



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

You have a Microsoft Dynamics 365 environment and you are using Unified Service Desk (USD) in a call center scenario. Users must be able to ask their customers questions that will trigger defined follow on actions. You need to provide users with guidance for their customer interactions. What should you use?

- A. agent scripts
- B. knowledge management
- C. CRM dialogs
- D. CRM workflows

Correct Answer: A

QUESTION 2

You are creating a new single-stream dashboard. You plan to filter the dashboard based on cases. Which two components can you add to the dashboard? Each correct answer presents a complete solution.

- A. a tile that shows the count of open activities
- B. a stream that contains a public queue of cases
- C. a chart based on open activities
- D. a stream that shows a view of open activities

Correct Answer: AC

QUESTION 3

You create and activate an entitlement for a customer. The entitlement is set to decrease allotment on case creation. The customer opens a case and you observe that the issue is caused by a bug on the software.

You need to ensure the customer allotment is not affected by this case.

What should you do?

- A. Delete the case.
- B. Cancel the case.
- C. Use the Do Not Decrement Entitlement Terms action.
- D. Use the Apply Routing Rule action.

Correct Answer: B



QUESTION 4

Which two statements regarding standard service-level agreements (SLAs) are true? Each correct answer presents a complete solution.

- A. Standard SLAs record failure time on the entity record itself.
- B. You can create SLAs for entities other than the Case entity.
- C. You can only pause enhanced SLAs.
- D. You must use an enhanced SLA to define multiple success criteria.

Correct Answer: BC

QUESTION 5

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

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