MB2-718 Dumps

Microsoft Dynamics 365 for Customer Service

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NEW QUESTION 1
You have a Microsoft Dynamics 365 environment and you are using Unified Service Desk (USD) in a call center scenario. Users must be able to ask their customers questions that will trigger defined follow on actions. You need to provide users with guidance for their customer interactions. What should you use?

A. agent scripts
B. knowledge management
C. CRM dialogs
D. CRM workflows

Answer: A

NEW QUESTION 2
You are attempting to resolve a case.
For which situation will the system display a prompt before reaching the Case Resolution window?

A. The case has a service-level agreement (SLA) that was not met.
B. The case has an open activity.
C. The customer will exceed their entitlement allotment
D. The case has an open parent case.

Answer: B

NEW QUESTION 3
You plan to create surveys for a multinational company that manages hotels. You must create a unique survey for each hotel location. Which statement is true?

A. You can capture up to 10,000 survey responses per day.
B. You can store unlimited survey responses over time.
C. You can publish a maximum of 200 surveys.
D. All surveys must use the same theme.

Answer: C

NEW QUESTION 4
You manage a Microsoft Dynamics 365 deployment for Contoso, Ltd.
You need to provide users the URL to their Microsoft Dynamics 365 Online interactive service hub.
What is the URL format for the Microsoft Dynamics 365 Online interactive service hub?

A. hnps://www.microsoht.com/en-US/crynamics/crm-custo-customer-center/interactive- service-hub-user-s-guide.aspx#bkmk_Access
B. https://contoso.crm.dynamics.com/XRMServices/2011/Discovery.svc
C. https://contoso.crm.dynamics,com/engagementhub.aspx
D. https://contoso.crm.dynamics.com/main.aspx

Answer: C

NEW QUESTION 5
You are deploying a Unified Service Desk (USD) application.
For which three scenarios can you attach an action call? Each correct answer presents a complete solution.

A. A window navigation rule is processed.
B. Client diagnostic logging is turned on.
C. A threshold is reached in a Microsoft Power BI report.
D. An agent script is run or an answer is clicked.
E. A toolbar button is clicked.

Answer: ADE

NEW QUESTION 6
You implement the Unified Service Desk (USD). You plan to implement a window navigation rule. Which two statements are true? Each answer represents a complete solution.

A. You must populate the form and entity or URL fields for specific rules.
B. Rules are evaluated based on the order number,
C. You must use the display name to reference the entity in the rule.
D. You must configure default rules so that they are evaluated first

Answer: BD

NEW QUESTION 7
Which two security roles are created when you install the Field Service application? Each correct answer presents a complete solution.

A. Field Service Administrator
B. Field Service Dispatcher
C. Field Service Representative
D. Field Service Read Only

Answer: AB

NEW QUESTION 8
You pick a case from a queue.
You determine that you cannot resolve the case, and plan to release the case back to the queue.
What effect does releasing the case to the queue have on record ownership?

A. Ownership remains unchanged.
B. Ownership is assigned based on the current routing rule.
C. Ownership is reverted to the previous owner.
D. Ownership of the record is assigned to the queue owner.

Answer: A

NEW QUESTION 9
Your organization plans to use Voice of the Customer to send surveys to select groups of customers. You need to customize branding colors and logos for the surveys. What should you do?

A. Modify Voice of the Customer survey themes.
B. Configure system settings.
C. Modify Microsoft Dynamics 365 themes.
D. Update Voice of the Customer piped data.

Answer: A

NEW QUESTION 10
You create an entitlement for a customer. In the channels section of the entitlements page, you add email and assign 75 percent of the allocation to email.
Which of the following statements is true?

A. 75 percent of cases created by the customer must be created by using emai
B. Remaining cases cannot be created until another channel is added to the entitlement
C. 25 percent of cases created by the customer must be created by using emai
D. The remaining cases may be created with any other channel.
E. All cases created by the customer must be created by using email.
F. 75 percent of cases created by the customer must be created by using emai
G. The remaining cases may be created with any other channel.

Answer: B

NEW QUESTION 10
You need to change the warehouse location for product inventory. What should you do?

A. Create a new Product Relationship record.
B. Create a new Warehouse record.
C. Create a new Inventory Transfer record.
D. Create a new Inventory Adjustment record.

Answer: C

NEW QUESTION 12
You ship a replacement part to a customer.
The customer reports that they receive the incorrect part.
You need to initiate a process to return the product to the warehouse. What should you do?

A. Create a new return merchandise authorization (RMA) record.
B. Create a new return to vendor (RTV) record.
C. Create a new Agreement record.
D. Create a new Inventory Adjustment record.

Answer: A

NEW QUESTION 14
You need to implement Microsoft Power BI to analyze and visualize data.
Which two actions can you perform? Each correct answer presents a complete solution.

