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Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

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 2

You have a Microsoft Dynamics 365 environment. You implement Field Service. You need to ensure that users can interact with Field Service on a mobile device. What should you do?

A. Implement the Resco Mobile CRM Woodford app.

B. Import the Field Service solution.

C. Download the Windows Mobile Software Development Kit (SDK).

D. Configure the Microsoft Dynamics 365 mobile app.

Correct Answer: B

QUESTION 3

Which two statements regarding case routing are true? Each correct answer presents a complete solution.

A. You can add a maximum of five routing rule items to a routing rule set

B. A workflow is automatically created for each routing rule.

C. A maximum of three routing rule sets can be active at the same time.

D. You can route or assign a case to a user, queue, or team.

Correct Answer: BD

QUESTION 4

Which statement defines a User Interface Integration (UH) action?

A. the data sent to the action

B. the signature of the action to be performed

C. the action to be performed

D. the trigger for an action

Correct Answer: D

QUESTION 5

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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