



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

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 2

You implement the Unified Service Desk (USD). Which three statements regarding the debugger are true? Each correct answer presents a complete solution.

- A. The debugger allows you to review data parameters from static log files.
- B. The debugger allows you to review real-time data parameters.
- C. The debugger allows you to review action calls from static log files.
- D. The debugger is a USD hosted control.
- E. The debugger allows you to review real-time action calls.
- F. The debugger is a standalone tool.

Correct Answer: ACE

QUESTION 3

You create a service level agreement (SLA) for cases where the case priority is critical. The SLA must display a warning after 15 minutes and fail after 30 minutes.

You create a normal priority case at 16:00. You change the priority to critical at 16:15. If no action is taken, how many minutes will elapse before the SLA fails?

- A. 15 minutes
- B. 30 minutes
- C. 145 minutes
- D. 60 minutes



Correct Answer: C

QUESTION 4

You need to create a goal record.

For which three fields must you enter data? Each correct answer presents a complete solution.

- A. Time Period
- B. Actual Value
- C. Owner
- D. Metric Type
- E. Goal Metric

Correct Answer: ABC

QUESTION 5

You plan to deploy Unified Service Desk (USD).

You need to install all USD components and verify the installation.

Which three actions should you perform? Each correct answer presents part of the solution.

- A. Deploy USD packages to the Microsoft Dynamics 365 instance.
- B. Install the USD client on a development computer.
- C. Run the USD client and connect to the Microsoft Dynamics 365.
- D. In the USD application, configure client diagnostic logging.
- E. Install computer telephony integration (CTI) adapters.

Correct Answer: ABC

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