



# MB2-718<sup>Q&As</sup>

Microsoft Dynamics 365 for Customer Service exam

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### QUESTION 1

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

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### QUESTION 2

The time period for a goal was not set correctly. You need to ensure that a user can correct the goal. What should you do?

- A. Change the manager for the goal.
- B. Add a new goal metric.
- C. Add a child goal with the correct time period that is owned by the user.
- D. Add a parent goal with the correct time period that is owned by the user.

Correct Answer: A

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### QUESTION 3

Which three actions can you perform by using editable grids? Each correct answer presents a complete solution.

- A. Update a lookup field to a custom entity.
- B. Edit records by using mobile clients.
- C. Group records by a specific column.
- D. Update a Customer Type lookup field.
- E. Update the value of an Owner lookup field.

Correct Answer: ABC

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#### QUESTION 4

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

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

Correct Answer: A

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#### QUESTION 5

Under which two circumstances will a routing rule be applied to a case without user intervention? Each correct answer presents a complete solution.

- A. a case is created as the result of a record creation rule
- B. a case was created before the routing rule was activated
- C. a case is created by using a convert to case action
- D. a case is created manually

Correct Answer: AD

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