MB-230.VCEplus.pemium.exam.63q

Number: MB-230
Passing Score: 800
Time Limit: 120 min
File Version: 1.0

MB-230

Microsoft Dynamics 365 for Customer Service (beta)

Version 1.0

Sections

1. Topic 1, Perform Configuration
2. Topic 2, Manage cases and the knowledge base
3. Topic 3, Manage queues, entitlements, and SLAs
4. Topic 4, Configure Voice of the Customer

Exam A

QUESTION 1
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are configuring a business process flow for a case entity.

All cases must be flagged for review.

You need to complete configuration of the business process flow.

Solution: Set the input parameter type as Option set for the action.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:

QUESTION 2
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are configuring a business process flow for a case entity.

All cases must be flagged for review.

You need to complete configuration of the business process flow.

Solution: For a new action named **Ready for review**, disable the **As a business process flow action step** option.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:

QUESTION 3
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are configuring a business process flow for a case entity.

All cases must be flagged for review.

You need to complete configuration of the business process flow.

Solution: Create an action that generates a task record that is assigned to the case reviewer and appends the text **Ready for review** to the case topic.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A
Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-action-business-process-flow

QUESTION 4
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Configure Dynamics 365 to automatically send responses to customers when the record is created.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:

QUESTION 5
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Email, and then select the queue. Configure autoresponse settings.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A
Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/automatically-create-case-from-email

QUESTION 6
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Service activity, and then select the queue.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:

QUESTION 7
HOTSPOT

You are a Dynamics 365 for Customer Service administrator.

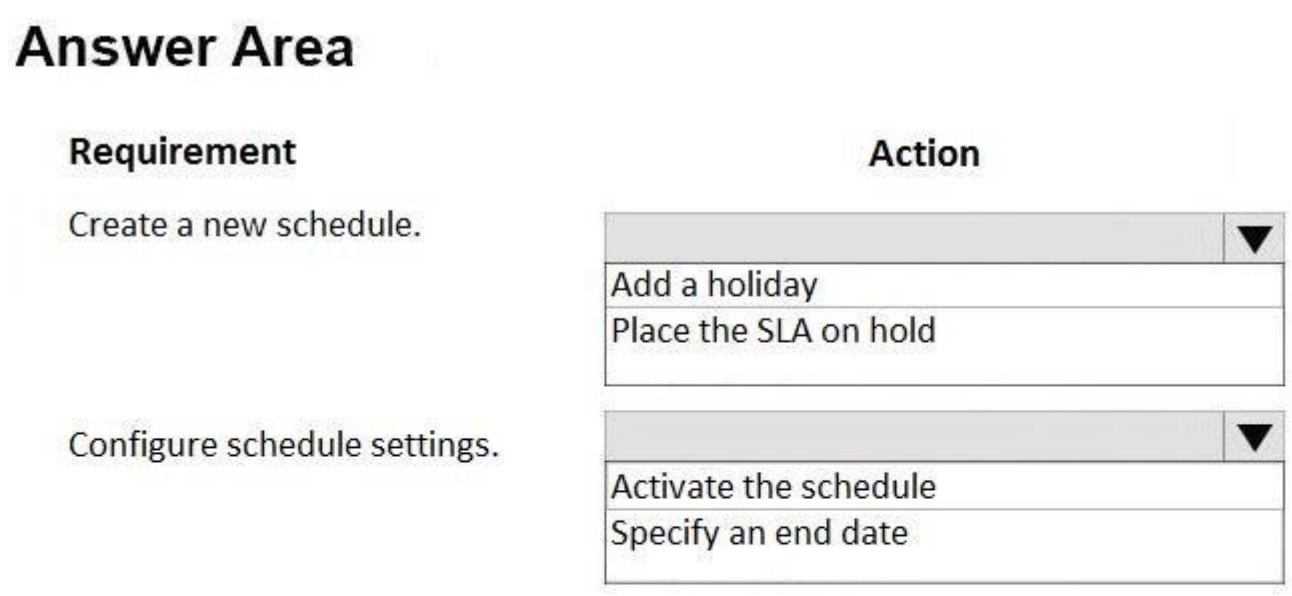
Members of the customer support staff must not be available on public holidays in the year 2021.

You need to configure holiday schedules.

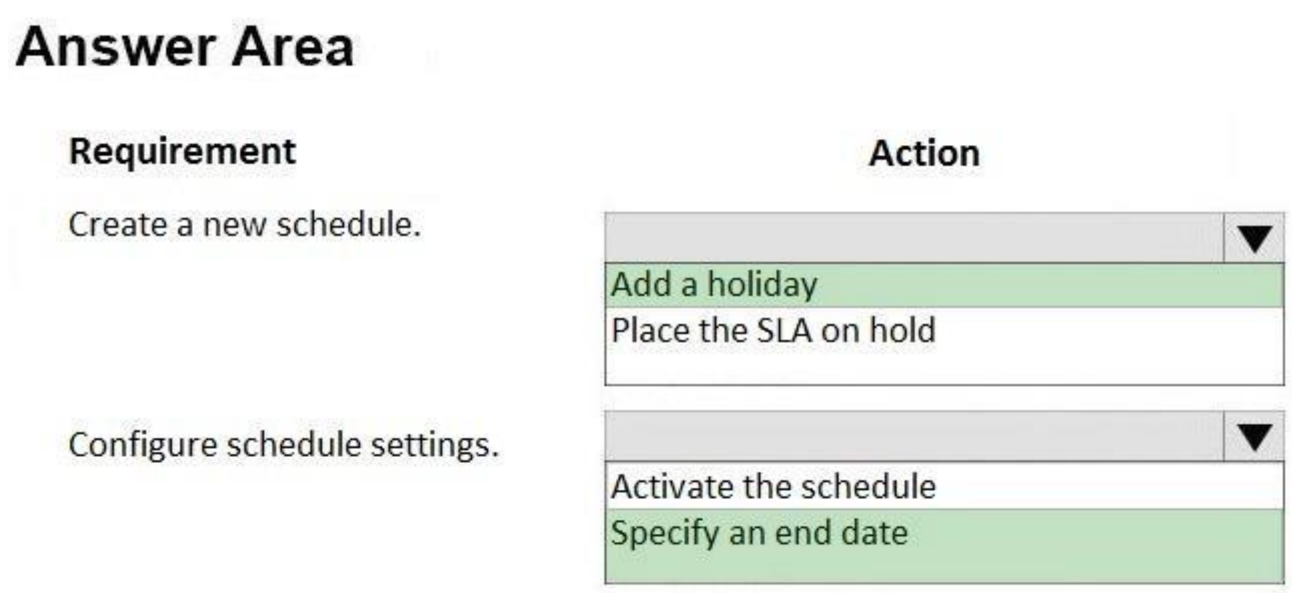
Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-holiday-schedule

QUESTION 8
DRAG DROP

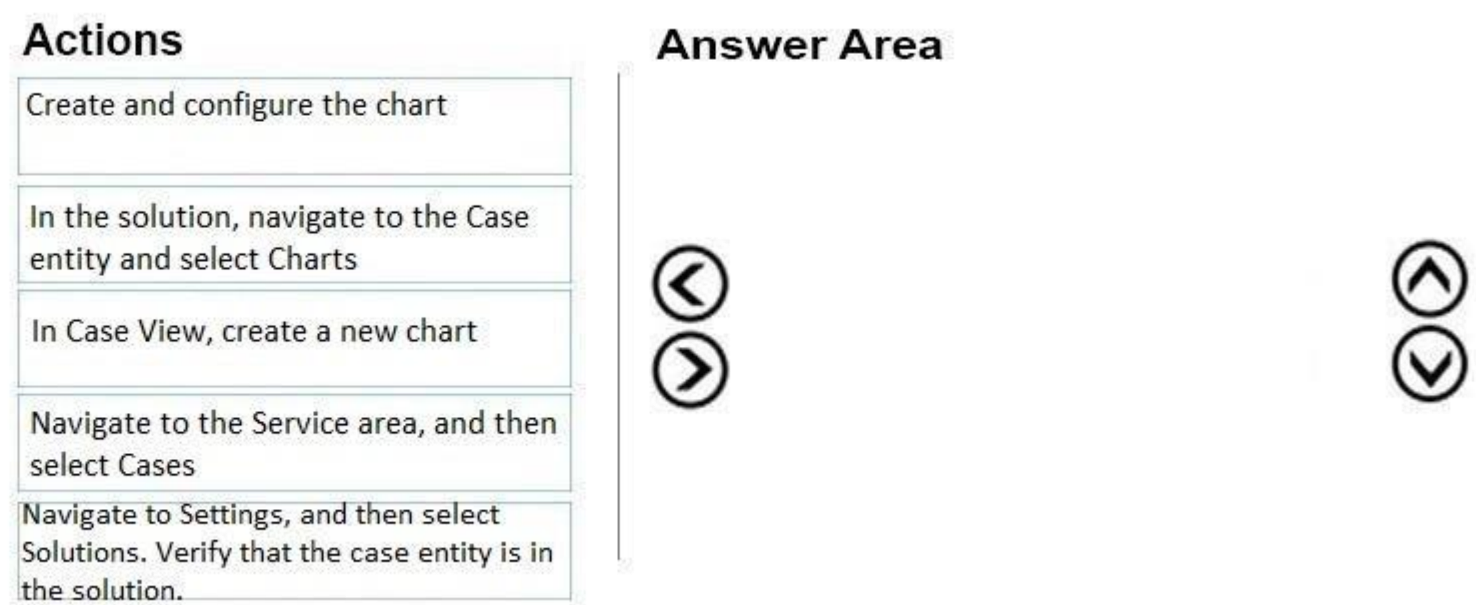
You are customizing a Dynamics 365 for Customer Service implementation.

The call center manager requires a visual representation that includes the number of resolved cases by month for each call center agent. The chart must be visible to all users within the service area.

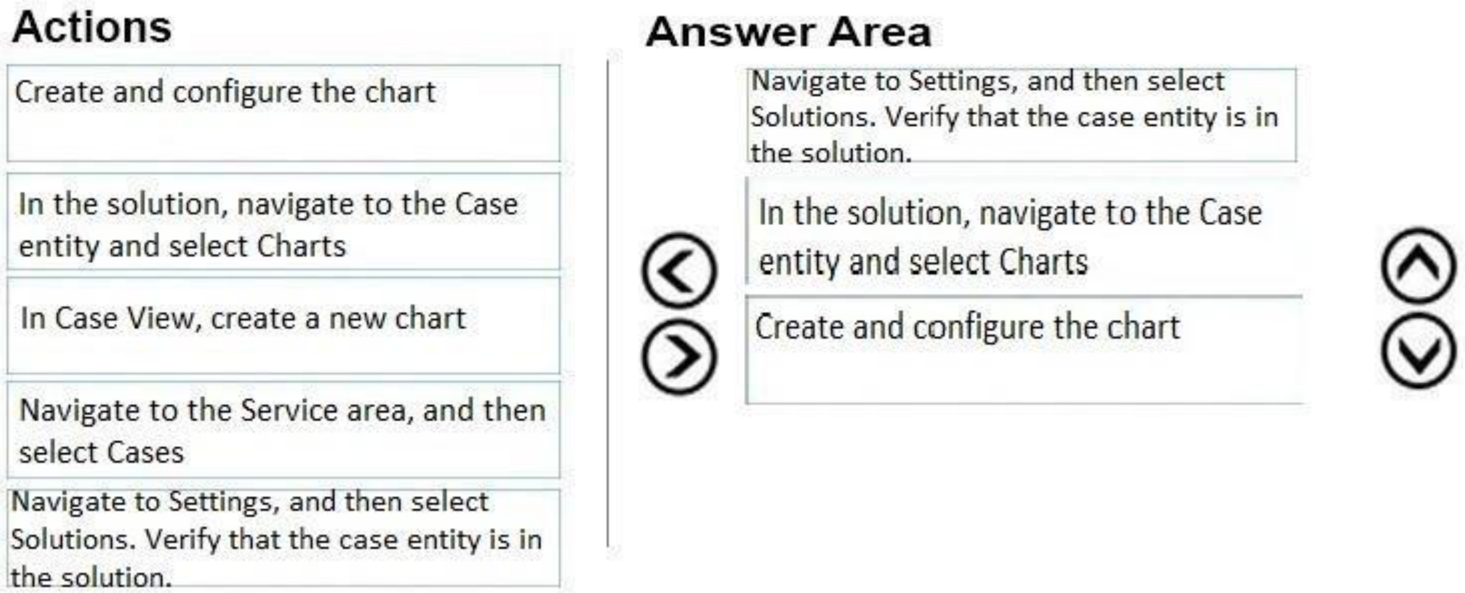
You need to create the chart.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:

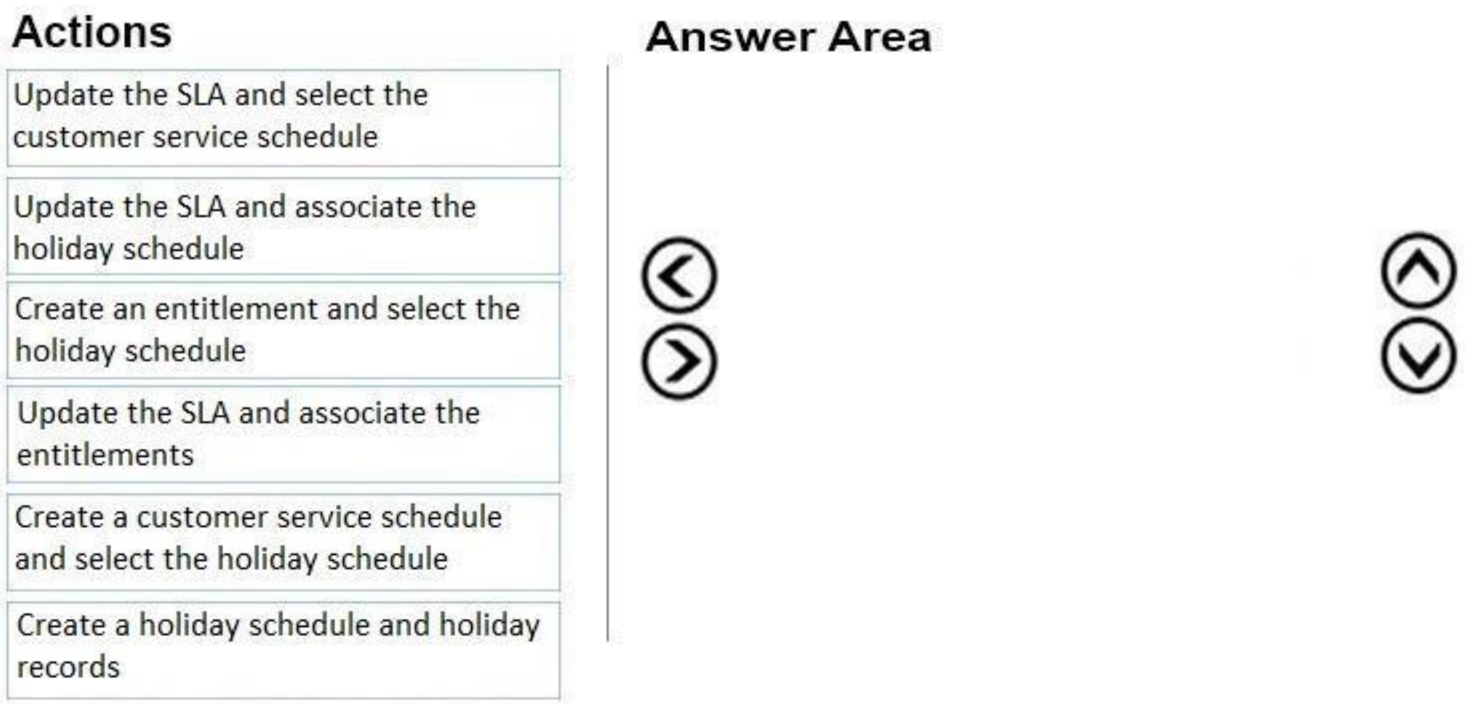
QUESTION 9
DRAG DROP

You manage Dynamics 365 for Customer Service.

