



# MB2-718<sup>Q&As</sup>

Microsoft Dynamics 365 for Customer Service exam

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### QUESTION 1

Your organization's Microsoft Dynamics 365 application is configured with the default setting for parent and child case. You need to resolve a parent case. Which statement is true?

- A. All child cases are automatically resolved when you resolve a parent case.
- B. You must resolve each child case before you can resolve the parent case.
- C. You must merge the parent and child cases before resolving the case.
- D. You can resolve the parent and child cases independently of each other.

Correct Answer: B

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### QUESTION 2

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.

Correct Answer: B

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### QUESTION 3

Which statement defines a User Interface Integration (UI) 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

Correct Answer: D

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### QUESTION 4

You create and activate an entitlement. The start and end dates for the entitlement are in the future. What is the status of the entitlement?

- A. Not started



B. On Hold

C. Pending

D. Waiting

Correct Answer: D

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#### QUESTION 5

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. ~

Correct Answer: ACD

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