

MB2-718 Dumps

Microsoft Dynamics 365 for Customer Service

<https://www.certleader.com/MB2-718-dumps.html>



NEW QUESTION 1

- (Topic 1)

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 2

- (Topic 1)

You plan to create surveys for a multinational company that manages hotels. You must create a unique survey for each hotel location. Which statement is true?

- A. You can capture up to 10,000 survey responses per day.
- B. You can store unlimited survey responses over time.
- C. You can publish a maximum of 200 surveys.
- D. All surveys must use the same theme.

Answer: C

NEW QUESTION 3

- (Topic 1)

You pick a case from a queue.

You determine that you cannot resolve the case, and plan to release the case back to the queue.

What effect does releasing the case to the queue have on record ownership?

- A. Ownership remains unchanged.
- B. Ownership is assigned based on the current routing rule.
- C. Ownership is reverted to the previous owner.
- D. Ownership of the record is assigned to the queue owner.

Answer: A

NEW QUESTION 4

- (Topic 1)

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

Answer: ABD

NEW QUESTION 5

- (Topic 1)

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 6

- (Topic 1)

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 7

- (Topic 1)

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 8

- (Topic 1)

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 9

- (Topic 1)

You create a queue and assign it to a team. Which type of queue is created?

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

Answer: D

NEW QUESTION 10

- (Topic 1)

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 10

- (Topic 1)

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 11

- (Topic 1)

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

Answer: AD

NEW QUESTION 14

- (Topic 1)

You need to implement Microsoft Power BI to analyze and visualize data.

Which two actions can you perform? Each correct answer presents a complete solution.

- A. Use iframes to display content
- B. Implement custom visualizations.

- C. Use a file that is stored in Microsoft OneDrive as a data source.
- D. Display the most recent version of the data always.

Answer: AB

NEW QUESTION 15

- (Topic 1)

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 19

- (Topic 1)

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 23

- (Topic 1)

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 28

- (Topic 1)

You create and activate an entitlement for a customer. The entitlement is set to decrease allotment on case creation. The customer opens a case and you observe that the issue is caused by a bug on the software.

You need to ensure the customer allotment is not affected by this case. What should you do?

- A. Delete the case.
- B. Cancel the case.
- C. Use the Do Not Decrement Entitlement Terms action.
- D. Use the Apply Routing Rule action.

Answer: B

NEW QUESTION 32

- (Topic 1)

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 33

- (Topic 2)

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 38

- (Topic 2)

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 42

- (Topic 2)

Your organization uses the interactive service hub to manage cases. You need to interact with records in a stream that displays active cases.

Which two actions can you perform? Each correct answer presents a complete solution.

- A. Add to Queue
- B. Email a Link
- C. Send Direct Email
- D. Do Not Decrement Entitlement Terms

Answer: AD

NEW QUESTION 45

- (Topic 2)

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 50

- (Topic 2)

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 54

- (Topic 2)

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 57

- (Topic 2)

Your organization has a custom entity.

You need to ensure that the custom entity is available from the interactive service hub. Which setting for the entity should you modify?

- A. Enable for knowledge management
- B. Enable for mobile
- C. Enable for interactive experience
- D. Enable for SLA

Answer:

C

NEW QUESTION 58

- (Topic 2)

You need to search for a specific knowledge base article by number.

Which two options can you use? Each correct answer presents a complete solution.

- A. Service Area
- B. Relevance Search
- C. Categorized Search
- D. Article Template Quick Find

Answer: AC

NEW QUESTION 61

- (Topic 2)

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 64

- (Topic 2)

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 67

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