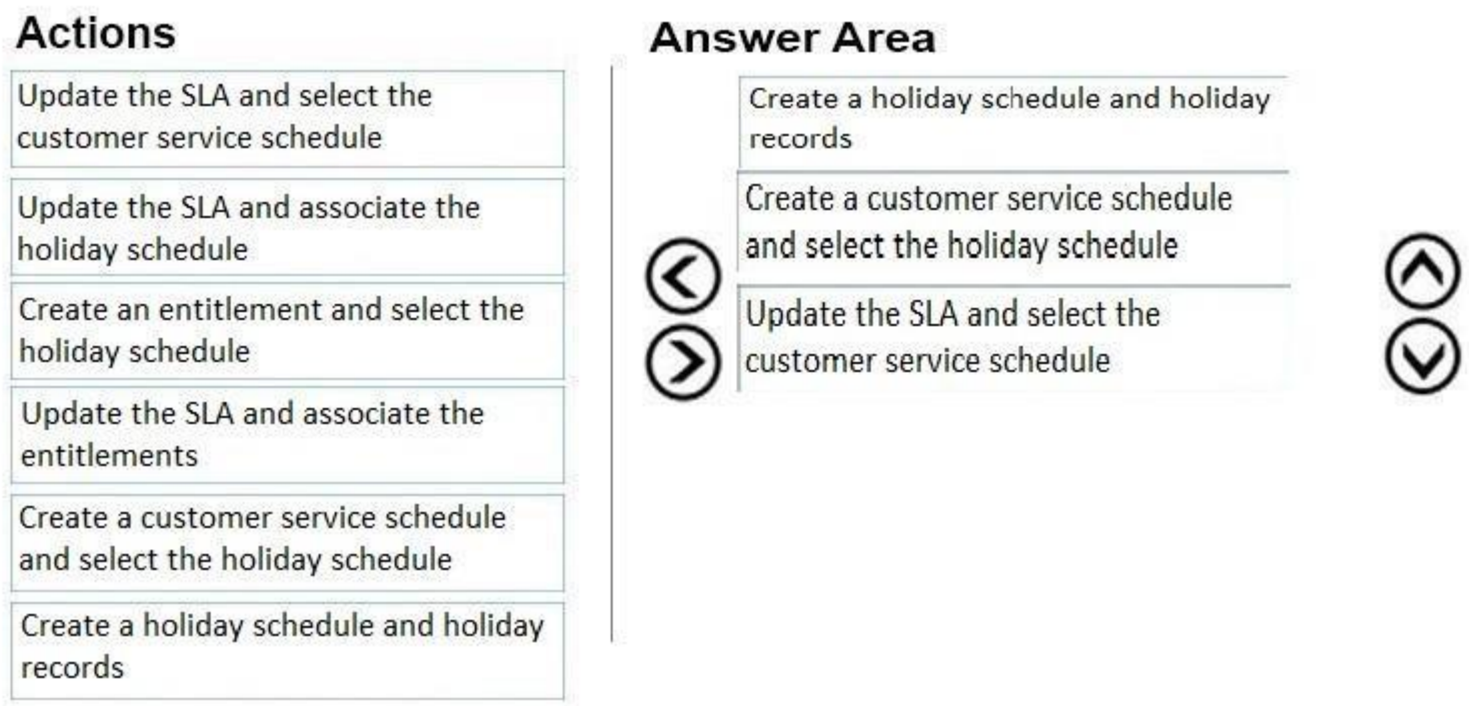
You need to create a list of holidays and ensure that existing service-level agreements (SLAs) observe those holidays.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-customer-service-schedule-define-work-hours

QUESTION 10
You use Dynamics 365 for Customer Service.

You need to create business process flows.

Which three entities can you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Goal
B. Case
C. Letter
D. Social activity
E. Rollup queries

Correct Answer: BCD
Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:

QUESTION 11
HOTSPOT

You are a Dynamics 365 for Customer Service administrator.

You need to categorize activities and cases by using queues.

How should you categorize each record? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:

QUESTION 12 You are configuring a single business process flow in Dynamics 365 for Customer Service.

You need to design the business process flow.

What should you do?

A. Merge peer branches to a single stage when merging branches.
B. Span the process across 10 unique entities.
C. Combine multiple conditions in a rule by using both the AND and OR operators.
D. Use 40 steps per stage.

Correct Answer: A
Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/enhance-business-process-flows-branching

QUESTION 13
DRAG DROP

You are a Dynamics 365 for Customer Service administrator.

Your company requires a new phone-to-case business process flow for customer service representatives to follow.

The stages are as follows:

1. Verification
2. Acknowledgement and research
3. Resolution

Customer service representatives must send an email to the customer when a case enters the acknowledgement-and-research stage.

You need to create the required business process flow and components.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

Create and activate the case-acknowledgement email workflow as follows:

In Available to run, select **Run this workflow** in **the background** and **As a child process**.

Create and activate the case-acknowledgement email workflow as follows:

In Available to run, select **As an on-demand process**.

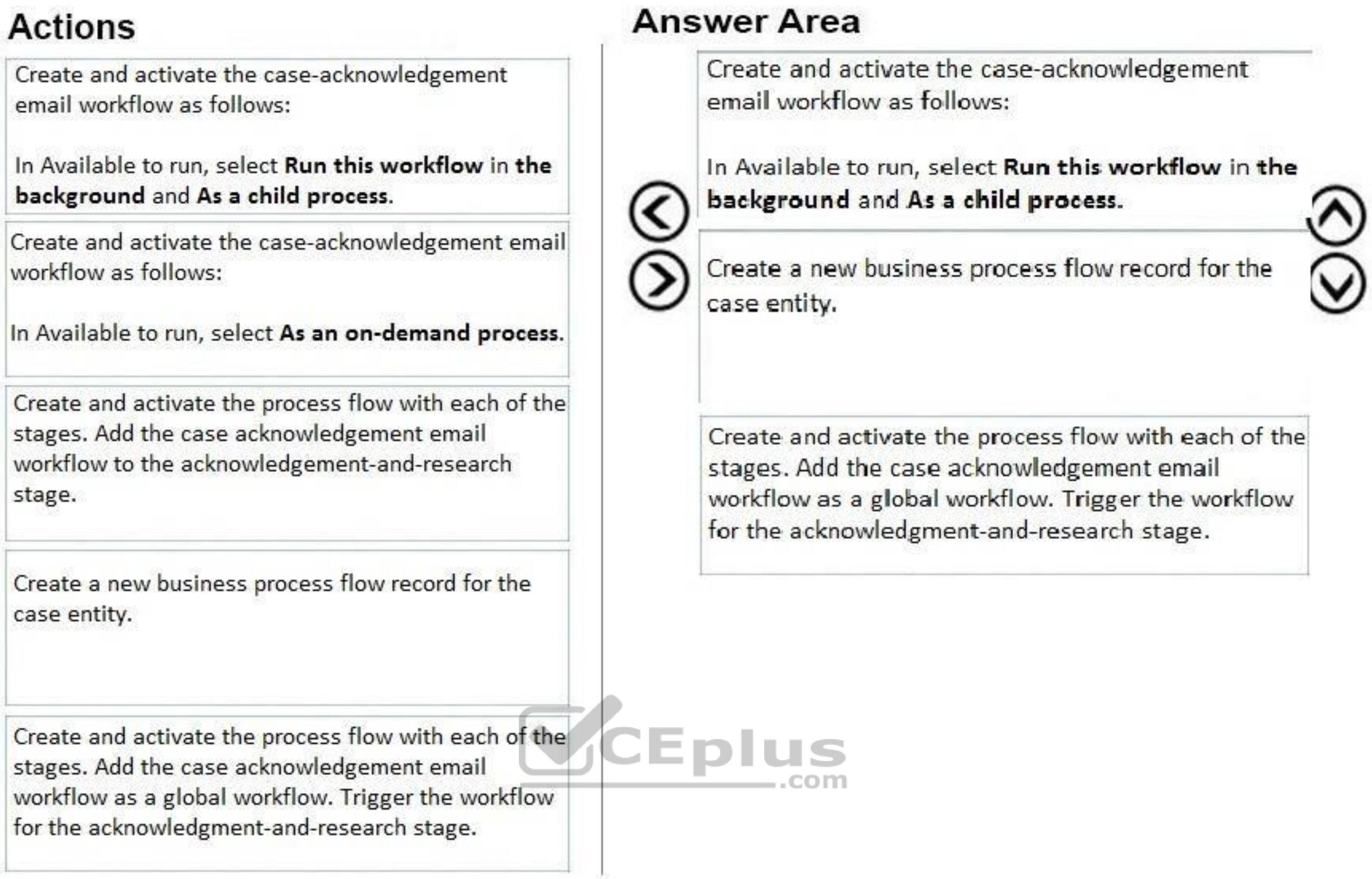
Create and activate the process flow with each of the stages. Add the case acknowledgement email workflow to the acknowledgement-and-research stage.

Create a new business process flow record for the case entity.

Create and activate the process flow with each of the stages. Add the case acknowledgement email workflow as a global workflow. Trigger the workflow for the acknowledgment-and-research stage.

Answer Area

Correct Answer:



Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-process-flow https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/workflow-processes

QUESTION 14 Your organization plans to use Microsoft Power BI to access and analyze data in Dynamics 365 for Customer Service.

You need to configure a Power BI connection to a Dynamics 365 organization named Contoso.

Which service URL should you use?

A. https://contoso.crm.dynamics.com
B. https://disco.crm.dynamics.com/xrmservices/2011/discovery.svc
C. https://contoso.api.crm.dynamics.com/xrmservices/2011/organization.svc
D. https://disco.crm.dynamics.com/api/discovery/v9.1

Correct Answer: A
Section: Topic 1, Perform Configuration
Explanation

Explanation/Reference:

QUESTION 15
HOTSPOT

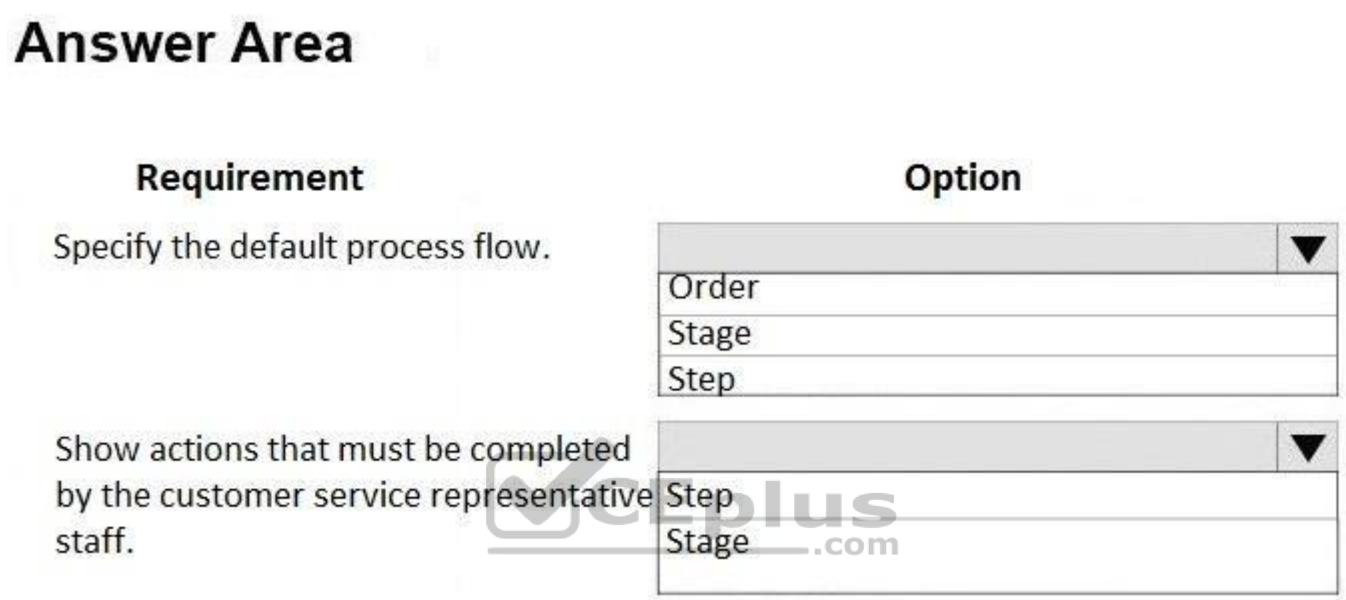
You are a Dynamics 365 for Customer Service administrator. The organization has multiple business process flows for warranty management.

You need to manage business process flows.

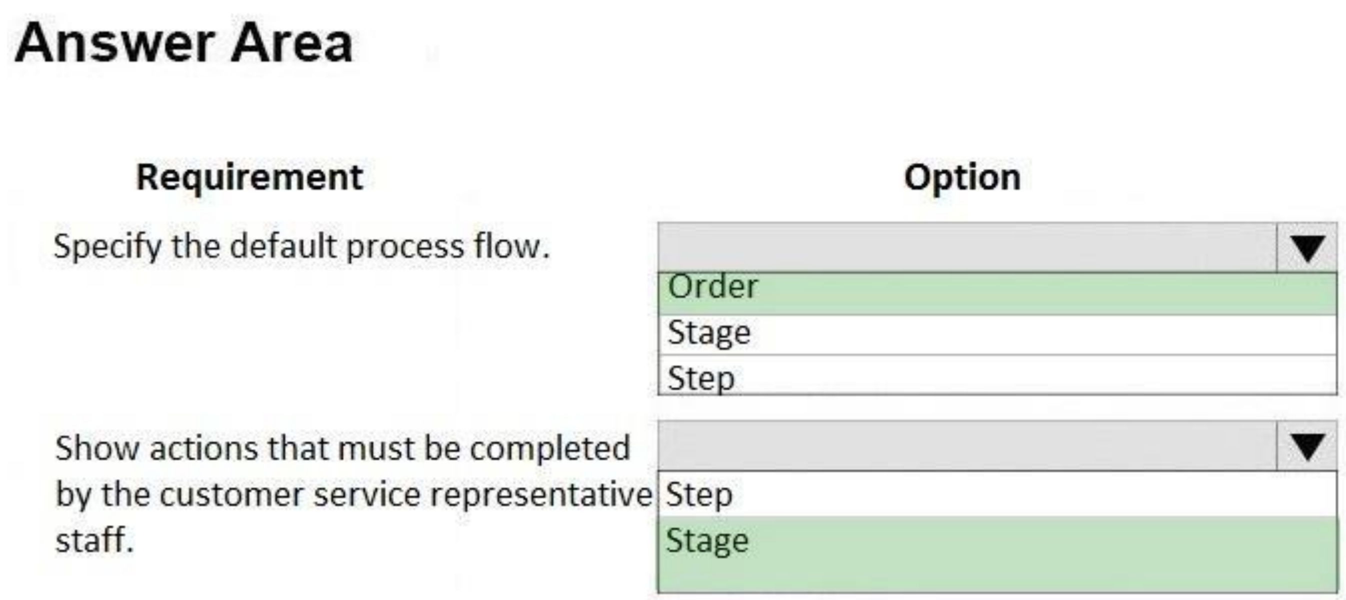
What should you configure? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: Topic 1, Perform Configuration
Explanation
Explanation/Reference:

QUESTION 16
HOTSPOT

You are implementing Dynamics 365 for Customer Service.

