



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

Which three of the following are valid survey response actions?

- A. Restart Survey
- B. Toggle Visibility
- C. Auto-Populate
- D. End Survey
- E. Chain Survey

Correct Answer: ADE

QUESTION 2

You have a Microsoft Dynamics 365 environment You implement Field Service.

You need to set up a service task type.

Which three fields, components, or relationships are available when you create a new service task type? Each correct answer presents a complete solution.

- A. Description
- B. Notes
- C. Field Agent
- D. Estimated Duration
- E. Work Order Duration

Correct Answer: ABC

QUESTION 3

You plan to deploy Unified Service Desk (USD).

You need to install all USD components and verify the installation.

Which three actions should you perform? Each correct answer presents part of the solution.

- A. Deploy USD packages to the Microsoft Dynamics 365 instance.
- B. Install the USD client on a development computer.



- C. Run the USD client and connect to the Microsoft Dynamics 365.
- D. In the USD application, configure client diagnostic logging.
- E. Install computer telephony integration (CTI) adapters.

Correct Answer: ABC

QUESTION 4

You have the Customer service representative security role. You apply a filter to the active case system view. You need to save the view. What should you do?

- A. Create a personal view.
- B. Save the filtered view.
- C. Pin the view.
- D. Use Save As and give the view a new name.

Correct Answer: D

QUESTION 5

You need to create a goal record.

For which three fields must you enter data? Each correct answer presents a complete solution.

- A. Time Period
- B. Actual Value
- C. Owner
- D. Metric Type
- E. Goal Metric

Correct Answer: ABC

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