C. Windows 10 toast. D. a text message. E. 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. Subject. B. Product. C. Case Title. D. Origin. E. 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 call. B. Email. C. Case. D. Queue Item. Answer: B

QUESTION 46 You 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 case. B. the customer service representatives who viewed the article and the number of views per case. C. a helpfulness rating for the article and the cases that use the article. D. a helpfulness rating for the article and the customer service representatives who viewed the article. Answer: C

QUESTION 47 You 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 then merge all of the parent cases. C. Export the cases, update the cases, and then reimport the cases. D. Merge all of the child cases into one case, and then delete the parent cases. Answer: D

QUESTION 48 You 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 49 Your company uses Dynamics CRM for case management. You need to use the heatmap in Microsoft Power BI to display customer calls by region. What should you do first? A. From the Interactive Service Hub dashboard, add a widget. B. CRM dashboard, export data as a dynamic worksheet. C. From a CRM dashboard, add a widget. D. From Power BI, add a service connection. Answer: C

QUESTION 50 You 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

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