You need to set up available working hours to help desk representatives who have varying schedules.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Action
Set up individual working hours.	Configure security settings and define hours for each user account Configure service management and all customer service calendars Configure administration settings and system settings
Set up new weekly schedule and recurring work hours.	Configure days off to vary by day Configure a fiscal year schedule Configure individual days off

Correct Answer:

Answer Area

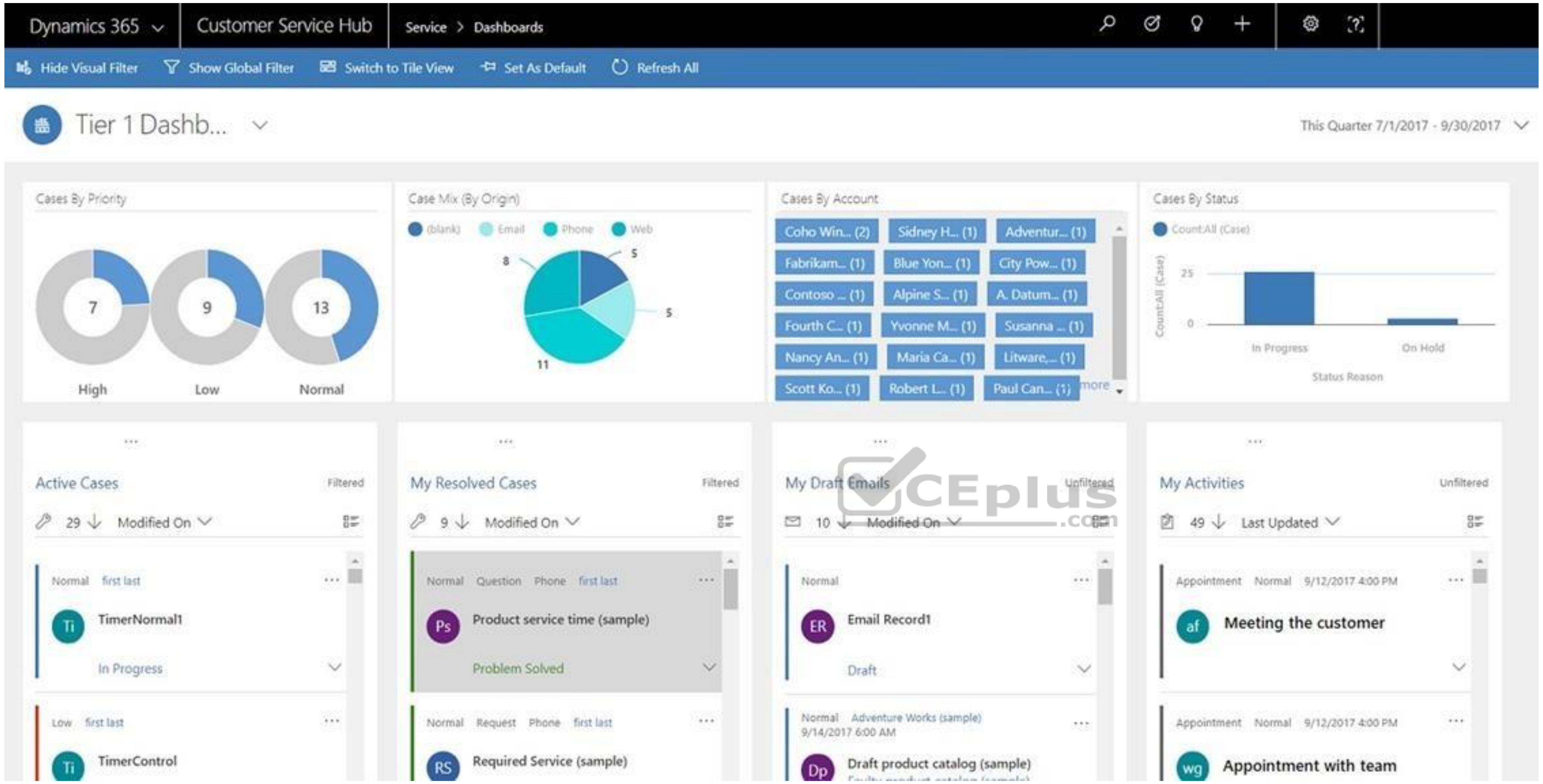
Requirement	Action
Set up individual working hours.	Configure security settings and define hours for each user account Configure service management and all customer service calendars Configure administration settings and system settings
Set up new weekly schedule and recurring work hours.	Configure days off to vary by day Configure a fiscal year schedule Configure individual days off

Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:

QUESTION 17
HOTSPOT

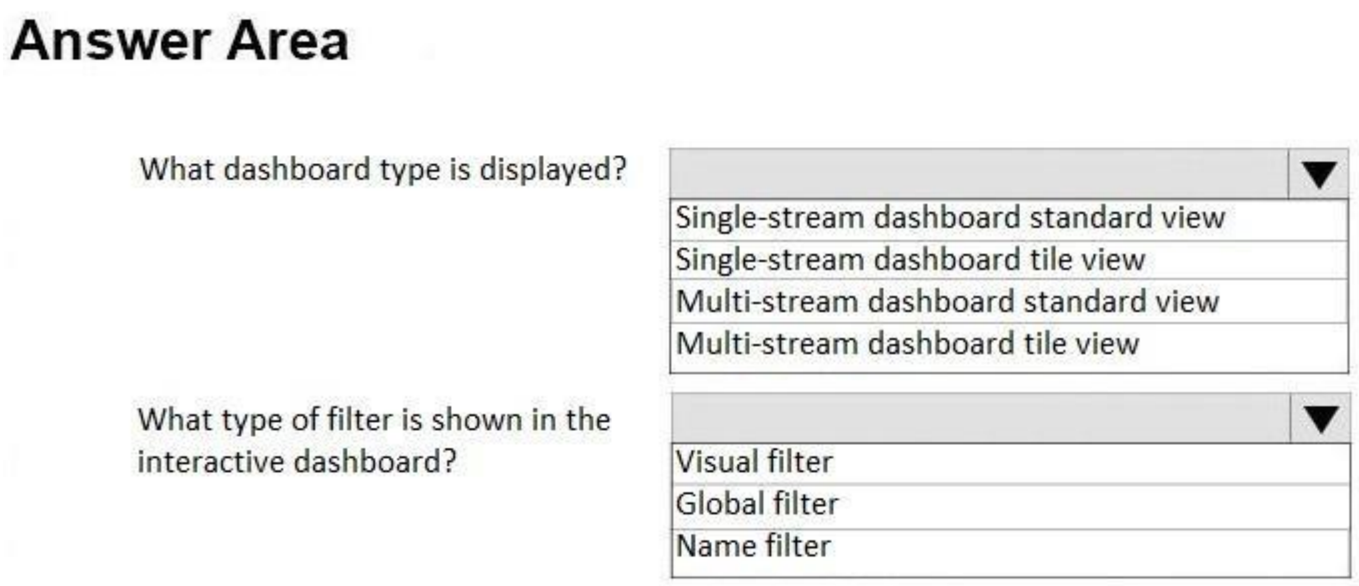
You view the interactive dashboard in the Microsoft Dynamics 365 Customer Service Hub.



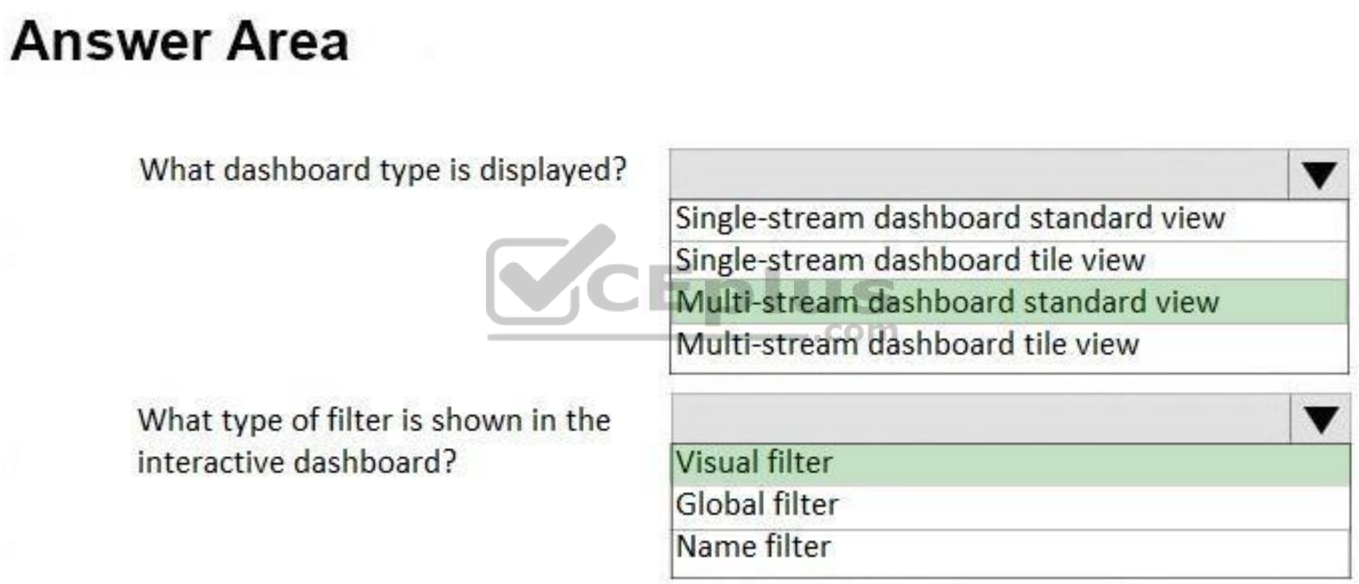
Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:

QUESTION 18
DRAG DROP

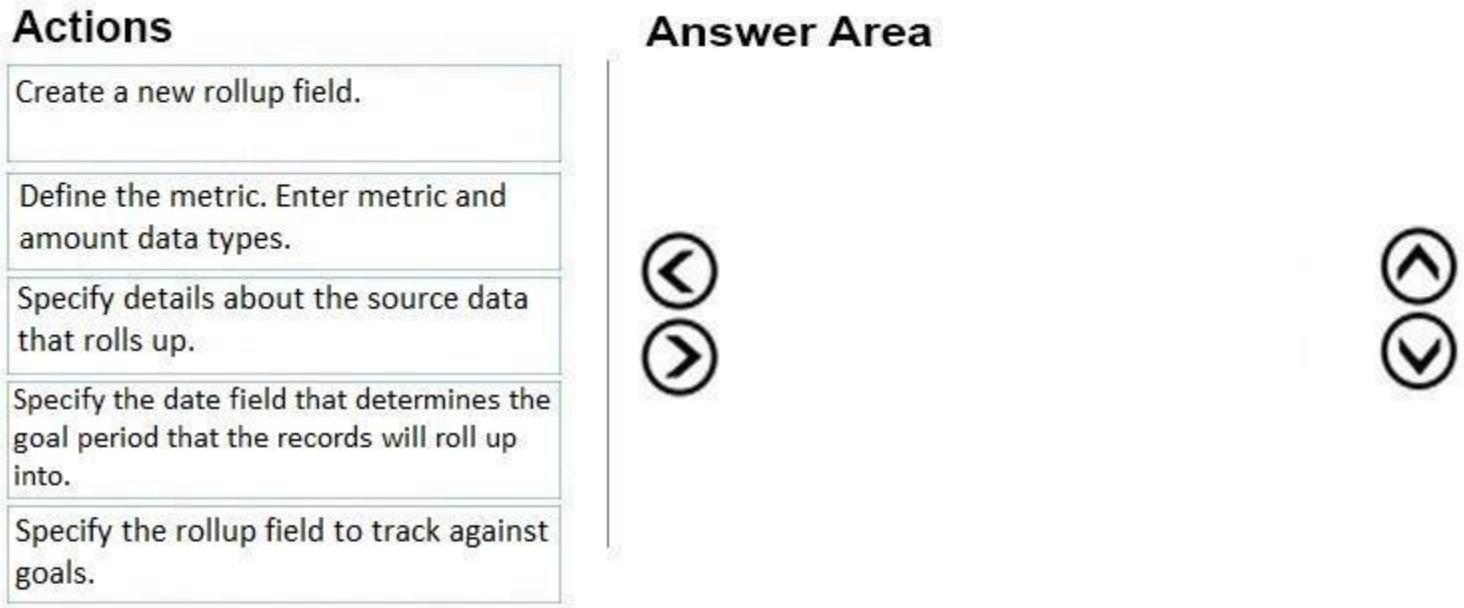
You are a Dynamics 365 system administrator.

Your customer service team must define goal metrics to track and measure all resolved cases.

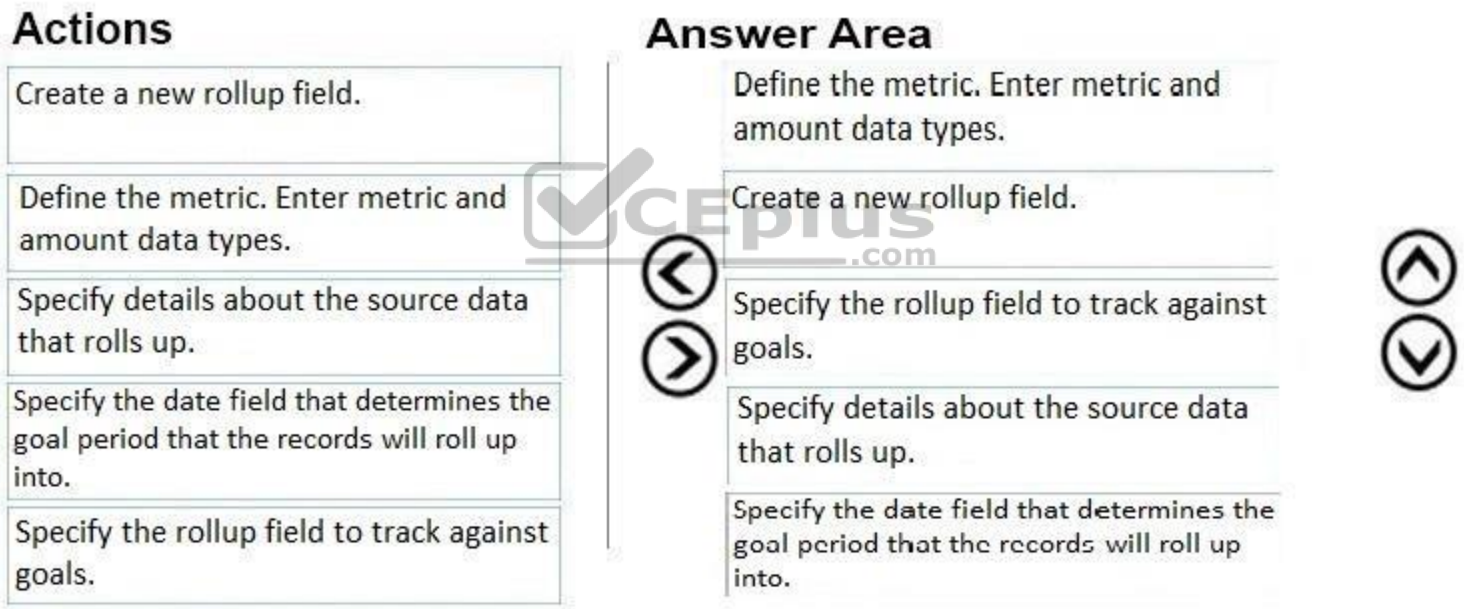
You need to create a goal metric with a rollup field.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-goal-metric

QUESTION 19 A company has the following business units:

- Call center
- Customer service
- Digital response
- Escalation

The security roles have not been modified. The customer service business unit is the parent of all other business units. Each business unit has its own queues. Customer service cases are routed to the appropriate individuals by using the queues.

You need to ensure that a specific user within the customer service business unit can read all queues within the parent and child business units.

Which security role should you assign to the user?

A. Customer service manager
B. Scheduler
C. Customer service representative
D. System customizer

Correct Answer: A
Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:

QUESTION 20
HOTSPOT

You are configuring a Dynamics 365 for Customer Service instance.

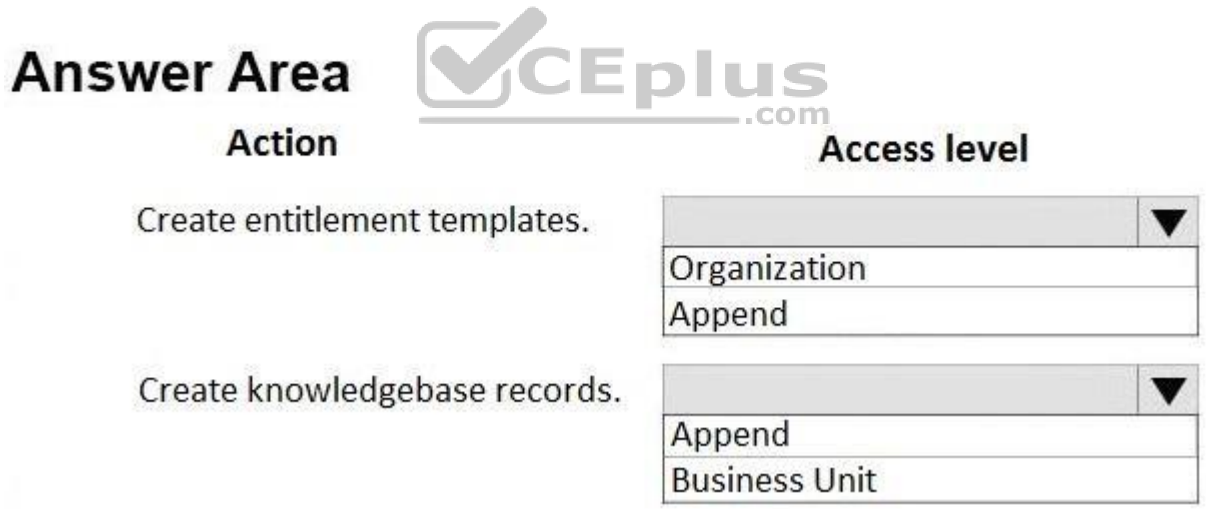
Customer service manager cannot create new entitlements for customer service representatives.

You need to ensure that customer service managers can add new entitlement templates and knowledge base records for customer service representatives.

