



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 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.

Correct Answer: A

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 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.

Correct Answer: ADE

QUESTION 4

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.

Correct Answer: B

QUESTION 5

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

Correct Answer: AB

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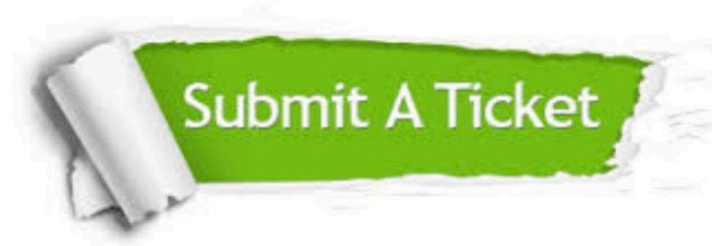
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