A. Use iframes to display content
B. Implement custom visualizations.
C. Use a file that is stored in Microsoft OneDrive as a data source.
D. Display the most recent version of the data always.

Answer: AB

NEW QUESTION 19
You configure an organization to use entitlements. No customization has been applied. You need to associate an entitlement with a case record.
Which option is displayed in the entitlement lookup field on the case record?

A. only active entitlements associated with the case customer
B. all active entitlements associated with the customer and contact
C. only active entitlements associated with the case contact
D. all entitlements associated with the customer and contact

Answer: B

NEW QUESTION 24
You have access to the desktop version of Microsoft Excel and Excel Online. You need to perform a bulk update of data for 225 contacts.
What are two ways to achieve the goal? Each correct answer presents a complete solution.

A. Open the data in Excel Online, make updates, and then save changes to Microsoft Dynamics 365.
B. Export data as a dynamic pivot table, make updates, and then save changes to Microsoft Dynamics 365.
C. Export the data as a static worksheet make updates, and then save changes to Microsoft Dynamics 365.
D. Export the data as a static worksheet, make updates, and then import the data back into Microsoft Dynamics 365.

Answer: AD

NEW QUESTION 28
You have a Microsoft Dynamics 365 environment You implement Field Service.
A user named User1 is creating an agreement User1 attempts to set the agreement
booking dates and agreement invoice dates but reports that the options are disabled. You need to resolve the issue.
What should you do?

A. In System Settings, set the Fiscal Year End.
B. Set the work order duration.
C. Add the Customer Service Representative role to User1.
D. Set the agreement status to Active.

Answer: D

NEW QUESTION 31
You plan to deploy Unified Service Desk (USD).
You need to install all USD components and verify the installation.
Which three actions should you perform? Each correct answer presents part of the solutioi

A. Deploy USD packages to the Microsoft Dynamics 365 instance.
B. Install the USD client on a development computer.
C. Run the USD client and connect to the Microsoft Dynamics 365.
D. In the USD application, configure client diagnostic logging.
E. Install computer telephony integration (CTI) adapters.

Answer: ABC

NEW QUESTION 32
You create and activate an entitlement for a customer. The entitlement is set to decrease allotment on case creation. The customer opens a case and you observe that the issue is caused by a bug on the software.
You need to ensure the customer allotment is not affected by this case. What should you do?

A. Delete the case.
B. Cancel the case.
C. Use the Do Not Decrement Entitlement Terms action.
D. Use the Apply Routing Rule action.

Answer: B

NEW QUESTION 35
You create a service level agreement (SLA) that wilt fail after seven days. You select a service calendar that uses 24-hour work days and no holidays. Saturday and Sunday are configured to be non-working days.
If no action is taken, how many calendar days can pass before the SLA fails?

A. 5 days
B. 7 days
C. 9 days
D. 11 days

Answer: C

NEW QUESTION 37
You implement the Unified Service Desk (USD). You plan to implement actions and replacement parameters. Which three symbols are valid replacement keys?
Each correct answer presents a complete solution.

A. ^
B. -
C. +
D. $
E. ~

Answer: ACD

NEW QUESTION 39
A user selects a case from a queue and studies the queue item details for the case. Which two data points are displayed? Each correct answer presents a complete solution.

A. the user who owns the case
B. the time spent working on the case
C. the queue the case is related to
D. the user working on the case

Answer: BD

NEW QUESTION 41
You use the interactive service hub for your daily work. You identify a knowledge base article that can assist with an open case for a customer.
You need to send the article to the customer. What should you do?

A. Create a new email record and set the regarding object to the knowledge base article.
B. Use Microsoft Skype for Business to send a link to the customer.
C. Send a link to the customer by using Email a link.
D. Search the knowledge base from within the case, and use the Link Article and Email Content option.

Answer: C

NEW QUESTION 45
Which statement defines a User Interface Integration (UH) action?

A. the data sent to the action
B. the signature of the action to be performed
C. the action to be performed
D. the trigger for an action

Answer: D

NEW QUESTION 50
What are Field Service Agreements?

A. frameworks for automatically generating work orders and invoices
B. methods to help users verify what the customers are eligible for and create cases for customers
C. methods to allow users to organize, prioritize, and monitor the progress of their work
D. deflations for the level of service or support that your organization agrees to offer to a customer

Answer: A

NEW QUESTION 54
You are creating a new single-stream dashboard. You plan to filter the dashboard based on cases. Which two components can you add to the dashboard? Each correct answer presents a complete solution.

A. a tile that shows the count of open activities
B. a stream that contains a public queue of cases
C. a chart based on open activities
D. a stream that shows a view of open activities

Answer: AC

NEW QUESTION 55
Your organization uses the interactive service hub to manage cases. You need to interact with records in a stream that displays active cases.
Which two actions can you perform? Each correct answer presents a complete solution.