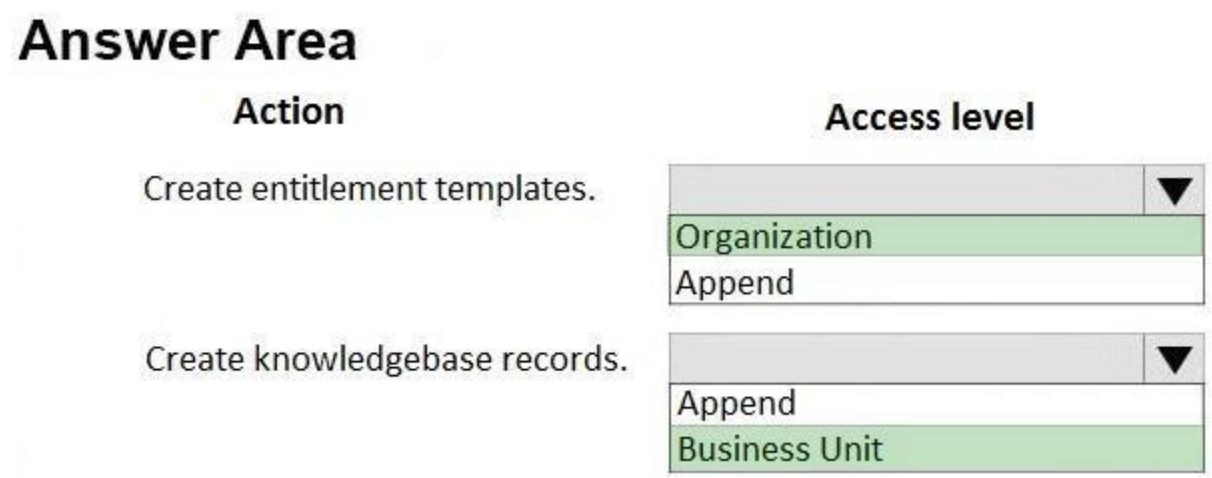
Which access levels should you apply? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: Topic 1, Perform Configuration Explanation

Explanation/Reference:

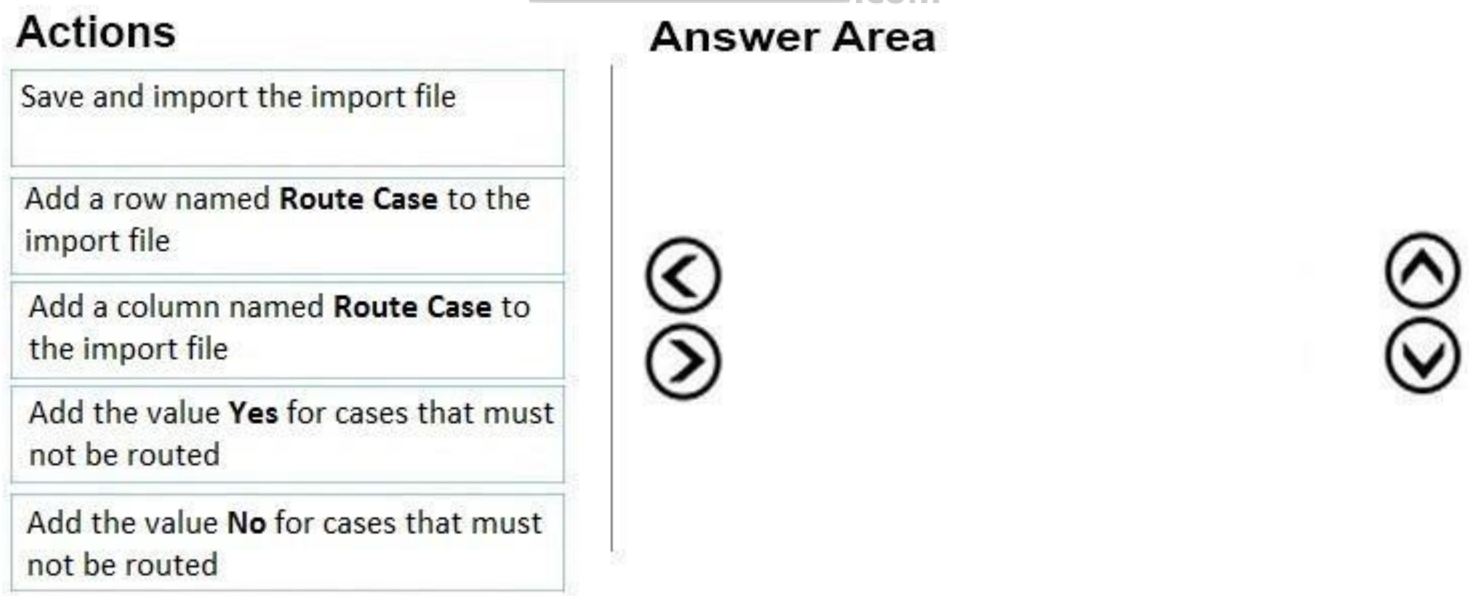
QUESTION 21
DRAG DROP

You are a Dynamics 365 for Customer Service administrator.

You need to import cases from a file without applying routing rules.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:

Actions

- Save and import the import file
- Add a row named **Route Case** to the import file
- Add a column named **Route Case** to the import file
- Add the value **Yes** for cases that must not be routed
- Add the value **No** for cases that must not be routed

Answer Area

- Add a column named **Route Case** to the import file
- Add the value **No** for cases that must not be routed
- Save and import the import file

Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rules-automatically-route-cases

QUESTION 22
HOTSPOT

You are using Dynamics 365 for Customer Service. You have existing routing rules.

You need to create a routing rule for cases and bulk-import cases.

Which actions should you perform? To answer, select the appropriate action in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	The routing rule is deleted The routing rule does not change The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	Create a column in a spreadsheet named RouteCase and add the value No for all records Create a column in a spreadsheet named RouteCase and add the value No routing for all records Save the spreadsheet as a delimited file for import Manually add each record

Correct Answer:

Answer Area

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	The routing rule is deleted The routing rule does not change **The routing rule is deactivated**
Import bulk cases without the routing rule affecting the imported cases.	**Create a column in a spreadsheet named RouteCase and add the value No for all records** Create a column in a spreadsheet named RouteCase and add the value No routing for all records Save the spreadsheet as a delimited file for import Manually add each record

Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

QUESTION 23
DRAG DROP

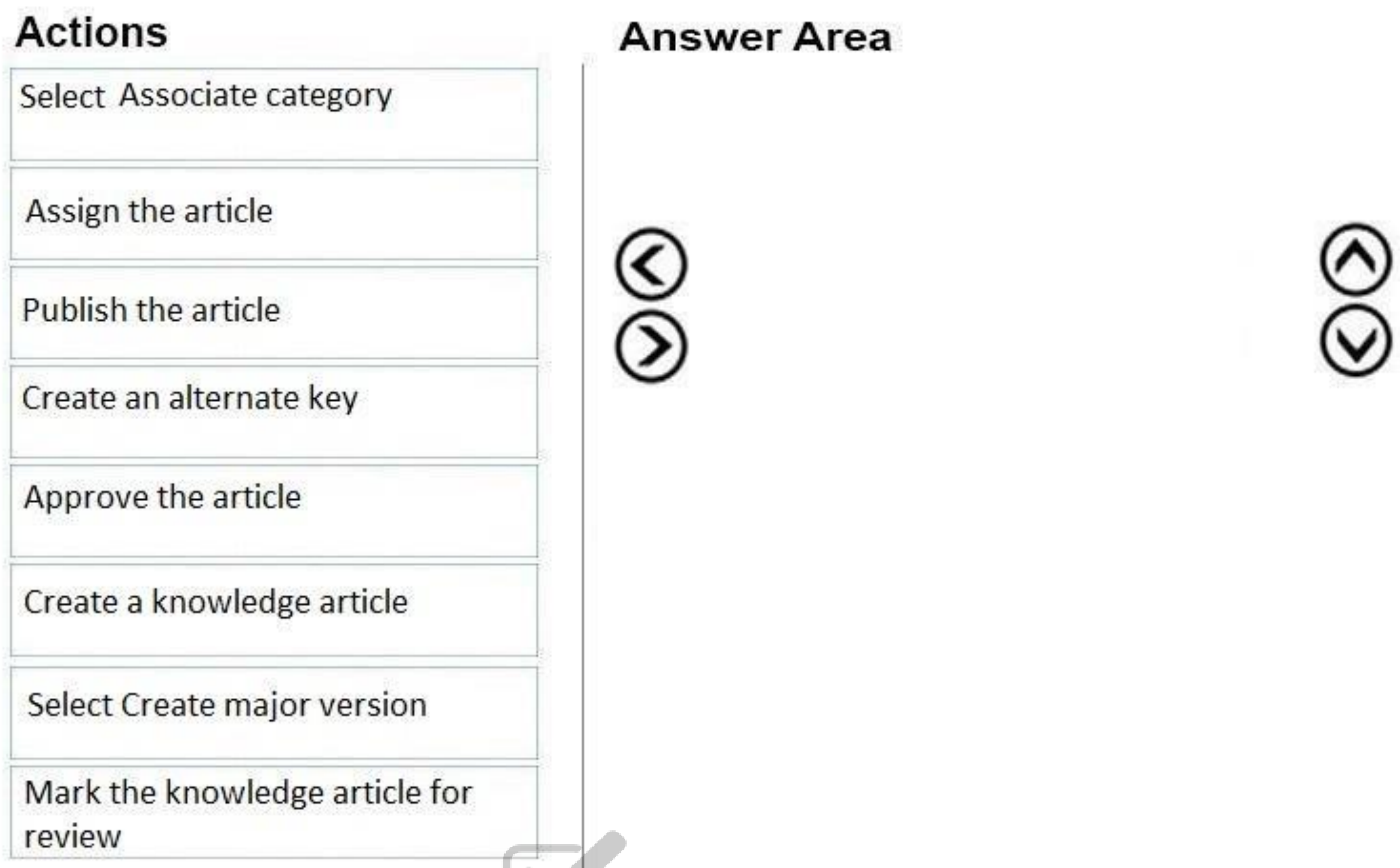
A customer uses Dynamics 365 for Customer Service.

Customer service representatives must be able to create knowledge base articles.

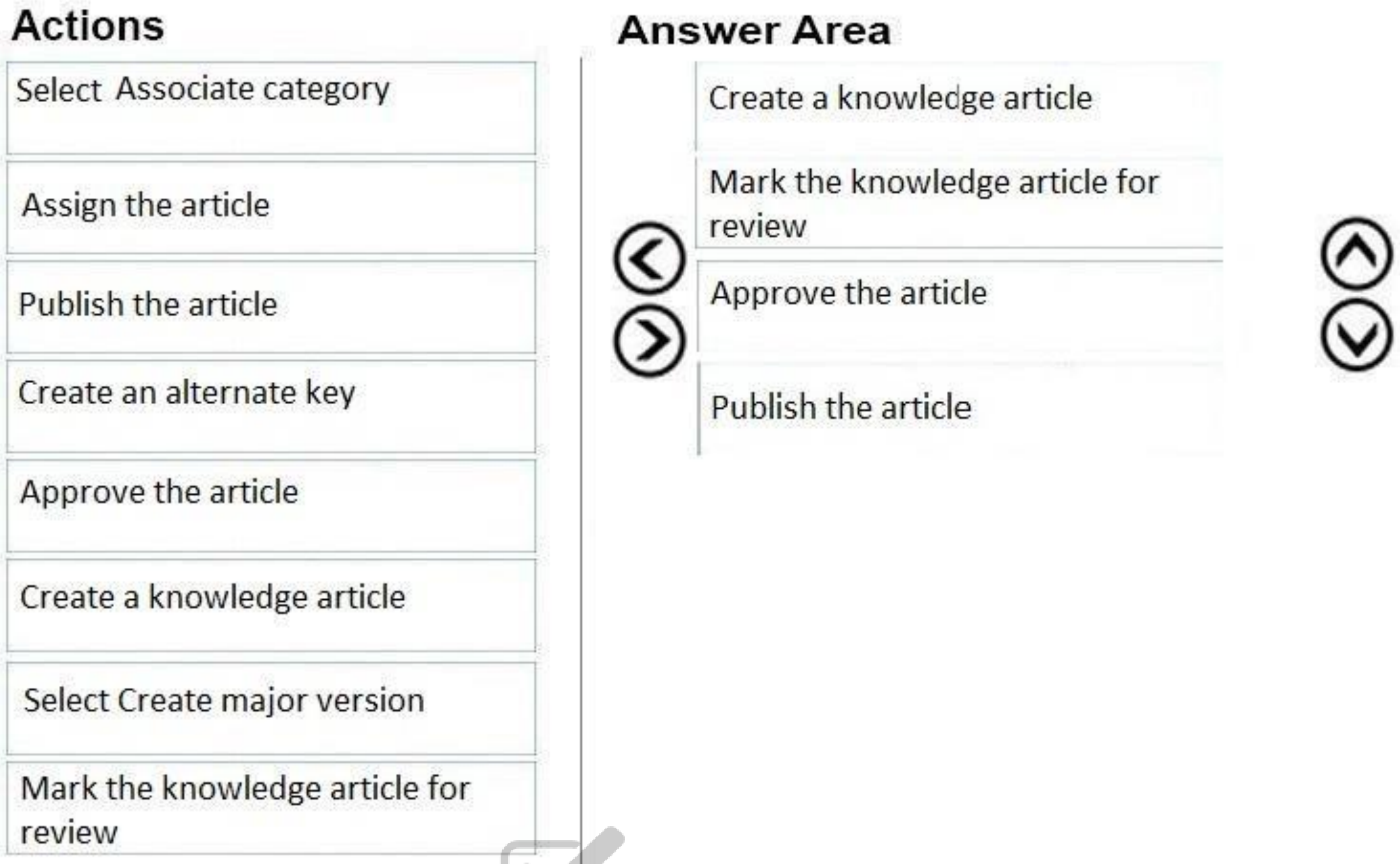
You need to ensure that all knowledge base articles are submitted for review and approval before they are made available to use.

Which four actions must be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hub-user-guide-knowledge-article

QUESTION 24
HOTSPOT

A company implements Dynamics 365 for Customer Service.

Which status reason is used for each case status? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Case status	Status reason
Active	Merged On hold Problem solved
Resolved	On hold Waiting for details Information provided
Canceled	Merged On hold Researching

Correct Answer:

Answer Area

Case status	Status reason
Active	Merged On hold Problem solved
Resolved	On hold Waiting for details Information provided
Canceled	Merged On hold Researching

Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

QUESTION 25 You are a customer service representative using Dynamics 365 for Customer Service.

You need to identify and eliminate duplicate cases.

What should you do?

A. Configure Dynamics 365 AI for Customer Service
B. Use business rules
C. Merge cases
D. Use parent-child case relationships

Correct Answer: B
Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

QUESTION 26 You are a system administrator for Dynamics 365 for Customer Service.

All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.

You need to configure cases.

What should you do?

A. Set the closure preference setting to **Don't allow parent case closure until all child cases are closed**.
B. Set the closure preference setting to **Don't allow parent case closure until all child cases are closed**. In Settings, navigate to Customizations. On the case entity, update the Incident-Incident Resolution case relationship field mapping to include the fields.
C. Create a business rule.
D. Add the product and case type fields as fields that child cases will inherit from the parent case. Set the closure preference setting to **Don't allow parent case closure until all child cases are closed**.

Correct Answer: D
Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

QUESTION 27
HOTSPOT

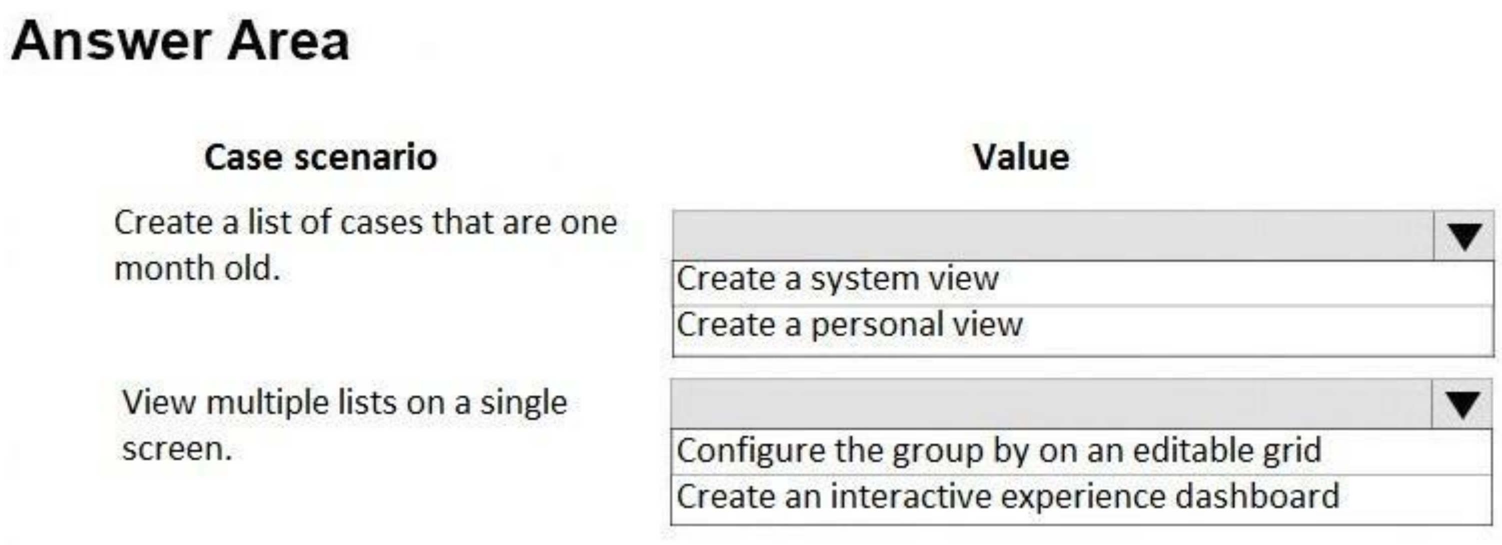
You are a customer service representative working with cases in Dynamics 365 for Customer Service.

