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Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)

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QUESTION 1

HOTSPOT

You are examining the functionality of views in Dynamics 365 Sales.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Statements	Yes	No
Views can be created only by users who have access to customize the system.	○	○
System views can be deleted or deactivated.	○	○
Views can be configured so that records are editable inline.	○	○

Correct Answer:

Statements	Yes	No
Views can be created only by users who have access to customize the system.	○	○
System views can be deleted or deactivated.	○	○
Views can be configured so that records are editable inline.	○	○

QUESTION 2

DRAG DROP

A company manufactures environmental sensors that can be monitored remotely.

Match each component to its definition.

Instructions: To answer, drag the appropriate component from the column on the left to its definition on the right. Each component may be used once, more than once, or not at all. Each correct match is worth one point.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Components	Definition	Component
Azure IoT Hub	Service for integration environmental sensors with Dynamics 365 Customer Service.	
Azure IoT Central	Service for configuring integrations between the Customer Service app and environmental sensors.	
Service-level agreement	Rules that trigger on actions in the Customer Service app.	
Power Automate	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	

Correct Answer:

Answer Area

Components	Definition	Component
Azure IoT Hub	Service for integration environmental sensors with Dynamics 365 Customer Service.	Azure IoT Hub
Azure IoT Central	Service for configuring integrations between the Customer Service app and environmental sensors.	Azure IoT Central
Service-level agreement	Rules that trigger on actions in the Customer Service app.	Power Automate
Power Automate	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	Azure IoT Central

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview

QUESTION 3

HOTSPOT

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
There are four types of transaction classes: Time, Expense, Material, and Fee	○	○
Automatic invoice schedules are specified on project contracts	○	○

Correct Answer:

Answer Area

Statement	Yes	No
There are four types of transaction classes: Time, Expense, Material, and Fee	○	○
Automatic invoice schedules are specified on project contracts	○	○

Reference: https://docs.microsoft.com/en-us/dynamics365/project-operations/pro/sales/contracts-key-concepts-sales

https://docs.microsoft.com/en-us/dynamics365/project-operations/sales/invoice-schedules-contract-line

QUESTION 4

HOTSPOT

A company provides roadside assistance for disabled automobiles.

The company enacts a policy that specifies a 30-minute response time for all requests for assistance.

You need to ensure that data about assistance crew response times is captured correctly.
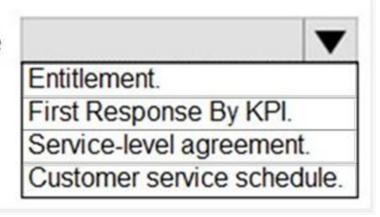
For what type of object should you define details? To answer, select the appropriate option in the answer area.
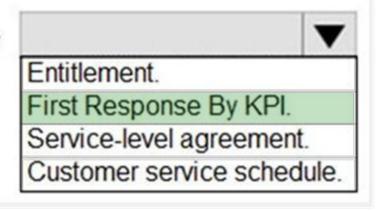
Hot Area:

Answer Area

Defining the details for the [▼]

> Entitlement.
> First Response By KPI.
> Service-level agreement.
> Customer service schedule.

Correct Answer:

Answer Area

Defining the details for the [▼]

> Entitlement.
> **First Response By KPI.**
> Service-level agreement.
> Customer service schedule.

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

QUESTION 5

HOTSPOT

A service company is planning to implement a new system. You evaluate whether the company\'s requirements can be met by using Dynamics 365 Field Service without customizations.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
You can create different service levels for different customers.	○	○
You can manage warranties.	○	○
You can schedule recurring maintenance.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
You can create different service levels for different customers.	○	○
You can manage warranties.	○	○
You can schedule recurring maintenance.	○	○

Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders

https://docs.microsoft.com/en-us/dynamics365/field-service/overview

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