MB2-718 Q&As

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

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 2

You are working with the Field Service mobile app in online mode.

Which two statements regarding data synchronization are true? Each correct

A. The user can choose when data synchronization occurs.

B. Data continuously synchronizes with the server.

C. You do not need to manually synchronize your device.

D. Information is downloaded to your device.

Correct Answer: AD

QUESTION 3

You ship a replacement part to a customer.

The customer reports that they receive the incorrect part.

You need to initiate a process to return the product to the warehouse.

What should you do?

A. Create a new return merchandise authorization (RMA) record.

B. Create a new return to vendor (RTV) record.

C. Create a new Agreement record.

D. Create a new Inventory Adjustment record.

Correct Answer: A

QUESTION 4

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

QUESTION 5

You release an item from a queue.

What is the outcome?

A. The current routing rule is applied.

B. The value from the Worked By field is removed.

C. The record is returned to the originating queue.

D. The record is removed from the current queue and placed in the user\\'s personal queue.

Correct Answer: D

QUESTION 6

Your organization has a custom entity.

You need to ensure that the custom entity is available from the interactive service hub.

Which setting for the entity should you modify?

A. Enable for knowledge management

B. Enable for mobile

C. Enable for interactive experience

D. Enable for SLA

Correct Answer: D

QUESTION 7

What are the states a knowledge base article can be in?

A. Active. Approved, Draft, Inactive, or Scheduled

B. Active or Inactive

C. Approved, Archived, Discarded, Draft. Expired, or Scheduled

D. Approved, Cancelled. Draft Expired. On Hold, or Scheduled

Correct Answer: C

QUESTION 8

Which three statements regarding Voice of The Customer are true. Each correct answer presents a complete solution.

A. The survey definition is stored in Microsoft Azure. The survey response is temporarily stored in Azure Service Bus then later retrieved and stored in Microsoft Dynamics 365. Survey responses are deleted from Azure Service Bus after they are stored in Microsoft Dynamics 365.

B. Collateral, such as themes and images, can be stored as web resources and included in solutions.

C. Surveys can be included in solutions.

D. Each new environment requires the creation of configuration records.

E. Each survey contains three forms.

Correct Answer: BDE

QUESTION 9

You create a Voice of the Customer survey.

You need to configure an automatic response each time a customer completes the survey.

Which feature or component should you use?

A. rule

B. piped data

C. linked question

D. Microsoft Azure Content Delivery Network (CDN)

Correct Answer: A

QUESTION 10

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 11

Which two statements regarding Microsoft Power BI dashboards are true? Each correct answer presents a complete solution.

A. Visualizations can display up to 5,000 records.

B. You can use Microsoft One Drive for Business as a data connection.

C. You can examine data by using natural language capabilities.

D. You can add up to six visualizations.

Correct Answer: BC

QUESTION 12

You deploy Unified Service Desk (USD). You configure a toolbar container hosted control.

You need to ensure that the hosted control is aligned to a specific part of the screen by using the Realign Window action.

Which three parameters can you configure? Each correct answer presents a complete solution.

A. screen

B. resolution

C. left

D. client type

E. top

Correct Answer: ACE

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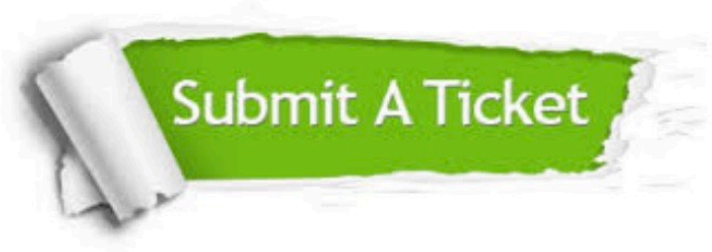

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