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Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

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

Correct Answer: C

QUESTION 2

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

Correct Answer: BD

QUESTION 3

You have a Microsoft Dynamics 365 environment You implement Field Service.

You need to set up a service task type.

Which three fields, components, or relationships are available when you create a new service task type? Each correct answer presents a complete solution.

A. Description

B. Notes

C. Field Agent

D. Estimated Duration

E. Work Order Duration

Correct Answer: ABC

QUESTION 4

You are using the knowledge base article search from the service area.

Which two search options are available? Each correct answer presents a complete solution.

A. Language

B. Title

C. Date Created

D. Subject

Correct Answer: BD

QUESTION 5

You assign a case to a user named User A.

User A is not available to work on the case. The customer service manager moves the case to the queue for User B .

Which of the following statements is true?

A. User A still owns the case, but the case is located in the queue for UserB .

B. The customer service manager now owns the case.

C. User B now owns the case.

D. The case is not moved to the queue for User B until User A approves the move.

Correct Answer: A

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