MB2-718 Q&As

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

You are attempting to resolve a case.

For which situation will the system display a prompt before reaching the Case Resolution window?

A. The case has a service-level agreement (SLA) that was not met.

B. The case has an open activity.

C. The customer will exceed their entitlement allotment

D. The case has an open parent case.

Correct Answer: B

QUESTION 2

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 3

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 4

Which two of the following are valid routing rule actions? Each correct answer presents part of the solution.

A. Cancel Case

B. Send Email

C. Assign to User/Team

D. Route to Queue

Correct Answer: CD

QUESTION 5

You create and activate an entitlement. The start and end dates for the entitlement are in the future. What is the status of the entitlement?

A. Not started

B. On Hold

C. Pending

D. Waiting

Correct Answer: D

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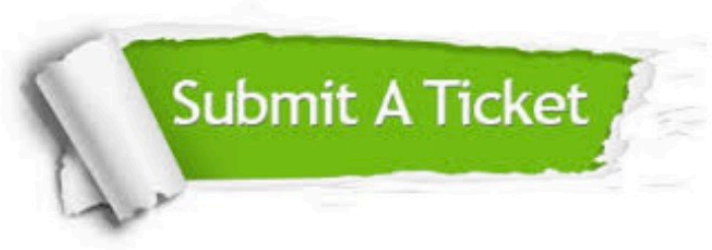

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