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 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

Correct Answer: C

QUESTION 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.

Correct Answer: AB

QUESTION 3

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.

Correct Answer: C

QUESTION 4

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.

Correct Answer: A

QUESTION 5

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. Remaining cases cannot be created until another channel is added to the entitlement

B. 25 percent of cases created by the customer must be created by using email. The remaining cases may be created with any other channel.

C. All cases created by the customer must be created by using email.

D. 75 percent of cases created by the customer must be created by using email. The remaining cases may be created with any other channel.

Correct Answer: B

[Latest MB2-718 Dumps](#)   [MB2-718 Study Guide](#)   [MB2-718 Exam Questions](#)

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

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.

Money Back Guarantee

To ensure that you are spending on
quality products, we provide 100%
money back guarantee for 30 days
from the date of purchase.

Security & Privacy

We respect customer privacy. We
use McAfee's security service to
provide you with utmost security for
your personal information & peace
of mind.