



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

You install Microsoft Dynamics 365.

Which three knowledge base article templates are available? Each correct answer presents a complete solution.

- A. Solution to a Problem
- B. Standard KB Article
- C. Case Escalation
- D. Coverage Dates
- E. Procedure

Correct Answer: ABE

QUESTION 2

Which of the following capabilities is only available when using enhanced SLAs?

- A. pause an SLA
- B. use security roles to control SLA creation
- C. track Key Performance Indicators (KPIs)
- D. define failure actions

Correct Answer: A

QUESTION 3

Which three statements regarding Voice of The Customer are true. Each correct answer presents a complete solution.

- A. The survey definition is stored in Microsoft Azure. The survey response is temporarily stored in Azure Service Bus then later retrieved and stored in Microsoft Dynamics 365. Survey responses are deleted from Azure Service Bus after they are stored in Microsoft Dynamics 365.
- B. Collateral, such as themes and images, can be stored as web resources and included in solutions.
- C. Surveys can be included in solutions.
- D. Each new environment requires the creation of configuration records.
- E. Each survey contains three forms.

Correct Answer: BDE



QUESTION 4

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. ~

Correct Answer: ACD

QUESTION 5

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

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