



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

You are creating an interactive service hub dashboard.

You need to control the display color for data embedded in the chart

Which two field types should you configure? Each correct answer presents a complete solution.

- A. Floating Point Number
- B. Two Options
- C. Decimal
- D. Currency
- E. Option Set

Correct Answer: BE

QUESTION 2

What are two examples of entitlement allotment options? Each correct answer presents a complete solution.

- A. Number of Channels
- B. Number of Products
- C. Number of Cases
- D. Number of Hours

Correct Answer: CD

QUESTION 3

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

QUESTION 4



You create an entitlement for a customer. In the channels section of the entitlements page, you add email and assign 75 percent of the allocation to email. Which of the following statements is true?

- A. 75 percent of cases created by the customer must be created by using email. Remaining cases cannot be created until another channel is added to the entitlement
- B. 25 percent of cases created by the customer must be created by using email. The remaining cases may be created with any other channel.
- C. All cases created by the customer must be created by using email.
- D. 75 percent of cases created by the customer must be created by using email. The remaining cases may be created with any other channel.

Correct Answer: B

QUESTION 5

Your organization uses enhanced service level agreements (SLA's).

You need to create a view that displays the SLA failure and succeeded time for data related to a case.

Which entity should you use to select the fields?

- A. SLA
- B. enhanced SLA C
- C. SLA KPI Instance
- D. SLA Item

Correct Answer: D

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