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Microsoft Dynamics 365 Customer Service

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QUESTION 1

You are responsible for designing surveys via Voice of the Customer (VoC).

You want to make sure that the design allows for questions to be shown or hidden according to answer selected.

You include the Tagging feature in the design.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

Reference: https://www.inogic.com/blog/2016/10/display-survey-questions-conditionally-for-voice-of-customer-in-dynamics-crm-2016/

QUESTION 2

You are an Omnichannel supervisor at a company. You install a dashboard in Power BI. You need to ensure that managers are able to access the intraday insights dashboard. What should you do?

A. From the supervisor configuration, add all users to the intraday insights dashboard.

B. From the agent configuration, promote the users to supervisors.

C. From universal service desk, enable all dashboards.

D. From the supervisor configuration, add the required users.

E. From Power BI, share the dashboard with the entire organization.

Correct Answer: D

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-intraday-dashboard-supervisor

QUESTION 3

DRAG DROP

A customer has a Customer Service deployment.

The customer needs to implement macros.

You need to identify the security roles that are required to configure and use macros.

Which security roles are required? To answer, move the appropriate security roles to the correct requirements. You may use each security role once, more than once, or not at all. You may need to move the split bar between panes or scroll to

view content

NOTE: Each correct selection is worth one point.

Select and Place:

Security Roles

Security Roles
Customer Service app access
Omnichannel administrator
Productivity tools administrator
Productivity tools user
Sequence manager

Security Roles

Requirements

Configure macros.

Use macros.

Security roles

Security roles

Correct Answer:

Security Roles

Security Roles
Customer Service app access
Omnichannel administrator
Sequence manager

Security Roles

Requirements

Configure macros.

Use macros.

Security roles

Security roles
Productivity tools administrator
Productivity tools user

QUESTION 4

You implement Dynamics 365 Customer Service for a call center.

The call center supervisor has the following requirements for the Customer Service workspace functionality:

Automate agents

Correct Answer: B

Explanation: Correct Solution: Create a macro with an Omnichannel connector. Automate tasks with macros Predefined automation actions In Customer Service, macros provide three connectors: Productivity automation: Provides actions to perform model-driven app operations. Session connector: Provides actions to perform session-related operations. Omnichannel connector: Provides actions to perform Omnichannel for Customer Service–related operations. Omnichannel connector

As an administrator, you can use the actions any number of times across different macros to automate and perform

operations related to Omnichannel for Customer Service.

Note

Macro actions for the Omnichannel connector is available if Customer Service workspace in Omnichannel for Customer Service is installed.

Reference: https://learn.microsoft.com/en-us/dynamics365/app-profile-manager/macros

QUESTION 5

HOTSPOT

You are using Dynamics 365 for Customer Service. You have existing routing rules.

You need to create a routing rule for cases and bulk-import cases.

Which actions should you perform? To answer, select the appropriate action in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer: