



Microsoft

Exam Questions MB2-718

Microsoft Dynamics 365 for Customer Service

NEW 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

Answer: A

NEW QUESTION 2

You need to install and configure the Unified Service Desk (USD) client What should you do?

- A. Import the USD client as a solution.
- B. You must manually install the client.
- C. Deploy the USD client from the Microsoft Dynamics 365 server.
- D. Enable the USD client from System Settings.

Answer: B

NEW QUESTION 3

You manage a Microsoft Dynamics 365 deployment for Contoso, Ltd.

You need to provide users the URL to their Microsoft Dynamics 365 Online interactive service hub.

What is the URL format for the Microsoft Dynamics 365 Online interactive service hub?

- A. https://www.microsoft.com/en-US/dynamics/crm-custo-customer-center/interactive-service-hub-user-s-guide.aspx#bkmk_Access
- B. <https://contoso.crm.dynamics.com/XRMServices/2011/Discovery.svc>
- C. <https://contoso.crm.dynamics.com/engagementhub.aspx>
- D. <https://contoso.crm.dynamics.com/main.aspx>

Answer: C

NEW QUESTION 4

You need to enable the Map view for the schedule board. What should you do first?

- A. Enable service territories.
- B. Enable the connection to Bing Maps.
- C. Enable Custom Geolocation.
- D. Select a resource details view.

Answer: B

NEW QUESTION 5

You are deploying a Unified Service Desk (USD) application.

For which three scenarios can you attach an action call? Each correct answer presents a complete solution.

- A. A window navigation rule is processed.
- B. Client diagnostic logging is turned on.
- C. A threshold is reached in a Microsoft Power BI report.
- D. An agent script is run or an answer is clicked.
- E. A toolbar button is clicked.

Answer: ADE

NEW QUESTION 6

You implement the Unified Service Desk (USD). You plan to implement a window navigation rule. Which two statements are true? Each answer represents a complete solution.

- A. You must populate the form and entity or URL fields for specific rules.
- B. Rules are evaluated based on the order number.
- C. You must use the display name to reference the entity in the rule.
- D. You must configure default rules so that they are evaluated first

Answer: BD

NEW QUESTION 7

Which two security roles are created when you install the Field Service application? Each correct answer presents a complete solution.

- A. Field Service Administrator
- B. Field Service Dispatcher
- C. Field Service Representative
- D. Field Service Read Only

Answer:

AB

NEW QUESTION 8

You are a customer service agent that uses Unified Service Desk (USD). You search for a customer. You select a customer record from the search results and open the customer record.

How many sessions are created?

- A. 1
- B. 2
- C. 3

Answer: C

NEW QUESTION 9

A user named User1 creates a knowledge base article. No other action has been taken. User1 must modify the article. You need to direct User1 to the view where the article is displayed. To which view should you direct User1?

- A. Scheduled Articles
- B. Unapproved Articles
- C. Draft Articles
- D. Inactive Articles

Answer: C

NEW QUESTION 10

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.

Answer: ABC

NEW QUESTION 10

Your organization plans to use Voice of the Customer to send surveys to select groups of customers. You need to customize branding colors and logos for the surveys. What should you do?

- A. Modify Voice of the Customer survey themes.
- B. Configure system settings.
- C. Modify Microsoft Dynamics 365 themes.
- D. Update Voice of the Customer piped data.

Answer: A

NEW QUESTION 15

You use the automatic creation and update rule feature to create case records automatically.

Which three source record types are available for automatically creating a case? Each correct answer presents a complete solution.

- A. social activity
- B. mailbox alert
- C. survey activity
- D. auto post
- E. booking alert

Answer: ACE

NEW QUESTION 20

You have a Microsoft Dynamics 365 environment that has no customization*. You are working in the interactive service hub with a single-stream dashboard for cases.

Which option can you use to filter cases?

- A. Business process stage
- B. Title
- C. Product
- D. Category

Answer: C

NEW QUESTION 25

You create an entitlement for a customer. In the channels section of the entitlements page, you add email and assign 75 percent of the allocation to email. Which of the following statements is true?