You need to manage multiple lists of cases.

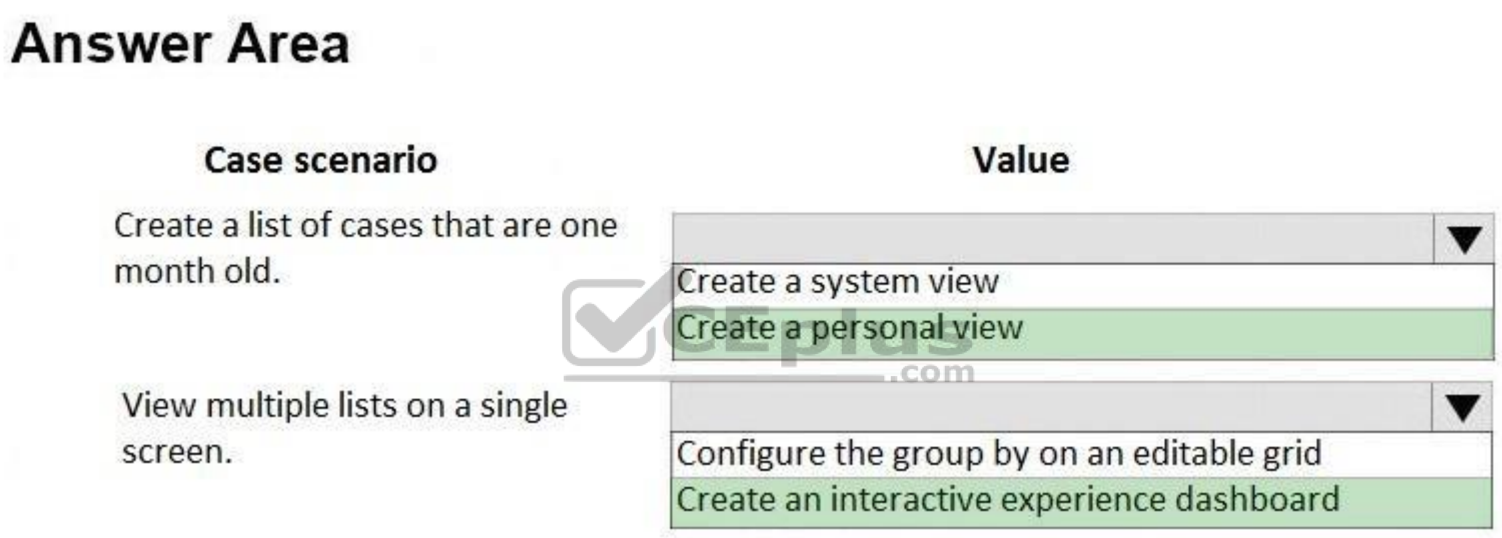
Which actions should you perform? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

QUESTION 28
You manage Dynamics 365 for Customer Service.

You need to configure automatic case creation for emails received by customers who have a support contract.

What should you do?

A. Configure service level agreements to be on hold until a call can be made to the customer.
B. Create an automatic record creation and update rule. Set the source type to email. Configure the rule to send automatic email responses to customers when records are created.
C. Create an automatic record creation and update rule. Set the source type to service activity. Configure the rule to send automatic email responses to customers when records are created.
D. Create an automatic record creation and update rule. Set the source type to email. If a valid entitlement exists, configure the rule to create a case.

Correct Answer: D
Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

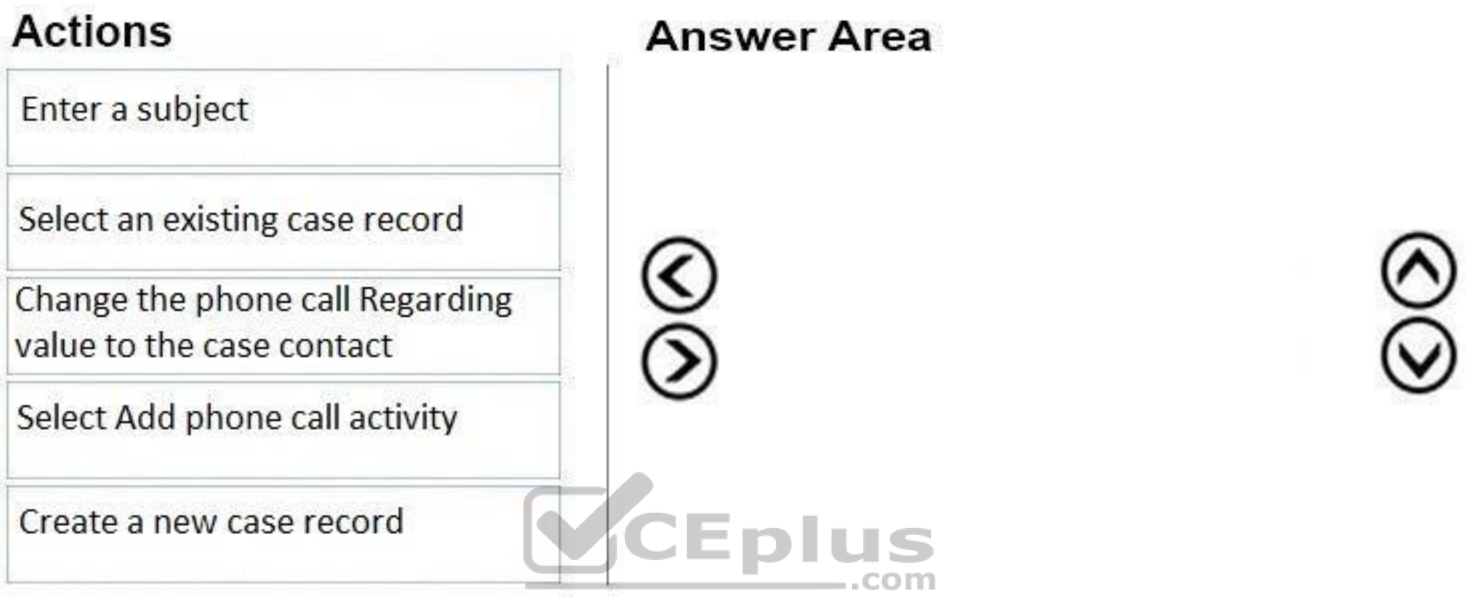
QUESTION 29
DRAG DROP

You make a phone call regarding an existing case record.

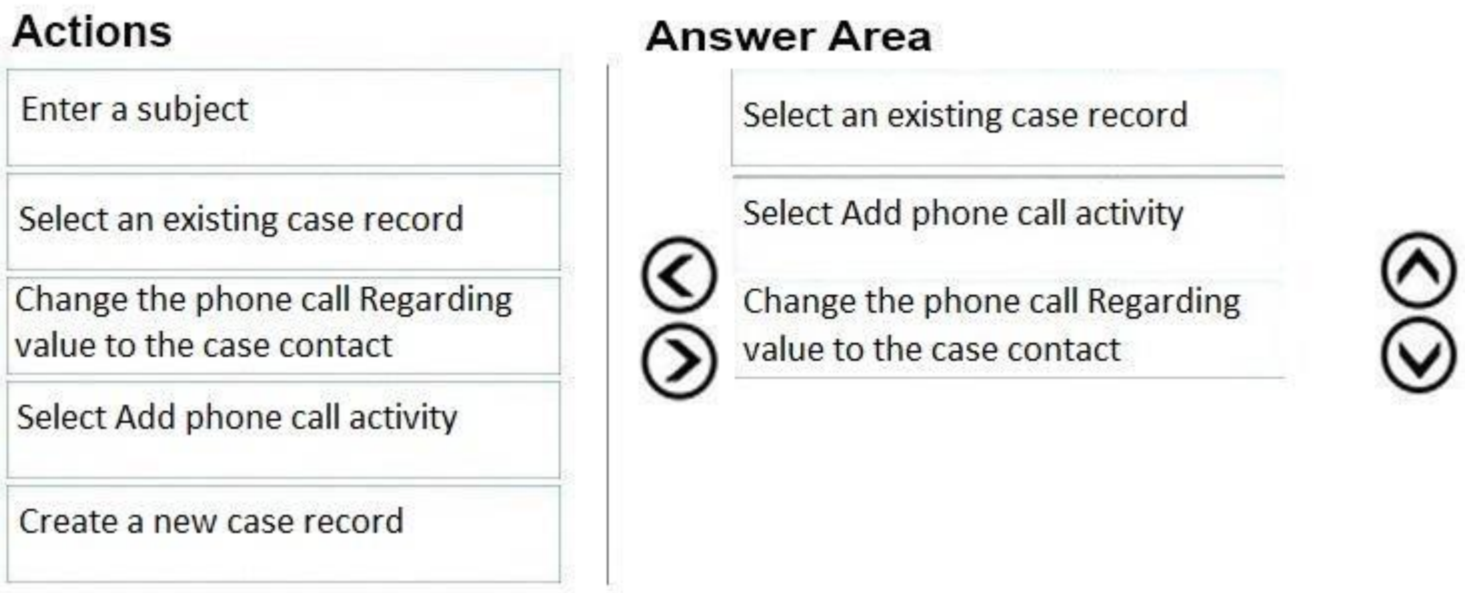
You need to create a phone call activity that appears on the case record timeline.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section: Topic 2, Manage cases and the knowledge base
Explanation
Explanation/Reference:

QUESTION 30 A customer service organization plans to implement knowledge management for a custom entity named Root Cause Analysis.

Users must be able to search, link, and rate knowledge articles. Users must be provided with suggested knowledge articles.

You need to configure Dynamics 365 for Customer Service.

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

NOTE: Each correct selection is worth one point.

A. Navigate to the Knowledge Base Management Settings wizard. Then, navigate to Record types and select Root Cause Analysis.
B. Add a lookup to the article entity.
C. In Solution Explorer, expand the Root Cause Analysis entity and select Forms. Edit the main form and configure a knowledge base search control.
D. In Solution Explorer, expand the Root Cause Analysis entity and select Forms. Edit the main form and configure a subgrid for knowledge articles.
E. In Solution Explorer, select the Root Cause Analysis entity and then select Knowledge management.

Correct Answer: ACE
Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

QUESTION 31
HOTSPOT

A client plans to implement a case resolution process.

Which field types does the Case Resolution form use? To answer, select the appropriate options in the answer area.

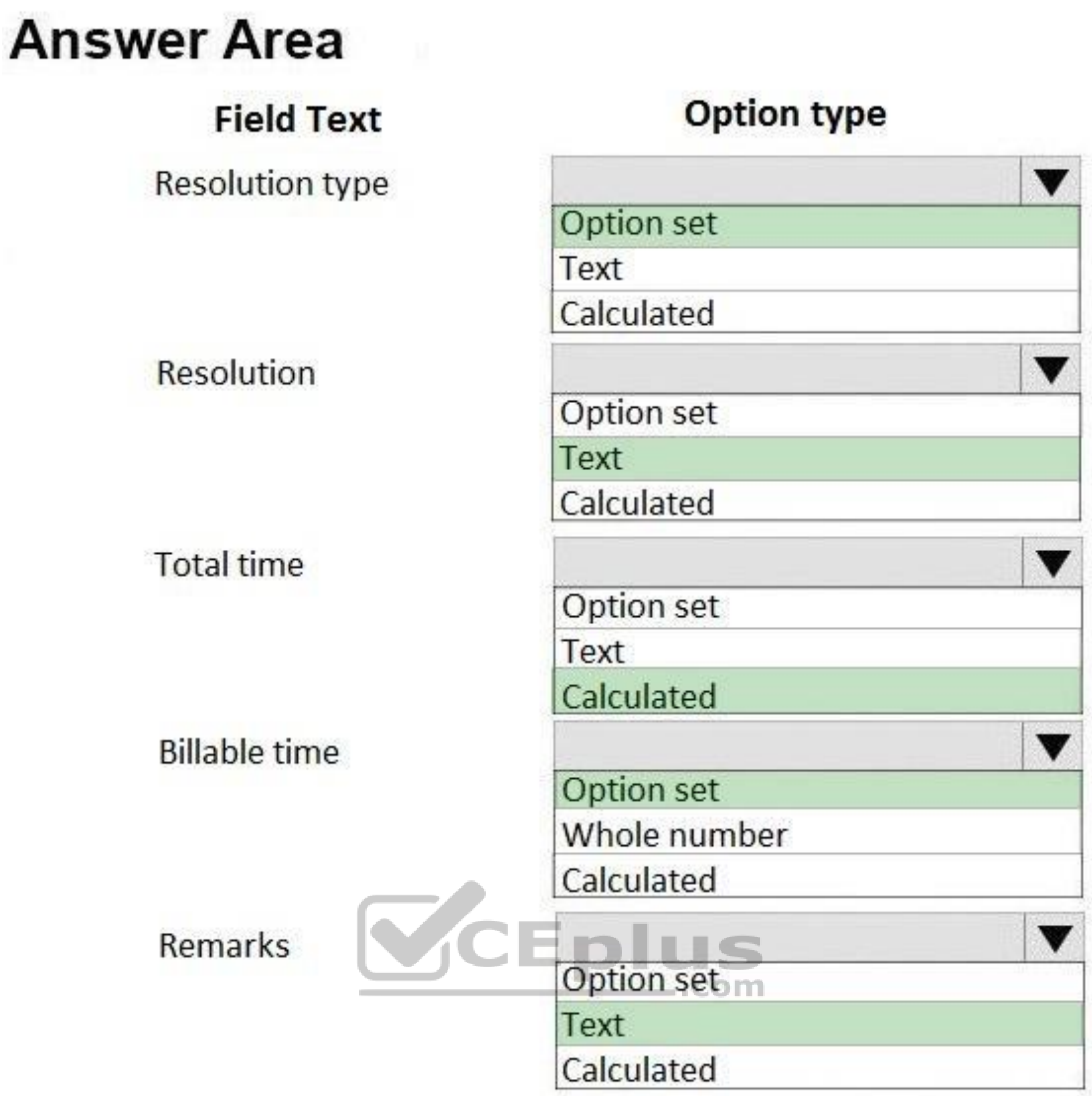
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Field Text	Option type
Resolution type	Option set / Text / Calculated
Resolution	Option set / Text / Calculated
Total time	Option set / Text / Calculated
Billable time	Option set / Whole number / Calculated
Remarks	Option set / Text / Calculated

Correct Answer:



Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

QUESTION 32 A company implements Dynamics 365 for Customer Service. You are assigned a case.

You accidently close the case before completing your work.

You need to ensure that you can continue to work on the case.

What should you do?

A. Reassign the case
B. Reactivate the case
C. Clone the case
D. Change the status reason to In Progress

Correct Answer: B
Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

QUESTION 33
HOTSPOT

You use Dynamics 365 for Customer Service.