A. Add to Queue
B. Email a Link
C. Send Direct Email
D. Do Not Decrement Entitlement Terms

Answer: AD

NEW QUESTION 56
Which three statements regarding Voice of The Customer are true. Each correct answer presents a complete solution.

A. The survey definition is stored in Microsoft Azur
B. The survey response is temporarily stored in Azure Service Bus then later retrieved and stored in Microsoft Dynamics 365. Survey responses are deleted from Azure Service Bus after they are stored in Microsoft Dynamics 365.
C. Collateral, such as themes and images, can be stored as web resources and included in solutions.
D. Surveys can be included in solutions.
E. Each new environment requires the creation of configuration records.

F. Each survey contains three forms.

Answer: ADE

NEW QUESTION 57
Which three of the following are valid survey response actions?

A. Restart Survey
B. Toggle Visibility
C. Auto-Populate
D. End Survey
E. Chain Survey

Answer: BDE

NEW QUESTION 58
You plan to combine two cases by using the merge case process. Which option can you specify?

A. Set a parent case.
B. Assign the case owner.
C. Select which case to merge into another case.
D. Indicate which fields should be set as the master field from each case record.

Answer: C

NEW QUESTION 63
You create a Voice of the Customer survey.
You need to configure an automatic response each time a customer completes the survey. Which feature or component should you use?

A. rule
B. piped data
C. linked question
D. Microsoft Azure Content Delivery Network (CDN)

Answer: A

NEW QUESTION 65
A company plans to send out customer surveys. When a customer responds that they are not likely to recommend the company to a colleague, you need to display another question to gather additional information.
You need to configure the environment. What should you do?

A. Modify piped data.
B. Use a response routing rule.
C. Add a business rule.
D. Create an action rule.

Answer: B

NEW QUESTION 70
You need to search for a specific knowledge base article by number.
Which two options can you use? Each correct answer presents a complete solution.

A. Service Area
B. Relevance Search
C. Categorized Search
D. Article Template Quick Find

Answer: AC

NEW QUESTION 75
You have the Customer service representative security role. You apply a filter to the active case system view. You need to save the view. What should you do?

A. Create a personal view.
B. Save the filtered view.
C. Pin the view.
D. Use Save As and give the view a new name.

Answer: D

NEW QUESTION 80
You have two similar cases. One case is named Case1 and the other is named Case2 Each case has a different parent case. You attempt to merge Case1 into Case2. What is
the result to the merge process?

A. Case1 is merged into Case2 Activities and notes are combined under Case2.

B. The cases will not merg
C. Both cases will become child cases of the parent for Case2
D. The cases will not merg
E. Each case will remain parented to their original records.
F. Case1 is merged into Case2 Activities and notes are combined under Case1.

Answer: C

NEW QUESTION 84
You attempt to delete a queue in Microsoft Dynamics 365. You are not able to delete the queue.
What are two possible reasons why you cannot delete the queue? Each correct answer presents a complete solution.

A. The queue contains a queue item.
B. The queue has a designated email address.
C. The queue is referenced by a routing rule.
D. The queue has a team owner.

Answer: AC

NEW QUESTION 89
What are three functions of the Unified Service Desk (USD) Global Manager hosted control? Each correct answer presents a complete solution.

A. Provide process flows to respond to agent request for help.
B. Manage data for the session.
C. Interpret window navigation rules.
D. Provide escalation alerts to manage agents who need help.
E. Provide data to the toolbar components and agent scripts.

Answer: BCE

NEW QUESTION 90
You are a customer service agent in a call center. AH customer service agents use Unified Service Desk (USD) to respond to calls.
You need to respond to two calls from two different customers at the same time. What should you do?

A. Create one session for each customer.
B. Create two sessions and use connections to create a relationship between them.
C. Create one session and add each customer to a separate section on the form.
D. Create one session and add each customer to the related customer sub grid.

Answer: D

NEW QUESTION 93
Which two statements regarding Microsoft Power BI dashboards are true? Each correct answer presents a complete solution.

A. Visualizations can display up to 5,000 records.
B. You can use Microsoft One Drive for Business as a data connection.
C. You can examine data by using natural language capabilities.
D. You can add up to six visualizations.

Answer: BC

NEW QUESTION 97
You create a service level agreement (SLA) for cases where the case priority is critical. The SLA must display a warning after 15 minutes and fail after 30 minutes.
You create a normal priority case at 16:00. You change the priority to critical at 16:15. If no action is taken, how many minutes will elapse before the SLA fails?

A. 15 minutes
B. 30 minutes
C. 45 minutes
D. 60 minutes

Answer: C

NEW QUESTION 101
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