- A. 75 percent of cases created by the customer must be created by using email
- B. Remaining cases cannot be created until another channel is added to the entitlement

- C. 25 percent of cases created by the customer must be created by using email.
- D. The remaining cases may be created with any other channel.
- E. All cases created by the customer must be created by using email.
- F. 75 percent of cases created by the customer must be created by using email.
- G. The remaining cases may be created with any other channel.

Answer: B

NEW QUESTION 26

You are creating an interactive service hub dashboard.

You need to control the display color for data embedded in the chart.

Which two field types should you configure? Each correct answer presents a complete solution.

- A. Floating Point Number
- B. Two Options
- C. Decimal
- D. Currency
- E. Option Set

Answer: BE

NEW QUESTION 29

You need to change the warehouse location for product inventory. What should you do?

- A. Create a new Product Relationship record.
- B. Create a new Warehouse record.
- C. Create a new Inventory Transfer record.
- D. Create a new Inventory Adjustment record.

Answer: C

NEW QUESTION 32

You install Microsoft Dynamics 365.

Which three knowledge base article templates are available? Each correct answer presents a complete solution.

- A. Solution to a Problem
- B. Standard KB Article
- C. Case Escalation
- D. Coverage Dates
- E. Procedure

Answer: ABE

NEW QUESTION 36

You have a Microsoft Dynamics 365 environment. You implement Field Service. You need to check the work order instructions in the Field Service mobile app.

Which tab on the work order contains instructions?

- A. Incidents
- B. Other
- C. Info
- D. Booking

Answer: C

NEW QUESTION 38

You create a service-level agreement (SLA). For which two of the following key performance indicators (KPIs) can you create actions? Each correct answer presents a complete solution.

- A. Escalate By
- B. Resolve By
- C. First Response By
- D. Close By

Answer: BC

NEW QUESTION 39

You ship a replacement part to a customer.

The customer reports that they receive the incorrect part.

You need to initiate a process to return the product to the warehouse. What should you do?

- A. Create a new return merchandise authorization (RMA) record.
- B. Create a new return to vendor (RTV) record.
- C. Create a new Agreement record.
- D. Create a new Inventory Adjustment record.

Answer: A

NEW QUESTION 40

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

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

Answer: A

NEW QUESTION 44

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.

Answer: BD

NEW QUESTION 46

You are creating a new survey with the Voice of the Customer Survey designer.

Which two statements regarding the Voice of the Customer Survey designer are true? Each correct answer presents a complete solution.

- A. The Complete page must always display last.
- B. The Welcome page must always display first.
- C. Surveys can have up to three pages.
- D. Surveys can contain unlimited questions.

Answer: AB

NEW QUESTION 47

You configure an organization to use entitlements. No customization has been applied. You need to associate an entitlement with a case record.

Which option is displayed in the entitlement lookup field on the case record?

- A. only active entitlements associated with the case customer
- B. all active entitlements associated with the customer and contact
- C. only active entitlements associated with the case contact
- D. all entitlements associated with the customer and contact

Answer: B

NEW QUESTION 48

You have access to the desktop version of Microsoft Excel and Excel Online. You need to perform a bulk update of data for 225 contacts.

What are two ways to achieve the goal? Each correct answer presents a complete solution.

- A. Open the data in Excel Online, make updates, and then save changes to Microsoft Dynamics 365.
- B. Export data as a dynamic pivot table, make updates, and then save changes to Microsoft Dynamics 365.
- C. Export the data as a static worksheet make updates, and then save changes to Microsoft Dynamics 365.
- D. Export the data as a static worksheet, make updates, and then import the data back into Microsoft Dynamics 365.

Answer: AD

NEW QUESTION 52

You are creating a new knowledge base article about a known product defect After publishing the article, you discover an inaccuracy.

You need to correct the issue while maintaining a traceable history of what was published. What should you do?

- A. Use the update article option.B . Revert the article to draft status, fix the error, and then republish the article.
- B. Delete and recreate the article.
- C. Publish a minor revision to the article.

Answer: A

NEW QUESTION 55

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.

Answer: ABC

NEW QUESTION 60

Which of the following capabilities is only available when using enhanced SLAs?

- A. pause an SLA
- B. use security roles to control SLA creation
- C. track Key Performance Indicators (KPIs)
- D. define failure actions

Answer: A

NEW QUESTION 65

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

Answer: CD

NEW QUESTION 70

You need to provide quick ad-hoc analysis of data from within the Microsoft Dynamics 365 environment Which Export to Excel option should you use?

- A. Excel Online
- B. static worksheet
- C. dynamic worksheet
- D. dynamic pivot table

Answer: A

NEW QUESTION 72

You implement the Unified Service Desk (USD). You plan to implement actions and replacement parameters. Which three symbols are valid replacement keys? Each correct answer presents a complete solution.

- A. ^
- B. -
- C. +
- D. \$
- E. ~

Answer: ACD

NEW QUESTION 74

A user selects a case from a queue and studies the queue item details for the case. Which two data points are displayed? Each correct answer presents a complete solution.

- A. the user who owns the case
- B. the time spent working on the case
- C. the queue the case is related to
- D. the user working on the case

Answer: BD

NEW QUESTION 78

You use the interactive service hub for your daily work. You identify a knowledge base article that can assist with an open case for a customer. You need to send the article to the customer. What should you do?

- A. Create a new email record and set the regarding object to the knowledge base article.
- B. Use Microsoft Skype for Business to send a link to the customer.
- C. Send a link to the customer by using Email a link.
- D. Search the knowledge base from within the case, and use the Link Article and Email Content option.

Answer: C

NEW QUESTION 81

You use the Field Service application.

You need to track users and equipment that are available for scheduling. Which resource type should you use?

- A. Bookable Resource
- B. Warehouse Resource
- C. Resource Group
- D. Web Resource

Answer: A

NEW QUESTION 83

You deploy Unified Service Desk (USD). You configure a toolbar container hosted control. You need to ensure that the hosted control is aligned to a specific part of the screen by using the Realign Window action. Which three parameters can you configure? Each correct answer presents a complete solution.

- A. screen
- B. resolution
- C. left
- D. client type
- E. top

Answer: ACE

Explanation: <https://msdn.microsoft.com/en-us/library/dn864884.aspx>

NEW QUESTION 84

What are Field Service Agreements?

- A. frameworks for automatically generating work orders and invoices
- B. methods to help users verify what the customers are eligible for and create cases for customers
- C. methods to allow users to organize, prioritize, and monitor the progress of their work
- D. deflations for the level of service or support that your organization agrees to offer to a customer

Answer: A

NEW QUESTION 85

Which queue type is created when you add a user to Dynamics 365?

- A. System
- B. Personal
- C. Escalation
- D. Shared

Answer: D

NEW QUESTION 88

Which two actions can you perform by using entitlement channels? Each correct answer presents a complete solution.

- A. Specify the number of customers allowed to use each channel
- B. Restrict users from creating cases by using specified channels.
- C. Restrict the number of child cases allowed for each parent case with a specified channel.
- D. Specify the number of cases allowed for each channel.

Answer: BD

NEW QUESTION 92

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

Answer: BDE

NEW QUESTION 93

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.

Answer: A

NEW QUESTION 96

You plan to combine two cases by using the merge case process. Which option can you specify?

- A. Set a parent case.
- B. Assign the case owner.
- C. Select which case to merge into another case.
- D. Indicate which fields should be set as the master field from each case record.

Answer: C

NEW QUESTION 100

Your organization's Microsoft Dynamics 365 application is configured with the default setting for parent and child case. You need to resolve a parent case. Which statement is true?

- A. All child cases are automatically resolved when you resolve a parent case.
- B. You must resolve each child case before you can resolve the parent case.
- C. You must merge the parent and child cases before resolving the case.
- D. You can resolve the parent and child cases independently of each other.

Answer: D

NEW QUESTION 104

You create a Voice of the Customer survey.

You need to configure an automatic response each time a customer completes the survey. Which feature or component should you use?

- A. rule
- B. piped data
- C. linked question
- D. Microsoft Azure Content Delivery Network (CDN)

Answer: A

NEW QUESTION 105

A company plans to send out customer surveys. When a customer responds that they are not likely to recommend the company to a colleague, you need to display another question to gather additional information.