You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Merge object	Outcome
Duplicate cases	Merged and canceled Merged and resolved Merged and deleted
Open activities	Moved to the merged case Canceled

Correct Answer:

Answer Area

Merge object	Outcome
Duplicate cases	Merged and canceled Merged and resolved Merged and deleted
Open activities	Moved to the merged case Canceled

Section: Topic 2, Manage cases and the knowledge base
Explanation

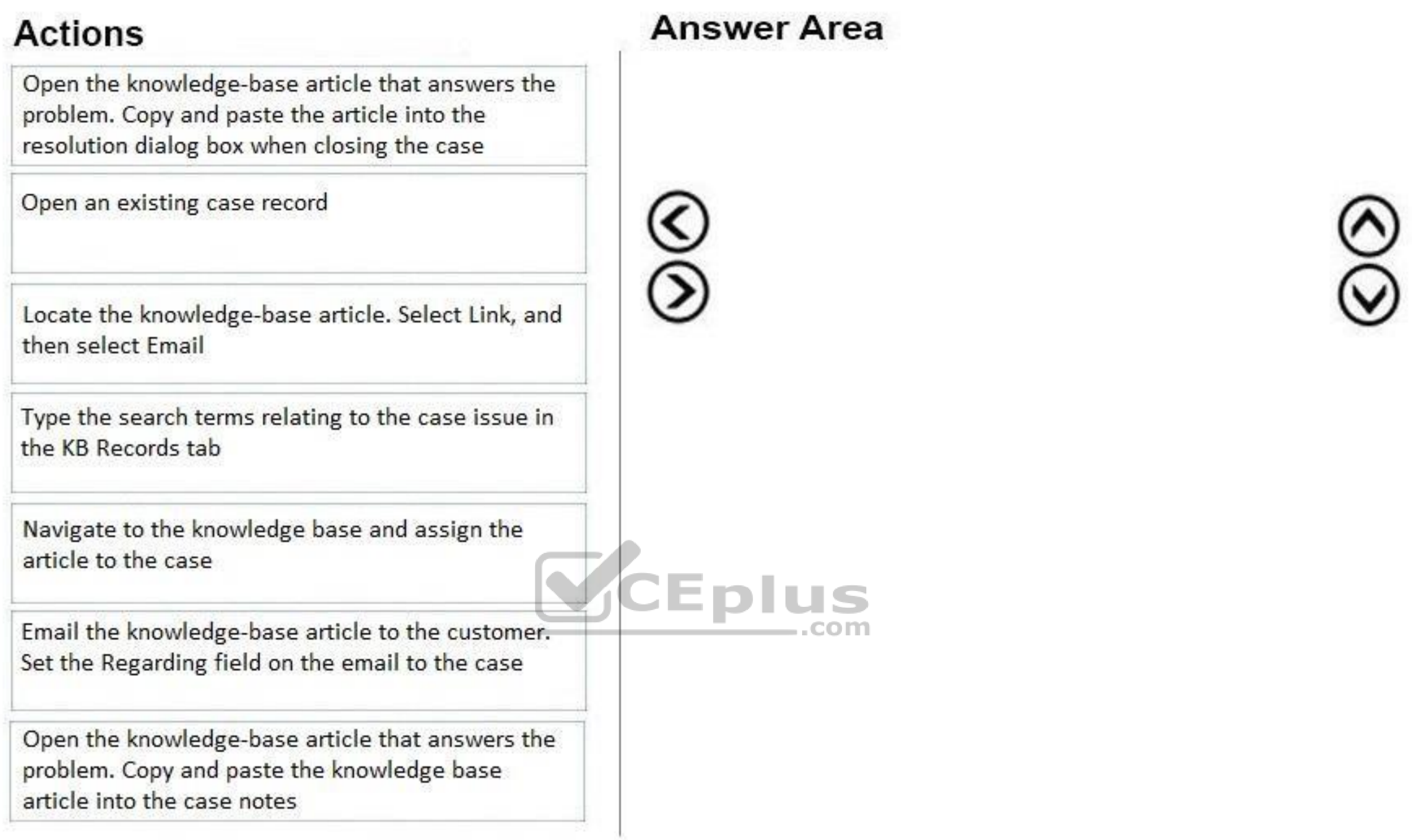
Explanation/Reference:
QUESTION 34
DRAG DROP

You are a customer service representative using Dynamics 365 Customer Service Hub.

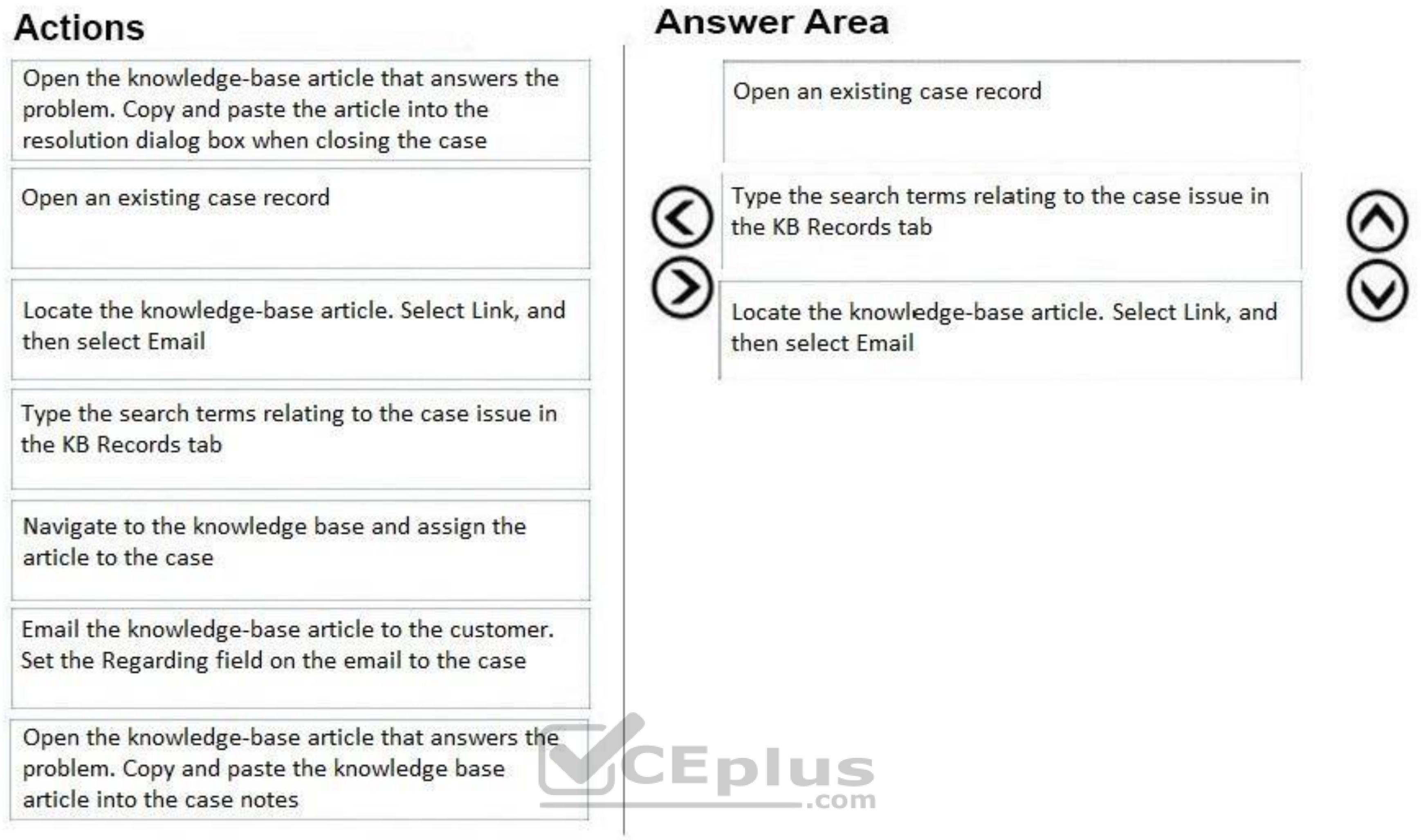
You need to link the knowledge base records that relate to cases and send articles to customers.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in them correct order.

Select and Place:



Correct Answer:



Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

QUESTION 35
HOTSPOT

You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search.

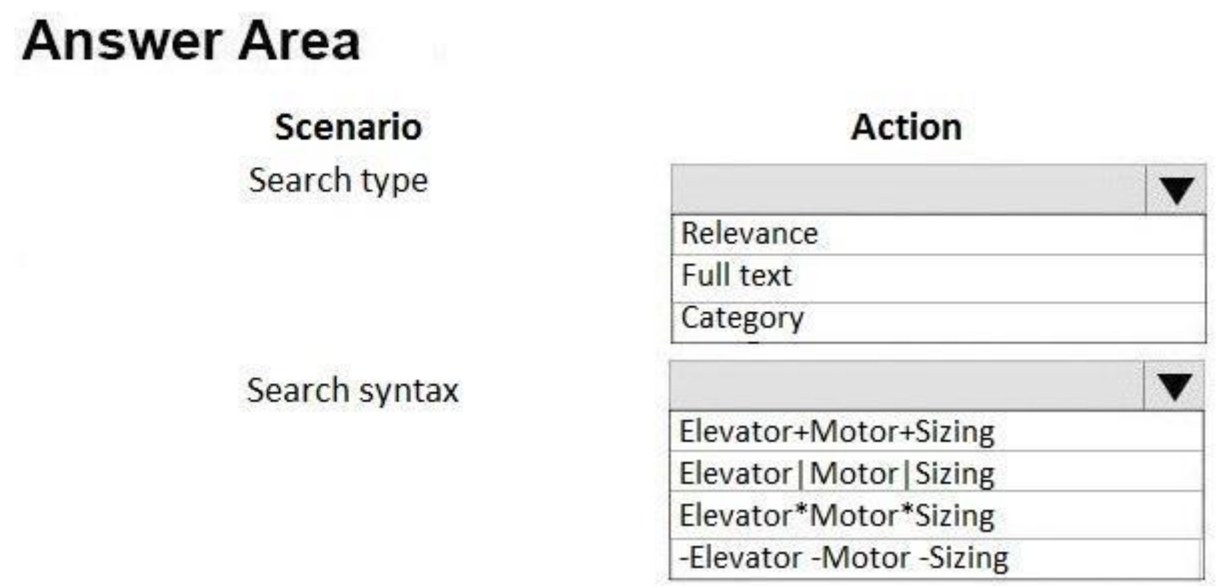
You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to:

- Elevator
- Motor
- Sizing

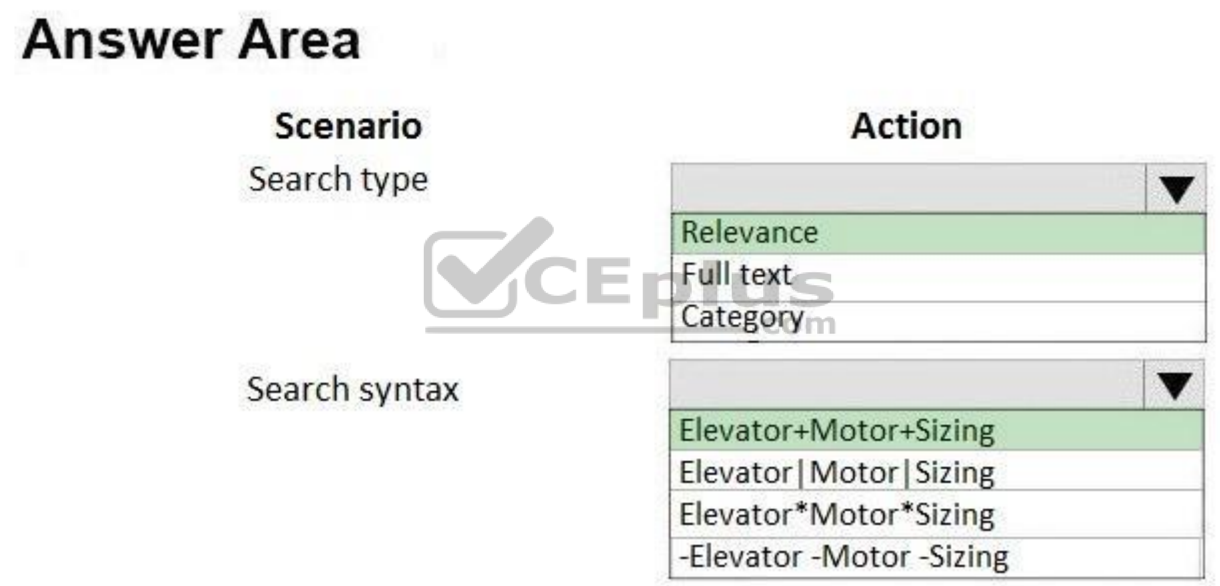
How should you configure the search? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results

QUESTION 36
HOTSPOT

A company uses Dynamics 365 for Customer Service.

You need to document the case resolution process.

How are each of the cases resolved? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Case	Resolution
A case has activities owned by other users and is in progress.	Case is resolved. Open activities are closed. Case is resolved. Open activities are canceled. Case is not resolved. Open activities must be closed. Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	Case is resolved. Entitlement is decremented by four hours. Case is resolved. Entitlement is decremented by six hours. Case is not resolved. Billable hours cannot be more than the total duration. Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	Open activities for child cases are merged into parent and canceled. Open activities of parent case are marked as completed. Open activities of child cases remain open. Open activities of child cases are canceled.

Correct Answer:

Answer Area

Case	Resolution
A case has activities owned by other users and is in progress.	Case is resolved. Open activities are closed. Case is resolved. Open activities are canceled. **Case is not resolved. Open activities must be closed.** Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	Case is resolved. Entitlement is decremented by four hours. **Case is resolved. Entitlement is decremented by six hours.** Case is not resolved. Billable hours cannot be more than the total duration. Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	Open activities for child cases are merged into parent and canceled. Open activities of parent case are marked as completed. Open activities of child cases remain open. **Open activities of child cases are canceled.**

Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hub-user-guide-case-sla

QUESTION 37
HOTSPOT

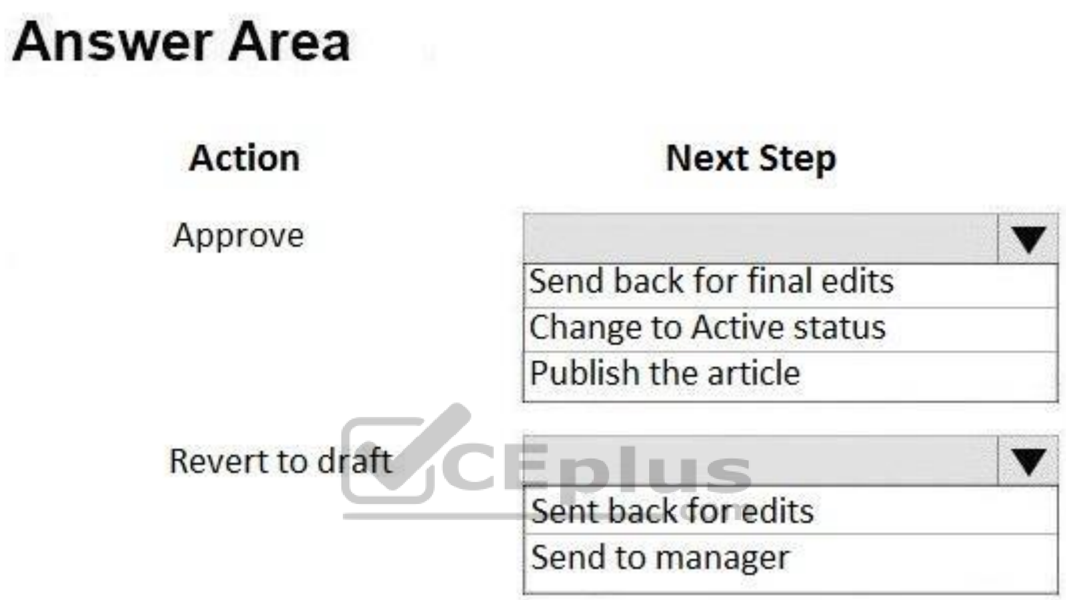
You are a Microsoft Dynamics 365 for Customer Service administrator. You create an article for a knowledge base. A reviewer selects articles for review.

You approve some articles and revert some articles to draft status.

For each action, what should you do next? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:

Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

QUESTION 38 A company uses Dynamics 365 for Customer Service. A case in the queue is routed to you.

You will be going on a vacation.

You need to assign the case to someone else.

What should you do?

A. Release the case.
B. Route the case to another queue.
C. Share the case.
D. Escalate the case

Correct Answer: A
Section: Topic 2, Manage cases and the knowledge base
Explanation

Explanation/Reference:

QUESTION 39
DRAG DROP

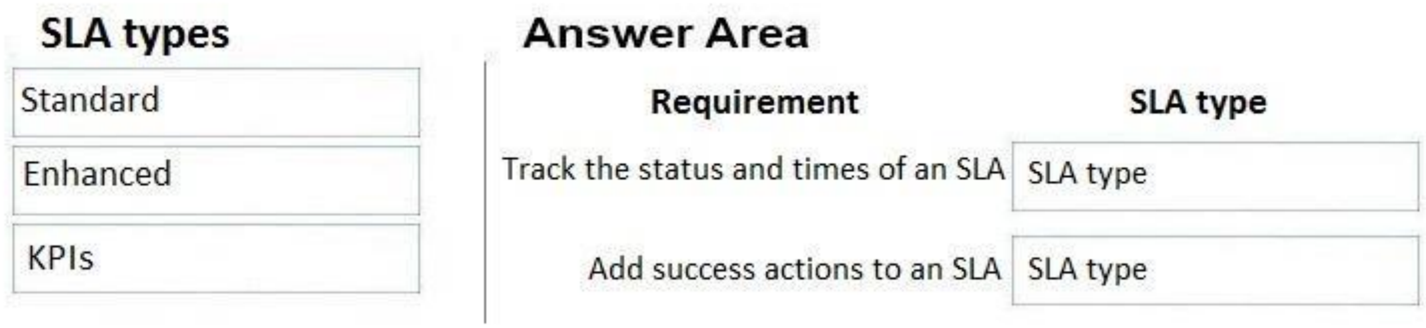
You are a Dynamics 365 for Customer Service system administrator.

