MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 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

Correct Answer: D

QUESTION 2

You have a Microsoft Dynamics 365 environment. You implement Field Service and create a Field Service Agreement for a specific account

Where should you define the preferred resource?

A. Schedule Board Setting

B. Booking Setup

C. Field Service Settings

D. Scheduler Field Service slot text template

Correct Answer: A

QUESTION 3

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

Correct Answer: ACE

QUESTION 4

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

A user named User1 is creating an agreement User1 attempts to set the agreement booking dates and agreement invoice dates but reports that the options are disabled.

You need to resolve the issue.

What should you do?

A. In System Settings, set the Fiscal Year End.

B. Set the work order duration.

C. Add the Customer Service Representative role to User1.

D. Set the agreement status to Active.

Correct Answer: D

QUESTION 5

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

Correct Answer: B

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