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Microsoft Dynamics 365 Customer Service

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QUESTION 1

HOTSPOT

You need to set up the distribution of incoming service requests.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Requirement   **Configuration**

Number of workstreams   [▼]

                                             One workstream
                                             Two workstreams
                                             Three workstreams
                                             Four workstreams

Number of routing rules   [▼]

                                             One routing rule per workstream
                                             Two routing rules per workstream
                                             Three routing rules per workstream
                                             Four routing rules per workstream

Correct Answer:

Requirement	Configuration
Number of workstreams	▼

One workstream
Two workstreams
Three workstreams
Four workstreams

Requirement	Configuration
Number of routing rules	▼

One routing rule per workstream
Two routing rules per workstream
Three routing rules per workstream
Four routing rules per workstream

QUESTION 2

DRAG DROP

You manage Dynamics 365 Customer Service. You have a routing rule set named CustomerResolution that assigns general inquiry cases to a queue named GeneralInquiry.

You need to assign technical support cases to a queue named TechSupport.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

Create a rule item named **TechSupport** for the routing rule. Then, create a rule criteria and route it to the TechSupport queue

Deactivate the routing rule named CustomerResolution

Create a queue named **TechSupport**

Activate CustomerResolution

Create and activate a routing rule named **TechSupport**

Create a rule item named **CustomerResolution**. Then, create a rule criterion to route items to the TechSupport queue

Activate TechSupport

Answer Area

Correct Answer:

Actions

Create a rule item named **TechSupport** for the routing rule. Then, create a rule criteria and route it to the TechSupport queue

Create and activate a routing rule named **TechSupport**

Activate TechSupport

Answer Area

Create a queue named **TechSupport**

Deactivate the routing rule named CustomerResolution

Create a rule item named **CustomerResolution**. Then, create a rule criterion to route items to the TechSupport queue

Activate CustomerResolution

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases

QUESTION 3

You are a Dynamics 365 for Customer Service manager.

You are preparing to configure queues for the purpose of managing support. After assigning teams respectively to a queue, you need to decide on the type of queue you are going to create.

You decide to create a Private queue.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queues-manage-activities-cases

QUESTION 4

HOTSPOT

A company that manufactures industrial heating, ventilation, and air conditioning (HVAC) equipment is implementing Dynamics 365 Connected Customer Service.

The solution must meet the following requirements:

Track and report changes in readings that come from the units.

Send alerts when readings are outside of set tolerances Provide historical tracking of readings for trend analysis. Send firmware updates as needed.
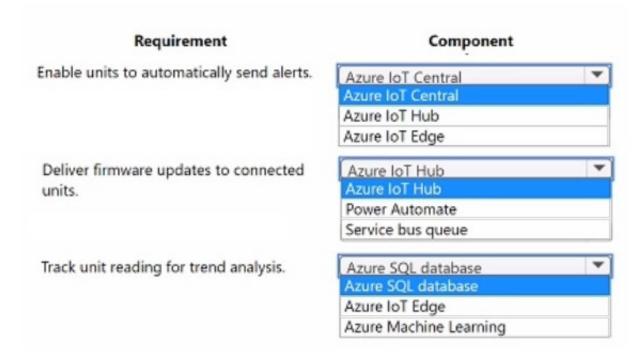
You need to configure the required component

Which component should you use? To answer, select the appropriate options in the answer area.
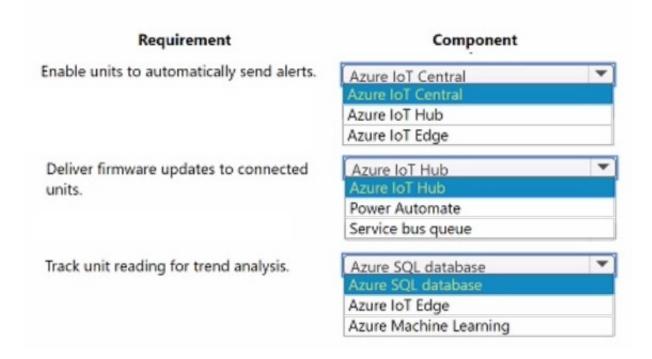
NOTE: Each correct selection is worth one point.

Hot Area:

Requirement	Component
Enable units to automatically send alerts.	Azure IoT Central ▼
	Azure IoT Central
	Azure IoT Hub
	Azure IoT Edge
Deliver firmware updates to connected units.	Azure IoT Hub ▼
	Azure IoT Hub
	Power Automate
	Service bus queue
Track unit reading for trend analysis.	Azure SQL database ▼
	Azure SQL database
	Azure IoT Edge
	Azure Machine Learning

Correct Answer:

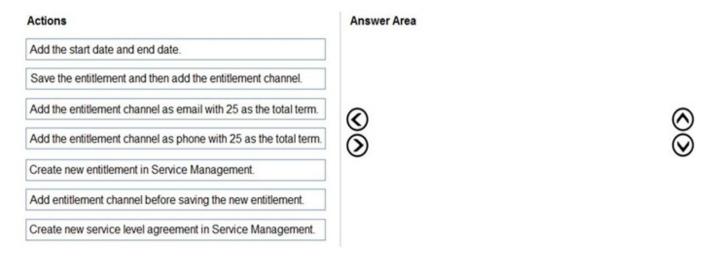| Requirement	Component
Enable units to automatically send alerts.	Azure IoT Central ▼
	Azure IoT Central
	Azure IoT Hub
	Azure IoT Edge
Deliver firmware updates to connected units.	Azure IoT Hub ▼
	Azure IoT Hub
	Power Automate
	Service bus queue
Track unit reading for trend analysis.	Azure SQL database ▼
	Azure SQL database
	Azure IoT Edge
	Azure Machine Learning

QUESTION 5

DRAG DROP

You need to ensure that customers cannot open more cases than they are allowed.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to
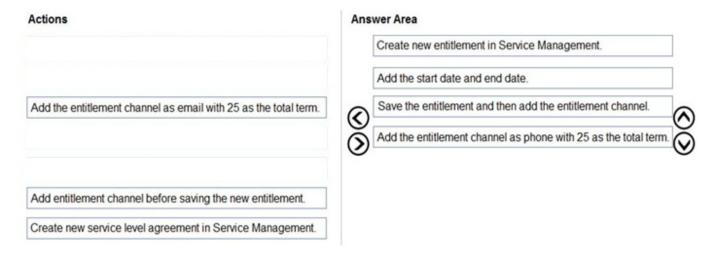
the answer area and arrange them in the correct order.

Select and Place:

Actions	Answer Area
Add the start date and end date.	
Save the entitlement and then add the entitlement channel.	
Add the entitlement channel as email with 25 as the total term.	
Add the entitlement channel as phone with 25 as the total term.	
Create new entitlement in Service Management.	
Add entitlement channel before saving the new entitlement.	
Create new service level agreement in Service Management.	

Correct Answer:

Actions	Answer Area
	Create new entitlement in Service Management.
	Add the start date and end date.
Add the entitlement channel as email with 25 as the total term.	Save the entitlement and then add the entitlement channel.
	Add the entitlement channel as phone with 25 as the total term.
Add entitlement channel before saving the new entitlement.	
Create new service level agreement in Service Management.	

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer

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