You need to configure the environment. What should you do?

- A. Modify piped data.
- B. Use a response routing rule.
- C. Add a business rule.
- D. Create an action rule.

Answer: B

NEW QUESTION 107

Which two statements regarding the Unified Service Desk (USD) debugger are true? Each correct answer presents a complete solution.

- A. Yellow highlights are used to indicate a warning regarding an action call.
- B. Red highlights are used to indicate the failure of an event
- C. You can view a replacement parameter list.
- D. You can run an action call on demand.

Answer: AB

NEW QUESTION 112

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

Answer: BD

NEW QUESTION 115

You have two similar cases. One case is named Case1 and the other is named Case2. Each case has a different parent case. You attempt to merge Case1 into Case2. What is

the result to the merge process?

- A. Case1 is merged into Case2. Activities and notes are combined under Case2.
- B. The cases will not merge.
- C. Both cases will become child cases of the parent for Case2.
- D. The cases will not merge.
- E. Each case will remain parented to their original records.
- F. Case1 is merged into Case2. Activities and notes are combined under Case1.

Answer: C

NEW QUESTION 119

You need to merge eight similar cases. Which of the following statements is true?

- A. You can merge all eight cases at the same time.
- B. You can only merge the cases if a parent/child relationship exists between the cases.
- C. You can only merge two cases at a time.
- D. You can only merge the cases if all related activities are closed.

Answer: A

Explanation: From the 81057AE_DYN365_AE_ENUS_01_CompanionGuide: “In addition, it’s important to know that by default you can merge up to 10 cases at a time.”

NEW QUESTION 122

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

Answer: D

Explanation: If the start and end date of the entitlement fall in the future, the status of the entitlement is set to Waiting. On the start date, the status automatically changes to Active. If the end date is in the past, the entitlement is set to Expired.

NEW QUESTION 123

You are working with the Field Service mobile app in online mode.

Which two statements regarding data synchronization are true? Each correct

- A. The user can choose when data synchronization occurs.
- B. Data continuously synchronizes with the server.
- C. You do not need to manually synchronize your device.
- D. Information is downloaded to your device.

Answer: AD

NEW QUESTION 126

What are three functions of the Unified Service Desk (USD) Global Manager hosted control? Each correct answer presents a complete solution.

- A. Provide process flows to respond to agent request for help.
- B. Manage data for the session.
- C. Interpret window navigation rules.
- D. Provide escalation alerts to manage agents who need help.
- E. Provide data to the toolbar components and agent scripts.

Answer: BCE

NEW QUESTION 131

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

Answer: ACE

NEW QUESTION 134

You are a customer service agent in a call center. AH customer service agents use Unified Service Desk (USD) to respond to calls.

You need to respond to two calls from two different customers at the same time. What should you do?

- A. Create one session for each customer.
- B. Create two sessions and use connections to create a relationship between them.
- C. Create one session and add each customer to a separate section on the form.
- D. Create one session and add each customer to the related customer sub grid.

Answer: D

NEW QUESTION 137

You have a Microsoft Dynamics 365 environment. You implement Field Service. You need to update a work order to indicate that you are traveling to the client

Which field in the Field Service mobile app should you update?

- A. Booking Status
- B. Start Time
- C. Actual Arrival Time
- D. System Status

Answer: A

NEW QUESTION 140

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.

Answer: BC

NEW QUESTION 145

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.

Answer: B

NEW QUESTION 148

You implement the Unified Service Desk (USD). Which two statements are true when creating a hosted control?

- A. Fields that display on a form vary depending on the hosted control type.
- B. You can set a default action for the control.
- C. There are five total hosted control types available.
- D. The owner for the hosted control cannot be changed.

Answer: AB

NEW QUESTION 149

.....

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questions and Answers in PDF Format

MB2-718 Practice Exam Features:

- * MB2-718 Questions and Answers Updated Frequently
- * MB2-718 Practice Questions Verified by Expert Senior Certified Staff
- * MB2-718 Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- * MB2-718 Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
[Order The MB2-718 Practice Test Here](#)