



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam





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QUESTION 1

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

QUESTION 2

What are the states a knowledge base article can be in?

- A. Active. Approved, Draft, Inactive, or Scheduled
- B. Active or Inactive
- C. Approved, Archived, Discarded, Draft. Expired, or Scheduled
- D. Approved, Cancelled. Draft Expired. On Hold, or Scheduled

Correct Answer: C

QUESTION 3

What are three functions of the Unified Service Desk (USD) Global Manager hosted control? Each correct answer presents a complete solution.

- A. Provide process flows to respond to agent request for help.
- B. Manage data for the session.
- C. Interpret window navigation rules.
- D. Provide escalation alerts to manage agents who need help.
- E. Provide data to the toolbar components and agent scripts.

Correct Answer: CDE



QUESTION 4

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 5

You need to implement Microsoft Power BI to analyze and visualize data.

Which two actions can you perform? Each correct answer presents a complete solution.

- A. Use iframes to display content
- B. Implement custom visualizations.
- C. Use a file that is stored in Microsoft OneDrive as a data source.
- D. Display the most recent version of the data always.

Correct Answer: AB

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