

Microsoft

Exam MB2-718

Microsoft Dynamics 365 for Customer Service

Version: Demo

[Total Questions: 10]

Topic break down

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Topic 1, Exam Pool 1

Question No : 1 - (Topic 1)

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.

Answer: A

Question No : 2 - (Topic 1)

What is a limitation of the Field Service mobile app?

- A. Windows 10 phones do not support the app.
- B. You cannot work offline.
- C. GPS locations are not available.
- D. You cannot create follow-ups.

Answer: C

Question No : 3 - (Topic 1)

You create a service level agreement (SLA) that will fail after seven days. You select a service calendar that uses 24-hour work days and no holidays. Saturday and Sunday are configured to be non-working days.

If no action is taken, how many calendar days can pass before the SLA fails?

- A. 5 days
- B. 7 days
- C. 9 days
- D. 11 days

Answer: C

Question No : 4 - (Topic 1)

You plan to deploy Unified Service Desk (USD).

You need to install all USD components and verify the installation.

Which three actions should you perform? Each correct answer presents part of the solution.

- A. Deploy USD packages to the Microsoft Dynamics 365 instance.
- B. Install the USD client on a development computer.
- C. Run the USD client and connect to the Microsoft Dynamics 365.
- D. In the USD application, configure client diagnostic logging.
- E. Install computer telephony integration (CTI) adapters.

Answer: A,B,C

Question No : 5 - (Topic 1)

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

Answer: A,B

Question No : 6 - (Topic 1)

You implement the Unified Service Desk (USD). Which three statements regarding the debugger are true? Each correct answer presents a complete solution.

- A. The debugger allows you to review data parameters from static log files.
- B. The debugger allows you to review real-time data parameters.
- C. The debugger allows you to review action calls from static log files.
- D. The debugger is a USD hosted control.
- E. The debugger allows you to review real-time action calls.
- F. The debugger is a standalone tool.

Answer: A,C,E

Question No : 7 - (Topic 1)

Which two statements regarding standard service-level agreements (SLAs) are true? Each correct answer presents a complete solution.

- A. Standard SLAs record failure time on the entity record itself.
- B. You can create SLAs for entities other than the Case entity.
- C. You can only pause enhanced SLAs.
- D. You must use an enhanced SLA to define multiple success criteria.

Answer: B,C

Topic 2, Exam Pool 2

Question No : 8 - (Topic 2)

Your organization has a custom entity.

You need to ensure that the custom entity is available from the interactive service hub.

Which setting for the entity should you modify?

- A. Enable for knowledge management
- B. Enable for mobile
- C. Enable for interactive experience
- D. Enable for SLA

Answer: C

Question No : 9 - (Topic 2)

A customer returns a defective product You plan to ship the product back to the vendor for credit You need to initiate the return process to the vendor. Which type of record should you create?

- A. return to vendor (RTV)
- B. return merchandise authorization (RMA)

- C. Inventory Adjustment
- D. return merchandise authorization (RMA) receipt

Answer: C

Question No : 10 - (Topic 2)

You are a customer service agent in a call center. All customer service agents use Unified Service Desk (USD) to respond to calls.

You need to respond to two calls from two different customers at the same time. What should you do?

- A. Create one session for each customer.
- B. Create two sessions and use connections to create a relationship between them.
- C. Create one session and add each customer to a separate section on the form.
- D. Create one session and add each customer to the related customer sub grid.

Answer: D