You need to create service-level agreements (SLAs) to meet company requirements.

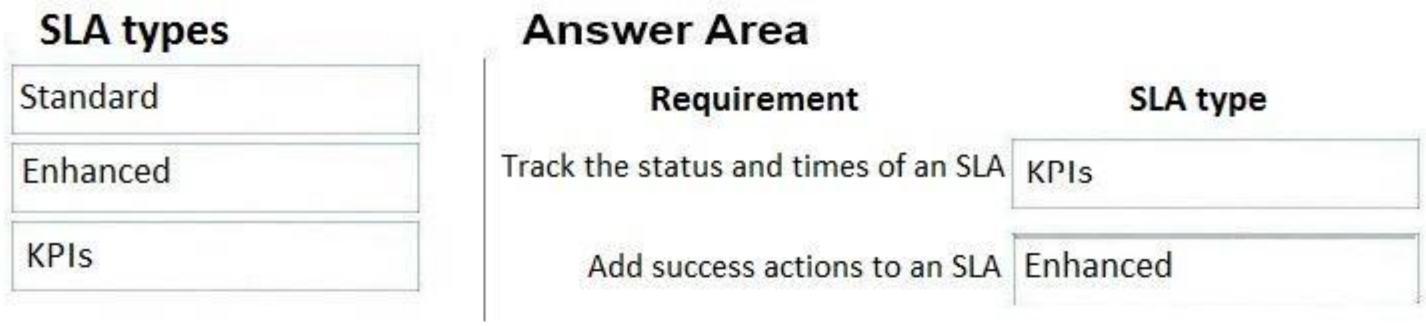
What SLA types should you use? To answer, drag the appropriate SLA types to the correct requirements. Each SLA type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-level-agreements

QUESTION 40 Customer service representatives are not able to manually add service-level agreements (SLAs) to a record.

You need to enable on-demand SLAs.

What should you do?

A. Configure the scope of the workflow
B. Publish the on-demand SLA
C. Activate the SLA
D. Request an administrator to add the SLA field to the entity form

Correct Answer: D
Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-level-agreements

QUESTION 41
DRAG DROP

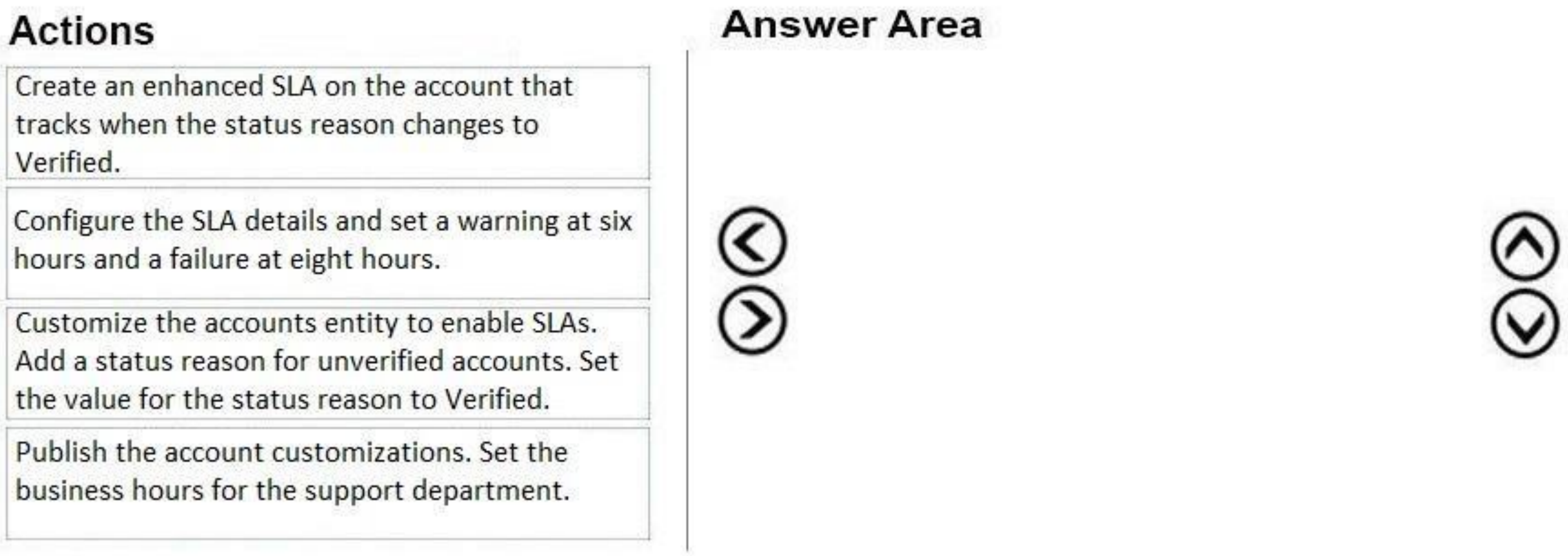
You are a Dynamics 365 for Customer Service administrator. Your company provides support between 9 a.m. and 5 p.m.

You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.

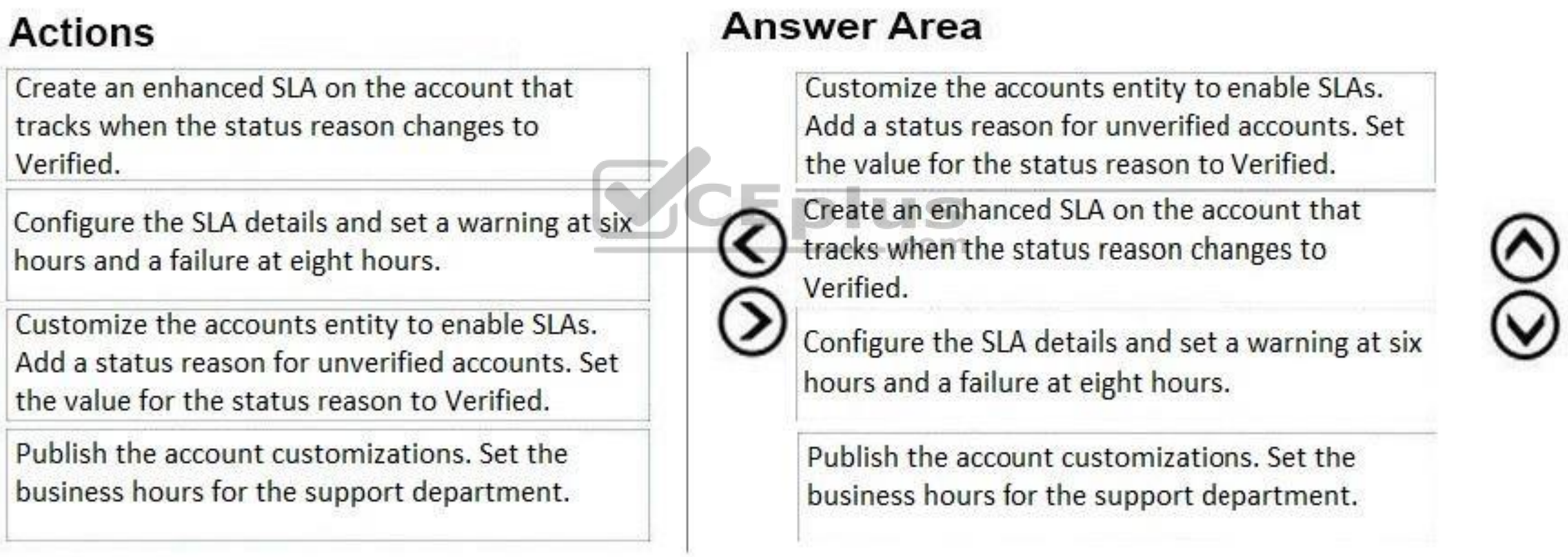
You need to enable service-level agreements (SLAs) for accounts.

In which order should you perform the actions? To answer, move all actions from the list to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:

QUESTION 42
HOTSPOT

You are a Dynamics 365 for Customer Service administrator.

Your company is trying to determine whether it needs to use standard or enhanced service-level agreements (SLAs).

You need to configure SLAs based on the requirements.

Which type of SLAs should you use? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	SLA options
Configure business hours. SLA applies only during this time.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Pause and resume an SLA.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Configure KPI warnings and warning action.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA

Correct Answer:

Answer Area

Requirement	SLA options
Configure business hours. SLA applies only during this time.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Pause and resume an SLA.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Configure KPI warnings and warning action.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA

Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:

QUESTION 43 You are a Dynamics 365 for Customer Service administrator.

You need to deactivate entitlements.

When should you deactivate entitlements? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. A customer's entitlement has ended and no more support is desired.
B. A customer renews an entitlement for 100 more hours or one year.
C. A customer calls and wants to know how many hours of support remain.
D. The customer must change remaining support hours from all email support to one-half email support and one-half phone support.
E. You need to add notes to the customer's entitlement.

Correct Answer: DE
Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:

QUESTION 44 You are a customer service manager using Dynamics 365 for Customer Service.

You need to restrict support to the products that a customer has purchased.

What should you do?

A. Add the product to the account
B. Add the products to the case
C. Add the products to the customer's entitlement
D. Add the products to the customer

Correct Answer: C
Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:

QUESTION 45 You manage a Dynamics 365 for Customer Service environment. You create and activate a routing rule.

You need to modify the routing rule to a target a queue instead of a user. You navigate to routing rule sets.

What should you do first?

A. Use Lookup to specify the Add to queue value.
B. Select Edit to the command bar.
C. Toggle the radio button for Route from user/team to queue.
D. Deactivate the routing rule.

Correct Answer: D
Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:

QUESTION 46
You manage a Dynamics 365 for Customer Service environment.

The entitlement for a customer ended last month. The customer must renew the entitlement and use the same parameters as the expired entitlement.

You need to create the entitlement for the customer.

What should you do?

A. Create a new template with the dates and terms. Activate the template.
B. Delete the old entitlement. Create a new entitlement template.
C. Add the new end date to the current entitlement and set new terms. Activate the entitlement.
D. Make a copy of the old entitlement. Activate the copy.
E. In the old entitlement, zero out the remaining terms and the total terms. Activate the entitlement.

Correct Answer: C
Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:

QUESTION 47 You are using Dynamics 365 for Customer Service.

You need to automate the process of adding cases to a queue.

What should you do?

A. Use routing rules
B. Use the convert activities functionality with cases
C. Use the add to queue button on a case
D. Use the Assign button on a case

Correct Answer: A
Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:

QUESTION 48 You are a Dynamics 365 for Customer Service administrator.

Your company provides standard support contracts for 20 hours of email support. Phone is offered as a premium service in allotments of 10 incidents.

You need to set up an entitlement template for the standard support.

What should you configure?

A. Set the value of the Total terms field for an entitlement to **20**. Set the entitlement channel option to **Phone**. Set the value of the Total terms value to **20**.

B. Set the value of the Total terms field for an entitlement to **20**.

Set the entitlement channel option to **Email**. Set the value of the Total terms field to **20**.

C. Set the value of the Total terms field for an entitlement to **20**.
Set the entitlement channel option to **Email**.
Set the value of the Total terms field to **10**.
Add the Phone option. Set the value of the Total Terms field to **10**.

D. Set the value of the Total terms field for an entitlement to **20**.
Set the entitlement channel option to **Email**. Set the value of the Total terms field to **0**.
Add the Phone option.
Set the value of the Total Terms field to **10**.

Correct Answer: C
Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:

QUESTION 49 You are using Dynamics 365 for Customer Service.

You need to create the entitlements for your customers.

What should you do?

A. Create queues for each channel.
B. Create an entity for each channel and configure the relationship with the entitlement.
C. Configure entitlement channels.
D. Configure routing rules.

Correct Answer: C
Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:

QUESTION 50
DRAG DROP

You are a Dynamics 365 for Customer Service administrator.

You must track time against enhanced service-level agreements (SLAs).

You need to add a timer.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

- Add the quick create forms to the primary entity form.
- Create a quick view form for each SLA KPI instance field.
- Ensure the entity is enabled for SLA.
- Add the quick view forms to the primary entity form.
- Create a quick-create form for each SLA KPI instance field.

Answer Area

Correct Answer:

Actions

- Add the quick create forms to the primary entity form.
- Create a quick view form for each SLA KPI instance field.
- Ensure the entity is enabled for SLA.
- Add the quick view forms to the primary entity form.
- Create a quick-create form for each SLA KPI instance field.

Answer Area

1. Ensure the entity is enabled for SLA.
2. Create a quick view form for each SLA KPI instance field.
3. Add the quick view forms to the primary entity form.

Section: Topic 3, Manage queues, entitlements, and SLAs

Explanation
Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add-timer-forms-track-time-against-enhanced-sla

QUESTION 51 You are a customer service manager for a company using Dynamics 365 for Customer Service.

You need to set up queues to manage support. You assign a team to each queue.

What type of queue should you configure?

A. Personal
B. Private
C. Business unit
D. Public

Correct Answer: B
Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queues-manage-activities-cases

QUESTION 52
DRAG DROP

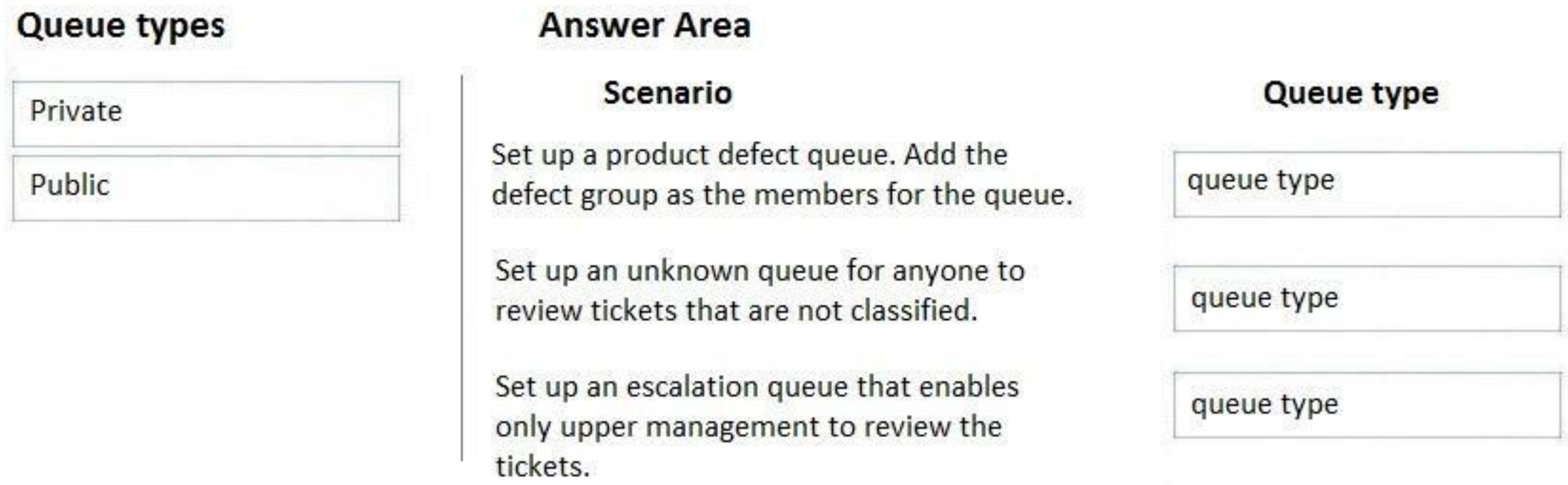
You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

