



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

You have the Customer service representative security role. You apply a filter to the active case system view. You need to save the view. What should you do?

- A. Create a personal view.
- B. Save the filtered view.
- C. Pin the view.
- D. Use Save As and give the view a new name.

Correct Answer: D

QUESTION 2

Which two of the following are valid routing rule actions? Each correct answer presents part of the solution.

- A. Cancel Case
- B. Send Email
- C. Assign to User/Team
- D. Route to Queue

Correct Answer: CD

QUESTION 3

You need to install and configure the Unified Service Desk (USD) client. What should you do?

- A. Import the USD client as a solution.
- B. You must manually install the client.
- C. Deploy the USD client from the Microsoft Dynamics 365 server.
- D. Enable the USD client from System Settings.

Correct Answer: B

QUESTION 4

Which of the following records can you convert into a case?

- A. task



- B. queue
- C. lead
- D. opportunity

Correct Answer: A

QUESTION 5

Which three of the following are valid survey response actions?

- A. Restart Survey
- B. Toggle Visibility
- C. Auto-Populate
- D. End Survey
- E. Chain Survey

Correct Answer: ADE

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