



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

Pass Microsoft MB2-718 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/mb2-718.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 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

Correct Answer: ACE

QUESTION 2

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.

Correct Answer: AB

QUESTION 3

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 4

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.

Correct Answer: A

QUESTION 5

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



To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Try our product !

- 100% Guaranteed Success
- 100% Money Back Guarantee
- 365 Days Free Update
- Instant Download After Purchase
- 24x7 Customer Support
- Average 99.9% Success Rate
- More than 800,000 Satisfied Customers Worldwide
- Multi-Platform capabilities - [Windows](#), [Mac](#), [Android](#), [iPhone](#), [iPod](#), [iPad](#), [Kindle](#)

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications. You can view Vendor list of All Certification Exams offered:

<https://www.geekcert.com/allproducts>

Need Help

Please provide as much detail as possible so we can best assist you.
To update a previously submitted ticket:



 One Year Free Update <p>Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 Money Back Guarantee <p>To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 Security & Privacy <p>We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

Any charges made through this site will appear as Global Simulators Limited.
All trademarks are the property of their respective owners.
Copyright © geekcert, All Rights Reserved.