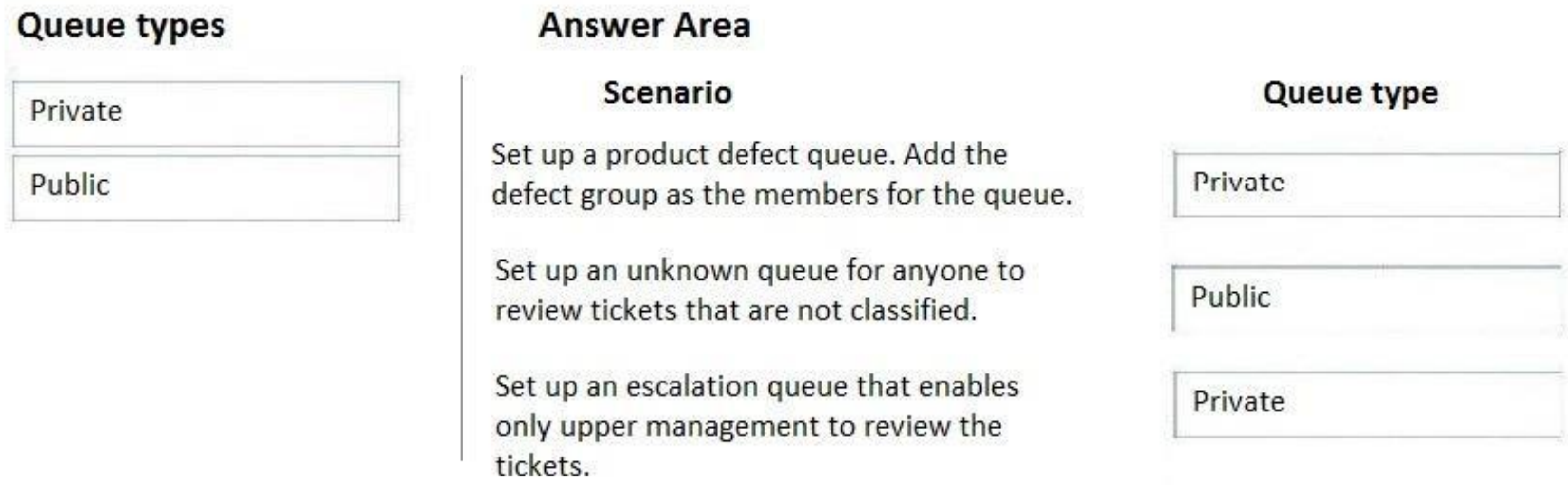
Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Section: Topic 3, Manage queues, entitlements, and SLAs
Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queues-manage-activities-cases

QUESTION 53
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Clone the satisfaction survey and customize the questions.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A
Section: Topic 4, Configure Voice of the Customer Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basic-survey#clone-or-import-an-existing-survey

QUESTION 54
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Open the source survey and the new survey. Drag the questions from the source survey to the new survey. Then customize the questions.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Topic 4, Configure Voice of the Customer Explanation

Explanation/Reference:

QUESTION 55
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Create custom question types. Add the custom question types to a new survey. Customize the questions.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section: Topic 4, Configure Voice of the Customer Explanation

Explanation/Reference:

QUESTION 56
DRAG DROP

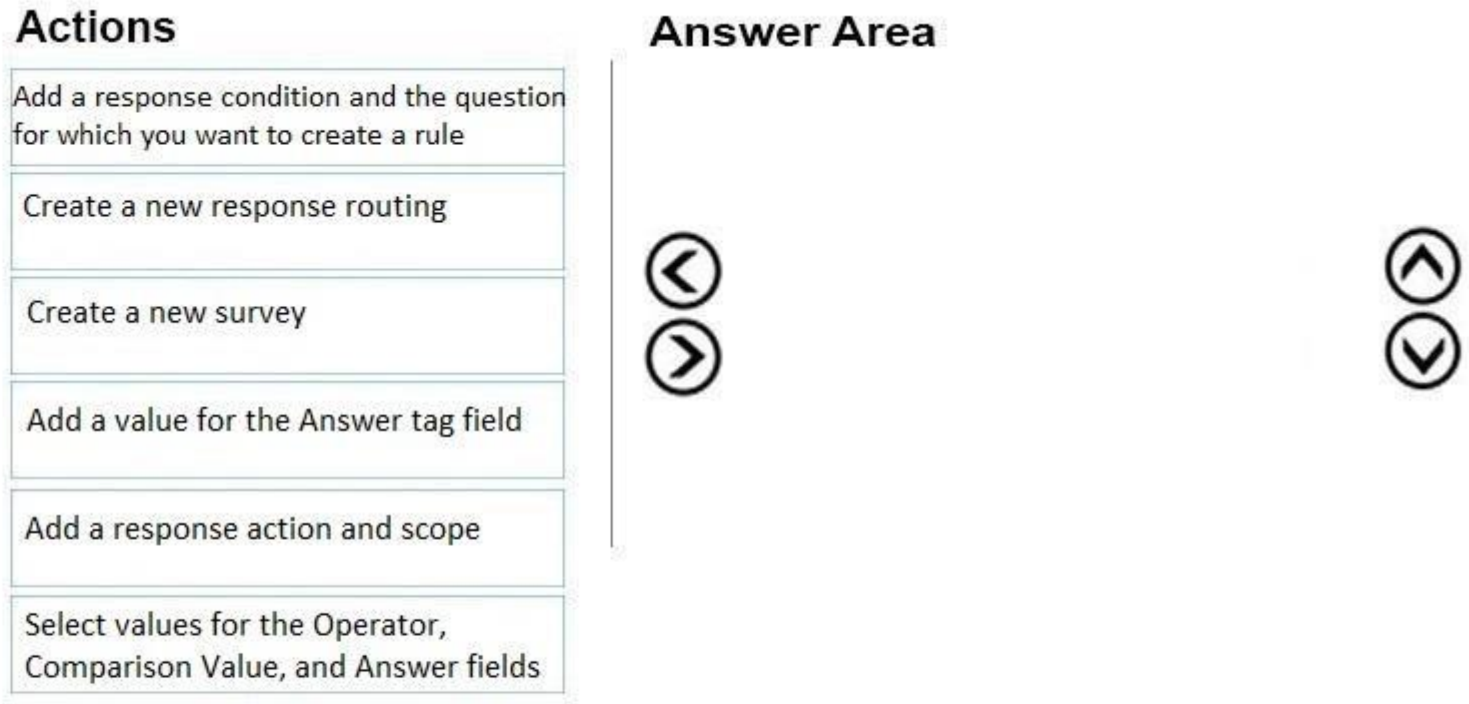
You are a Dynamics 365 for Customer Service administrator. You are using Voice of the Customer and are reviewing survey

A survey responder marked 10 percent for overall satisfaction.

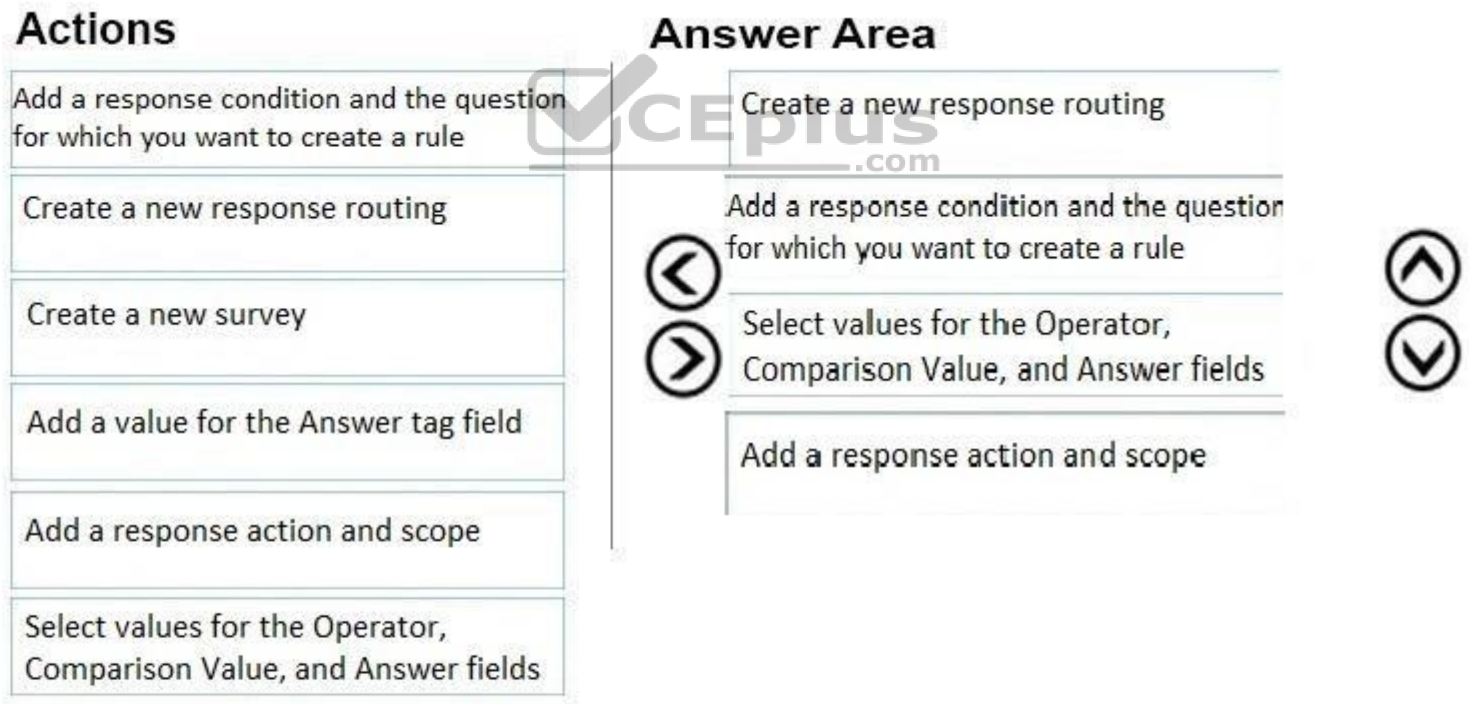
You need to ask additional questions based on the response.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section: Topic 4, Configure Voice of the Customer Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advanced-survey

QUESTION 57
You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.

You need to create a customer service satisfaction survey and embed it on a website.

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

NOTE: Each correct selection is worth one point.

A. Copy the portal web link and paste it into your website.
B. Copy the URL from the Anonymous link field and paste it into your website.
C. On the Voice of the Customer survey, select Run in iFrame.
D. Copy the HTML code from the iFrame URL field and paste it on your website.

Correct Answer: CD
Section: Topic 4, Configure Voice of the Customer Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey

QUESTION 58
You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.

You must display the question: Have you used the product before? If the response is Yes, you must display additional questions concerning the product. If the answer is No, you must display a different set of questions concerning other products.

You need to select a survey feature to use.

Which survey feature should you use?

A. Answer tag
B. Response routing
C. Piping
D. List of ratings
E. Basic

Correct Answer: B
Section: Topic 4, Configure Voice of the Customer Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advanced-survey#design-interactive-surveys-by-using-response-routing

QUESTION 59 You send surveys to customers who have opened cases within the past month.

You need to send a summary of the survey results to individuals who do not have a Dynamics 365 license.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Run the summary report. Export the report to Microsoft Excel. Send the Excel file to the users.
B. Run the survey summary report. Send a link to the report from within Dynamics 365.
C. Create a dashboard of the survey summary reports and share the dashboards with the users.
D. Create a view with the data, and then email a link.
E. Run the survey summary report. Print the report to a PDF file. Send the PDF file to the users.

Correct Answer: AE
Section: Topic 4, Configure Voice of the Customer Explanation

Explanation/Reference:

QUESTION 60 You are creating surveys for Voice of the Customer (VoC).

You need to configure VoC to ensure that recipients can unsubscribe to surveys.

Which two survey features should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Add an Unsubscribe check box after each question.
B. Set the Allow unsubscribe setting to Yes.
C. Give users the option to unsubscribe from different features of the survey.
D. Configure the survey to display when Dynamics 365 customers receive email and enable the Unsubscribe option.

Correct Answer: BD
Section: Topic 4, Configure Voice of the Customer Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advanced-survey#add-the-unsubscribe-option-to-a-survey

QUESTION 61 You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer (VoC).

You need to ensure that VoC survey responses trigger an escalation in support.

Which workflow should you use?

A. VoC – Process Survey Response
B. VoC – Close Survey Activity
C. VoC – Process NPS Response
D. VoC – Process Face Response

Correct Answer: A
Section: Topic 4, Configure Voice of the Customer Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/plan-survey

QUESTION 62
HOTSPOT

You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys.

You need to determine which survey question feature is needed to complete the design of the survey.

Which survey features should you use? To answer, select the appropriate survey type in the dialog box in the answer area.

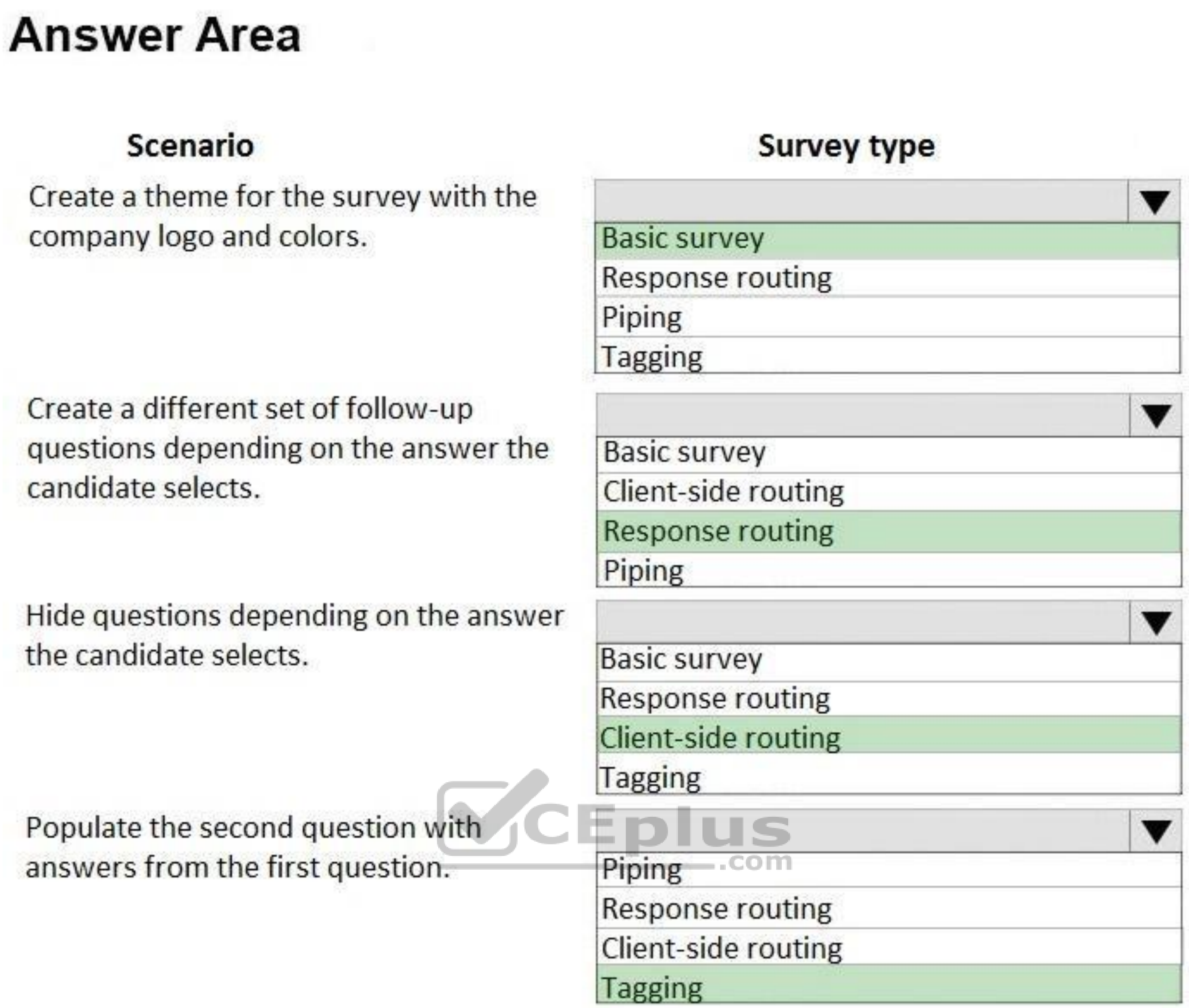
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	▼ Basic survey Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	▼ Basic survey Client-side routing Response routing Piping
Hide questions depending on the answer the candidate selects.	▼ Basic survey Response routing Client-side routing Tagging
Populate the second question with answers from the first question.	▼ Piping Response routing Client-side routing Tagging

Correct Answer:



Section: Topic 4, Configure Voice of the Customer Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advanced-survey

QUESTION 63 You are creating a survey using Voice of the Customer.

You need to embed the survey into a website and make it available to your customer.

What should you do?

A. Create the website. Add the URL to the Dynamics 365 site in your website.
B. Create your Dynamics 365 portal. Display the Voice of the Customer page from within the main website page.
C. Create a webpage on the website. Add the URL to link the Voice of the Customer questions from Dynamics 365.
D. Create an iFrame URL. Copy the HTML code to an iFrame in your website.
E. Add the iFrame URL to your website.

Correct Answer: D
Section: Topic 4, Configure Voice of the Customer Explanation

Explanation/Reference:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey