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NEW QUESTION: 1

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.

Actions

- Create an enhanced SLA on the account that tracks when the status reason changes to Verified.
- Configure the SLA details and set a warning at six hours and a failure at eight hours.
- Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.
- Publish the account customizations. Set the business hours for the support department.

Answer Area



Answer:

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

Answer Area

Customize the accounts entity to enable SLAs.
Add a status reason for unverified accounts. Set the value for the status reason to Verified.

Create an enhanced SLA on the account that tracks when the status reason changes to Verified.

Configure the SLA details and set a warning at six hours and a failure at eight hours.

Publish the account customizations. Set the business hours for the support department.

NEW QUESTION: 2

You use the automatic creation and update rule feature to create case records automatically. Which three source record types are available for automatically creating a case? Each correct answer presents a complete solution.

- A. mailbox alert
- B. booking alert
- C. auto post
- D. survey activity
- E. social activity

Answer: B,D,E (LEAVE A REPLY)

NEW QUESTION: 3

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.

Merge object	Outcome
Duplicate cases	<input type="text"/> Merged and canceled Merged and resolved Merged and deleted
Open activities	<input type="text"/> Moved to the merged case Canceled

Answer:

Merge object	Outcome
Duplicate cases	<input type="text"/> Merged and canceled Merged and resolved Merged and deleted
Open activities	<input type="text"/> Moved to the merged case Canceled

NEW QUESTION: 4

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.

Actions

- Create an enhanced SLA on the account that tracks when the status reason changes to Verified.
- Configure the SLA details and set a warning at six hours and a failure at eight hours.
- Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.
- Publish the account customizations. Set the business hours for the support department.

Answer Area Microsoft

Navigation: Left arrow, Right arrow, Up arrow, Down arrow

Answer:

Answer Area Microsoft

- Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.
- Create an enhanced SLA on the account that tracks when the status reason changes to Verified.
- Configure the SLA details and set a warning at six hours and a failure at eight hours.
- publish the account customizations. Set the business hours for the support department.

- 1 - Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.
- 2 - Create an enhanced SLA on the account that tracks when the status reason changes to Verified.
- 3 - Configure the SLA details and set a warning at six hours and a failure at eight hours.
- 4 - publish the account customizations. Set the business hours for the support department.

NEW QUESTION: 5

Your organization uses enhanced service level agreements (SLA's).

You need to create a view that displays the SLA failure and succeeded time for data related to a case.

Which entity should you use to select the fields?

- A. SLA
- B. enhanced SLA C
- C. SLA Item
- D. SLA KPI Instance

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 6

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.

Actions

- Update the SLA and select the customer service schedule
- Update the SLA and associate the holiday schedule
- Create an entitlement and select the holiday schedule
- Update the SLA and associate the entitlements
- Create a customer service schedule and select the holiday schedule
- Create a holiday schedule and holiday records

Answer Area

The answer area contains four empty rectangular slots for actions. On the left side, there are two circular arrows: the top one points left and the bottom one points right. On the right side, there are two circular arrows: the top one points up and the bottom one points down.

Answer:

Actions

- Update the SLA and select the customer service schedule
- Update the SLA and associate the holiday schedule
- Create an entitlement and select the holiday schedule
- Update the SLA and associate the entitlements
- Create a customer service schedule and select the holiday schedule
- Create a holiday schedule and holiday records

Answer Area

The answer area shows three actions in sequence, enclosed in a dashed red border. From top to bottom, the actions are:

- Create a holiday schedule and holiday records
- Create a customer service schedule and select the holiday schedule
- Update the SLA and select the customer service schedule

 On the left side, there are two circular arrows: the top one points left and the bottom one points right. On the right side, there are two circular arrows: the top one points up and the bottom one points down.



Explanation



References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-customerservice-s>

NEW QUESTION: 7

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

Answer: ([SHOW ANSWER](#))

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

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-level-agreements>

NEW QUESTION: 8

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. In Solution Explorer, expand the Root Cause Analysis entity and select Forms.

Edit the main form and configure a knowledge base search control.

- 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 subgrid for knowledge articles.
- D. Navigate to the Knowledge Base Management Settings wizard. Then, navigate to Record types and select Root Cause Analysis.
- E. In Solution Explorer, select the Root Cause Analysis entity and then select Knowledge management.

Answer: A,D,E (LEAVE A REPLY)

NEW QUESTION: 9

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.

Field Text	Option type
Resolution type	<input type="checkbox"/> Option set <input type="checkbox"/> Text <input type="checkbox"/> Calculated
Resolution	<input type="checkbox"/> Option set <input type="checkbox"/> Text <input type="checkbox"/> Calculated
Total time	<input type="checkbox"/> Option set <input type="checkbox"/> Text <input type="checkbox"/> Calculated
Billable time	<input type="checkbox"/> Option set <input type="checkbox"/> Whole number <input type="checkbox"/> Calculated
Remarks	<input type="checkbox"/> Option set <input type="checkbox"/> Text <input type="checkbox"/> Calculated

Answer:

Field Text	Option type
Resolution type	<input type="text" value="Option set"/> <input type="text" value="Text"/> <input type="text" value="Calculated"/>
Resolution	<input type="text" value="Option set"/> <input type="text" value="Text"/> <input type="text" value="Calculated"/>
Total time	<input type="text" value="Option set"/> <input type="text" value="Text"/> <input type="text" value="Calculated"/>
Billable time	<input type="text" value="Option set"/> <input type="text" value="Whole number"/> <input type="text" value="Calculated"/>
Remarks	<input type="text" value="Option set"/> <input type="text" value="Text"/> <input type="text" value="Calculated"/>

NEW QUESTION: 10

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 implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

- Users must have their own queues that no one else can access.
- Users must not be able to view each other's queue.

- Users must be able to work from the support queue.

Solution:

- Set up each user queue to be private.
- Set up level1 and level2 queues to be public and add applicable members.
- Set up the support queue to be public.

Does the solution meet the goal?

A. Yes

B. No

Answer: B (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases>

NEW QUESTION: 11

Drag and Drop Question

A Dynamics 365 Customer Service organization uses routing rules to escalate cases.

Security roles have not been modified or created.

You need to modify the routing rule set that is currently in use and enforce the principle of least privilege.

Which five 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.


Actions

- Verify that you have the customer service representative security role.
- Deactivate the routing rule set.
- Verify that you have the customer service manager security role.
- Activate the routing rule set.
- Navigate to Routing rule sets.
- Edit the routing rule set.
- Publish the customizations.

Answer Area

Microsoft

Answer:

Actions	Answer Area
Verify that you have the customer service representative security role.	Verify that you have the customer service manager security role.
	Navigate to Routing rule sets.
	Deactivate the routing rule set.
	Edit the routing rule set.
	Activate the routing rule set.
Publish the customizations.	

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases>

NEW QUESTION: 12

You plan to create surveys for a multinational company that manages hotels. You must create a unique survey for each hotel location. Which statement is true?

- A. You can capture up to 10,000 survey responses per day.
- B. You can store unlimited survey responses over time.
- C. You can publish a maximum of 200 surveys.
- D. All surveys must use the same theme.

Answer: C (LEAVE A REPLY)

<https://community.dynamics.com/crm/b/dynamicscrmsupportblog/archive/2017/02/11/voice-of-the-customer-surveys-frequently-asked-questions-faqs-part3>

NEW QUESTION: 13

You are a customer service agent in a call center. AH 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 one session and add each customer to a separate section on the form.
- C. Create two sessions and use connections to create a relationship between them.
- D. Create one session and add each customer to the related customer sub grid.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 14

You are a Dynamics 365 Customer Service administrator.

You must track issues submitted by customers.

You need to configure case settings for the Service Management module.

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

NOTE: Each correct selection is worth one point.

Requirement	Option
Ensure that cases can be assigned easily.	<ul style="list-style-type: none">Organization insightsQueuesParent and child case settings
Automatically generate follow-up phone calls.	<ul style="list-style-type: none">PublisherAutomatic record creation and update rulesSubjects

Answer:

Requirement	Option
Ensure that cases can be assigned easily.	<ul style="list-style-type: none">Organization insightsQueuesParent and child case settings
Automatically generate follow-up phone calls.	<ul style="list-style-type: none">PublisherAutomatic record creation and update rulesSubjects

NEW QUESTION: 15

You are customizing a Dynamics 365 Customer Service implementation for a call center.

The call center wants to enable SMS as a channel for the customer service department.

You need to complete the SMS channel configuration.

Which account information should you use for each provider? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information 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.

Types of account information	Answer Area	Account information
Customer ID and Auth Token		
Account SID and Auth Token		
Account SID and API Key		
Customer ID and API Key		

SMS channel provider	Account information
Twilio	Account information
TeleSign	Account information

Answer:

Types of account information

Customer ID and Auth Token
Account SID and Auth Token
Account SID and API Key
Customer ID and API Key

Answer Area

SMS channel provider	Account information
Twilio	Account SID and Auth Token
TeleSign	Customer ID and API Key

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel-twilio>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel>

NEW QUESTION: 16

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

Answer: B,C,D (LEAVE A REPLY)

Section: Topic 1, Perform Configuration

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NEW QUESTION: 17

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.

Answer: ([SHOW ANSWER](#))

Section: Topic 2, Manage cases and the knowledge base

NEW QUESTION: 18

Case Study 1 - Humongous Insurance

Background

Humongous Insurance is contracted to process all insurance claims for a health facility that accepts the following types of health insurance:

- * Health maintenance organization (HMO)
- * Preferred-provider organization (PPO)
- * Gold

Cases are classified as new claims, claim disputes, and follow-ups. Each insured person is entitled to open 25 new cases each calendar year.

Support representatives specialize by and process claims by insurance type.

Humongous Insurance currently accepts claims only by telephone. The call center is open from 06:00 GMT to 24:00 GMT daily. Call center staff work one of the following shifts: 06:00 GMT to 12:00 GMT, 12:00 GMT to 18:00 GMT, and 18:00 GMT to 24:00 GMT.

When a case is received by email, a staff member categorizes the case as email and closes the case immediately.

Current environment

- * Humongous Insurance has three departments to handle claim types: HMO, PPO, and Gold.
- * The company uses handwritten forms to send claims information to the correct department.
- * Each department maintains a workbook to record calls received.

Requirements. Support desk

- * Configure the system to track the number of insurance claims filed each year.
- * Categorize claims by type as they are opened.
- * Configure the system to track staff responsiveness to service-level agreements (SLAs).
- * Ensure that business hours reflect the hours that support staff are scheduled.

Requirements. Case handling

- * All new cases must be automatically placed into a queue based on insurance type after the type is selected.
- * All insurance types need to be automatically moved to the proper queue when the subject is picked.
- * All cases must be created and closed immediately when received.
- * The status reason must be set to Email Sent or Phone Call.
- * Information must be restricted by insurance and phone call type.
- * Managers must be alerted when customers reach their limit of 25 cases for the year.
- * Changes to cases must not be counted against entitlements until the case is closed.

Requirements. Disputes

- * Claim disputes must be categorized as low priority.
- * The status for all disputed cases must be set to Review by a Manager before a disputed case may be closed.

Requirements. Knowledge base

- * A knowledge base must be used as a repository for all answers.
- * Representatives must be able to search the knowledge base when opening a new case for similar claims.
- * Representatives must be able to search across all entities at all times.
- * Searches must check any field in the entity for matches in a single search.
- * Searches must return results in a single list and sort the list so that the most relevant results appear at the top of the list.
- * Representatives must be able to link the knowledge base to cases when applicable.
- * Representatives must create a new knowledge base article if an answer is not found in the existing knowledge base.
- * Representatives must be able to use SQL-like syntax to search the knowledge base.

Requirements. Service-level agreements

When a customer calls to open a claim, the company must respond to the caller within the following time frames:

Plan	Response time
HMO	24 hours
PPO	6 business hours
Gold	1 business hour

Requirements. Alerts

- * Cases must be flagged when they are past the SLA threshold.
- * An email alert must be sent to the manager to indicate an SLA noncompliance.
- * An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.
- * Send an email alert to support managers when disputes are ready to be closed.
- * Send an email alert to customers when cases are closed.

Requirements. Issues

- * The current process is all manual and not efficient.
- * There is no easy way to determine whether the company is meeting its SLAs.
- * Representatives are often inconsistent regarding how they handle customers and answer customer questions.
- * There is no accountability for any of the representatives who take calls.

A customer has three cases in process and two cases for the current calendar year.

You need to determine how many cases the customer has left on their entitlement.

How many cases are left?

- A. 20
- B. 22
- C. 23
- D. 25

Answer: C (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer>

NEW QUESTION: 19

Hotspot Question


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.

Answer Area 

Scenario

Search type


Search syntax

Action

▼
Relevance
Full text
Category

▼
Elevator+Motor+Sizing
Elevator Motor Sizing
Elevator*Motor*Sizing
-Elevator -Motor -Sizing

Answer:

Answer Area 

Scenario

Search type

Search syntax

Action

▼
Relevance
Full text
Category

▼
Elevator+Motor+Sizing
Elevator Motor Sizing
Elevator*Motor*Sizing
-Elevator -Motor -Sizing

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results>

NEW QUESTION: 20

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

Set the entitlement channel option to

Set the value of the Total terms field to

Add the Phone option. Set the value of the Total Terms field to

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

Set the entitlement channel option to. Set the value of the Total terms field to0.

Add the Phone option.

Set the value of the Total Terms field to

C. Set thevalue of the Total terms field for an entitlement to20.

Set the entitlement channel option to. Set the value of the Total terms field to20.

D. Set the value of the Total terms field for an entitlement to20.

Set the entitlement channel option toPhone.

Set the value of the Total terms value to20.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 21

You need to create the SLAs.

Which three SLAs should you create? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. SLA with 24 hours as the failure time and no warning

B. SLA with 6 hours as the failure time and a one-hour warning

C. SLA with 6 hours as the failure time and no warning

D. SLA with one hour as the failure time and no warning

E. SLA with 24 hours as the failure time and a two-hour warning

Answer: B,D,E (LEAVE A REPLY)

Plan	Response time
-------------	----------------------

HMO	24 hours
-----	----------

PPO	6 business hours
-----	------------------

Gold	1 business hour
------	-----------------

An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.

NEW QUESTION: 22

You must set up the following:

A work stream must be configured to use Twitter.

The cases must automatically go to the next available sales representative.

Any existing case that comes in must be assigned automatically to the sales representative who worked on the case originally.

You need to choose the correct setting.

Which setting should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Function

Setting

Work stream type

▼

- SMS work stream
- LINE work stream
- Live Chat work stream
- Social channel work stream

Work distribution mode



Microsoft

▼

- Assign
- Pick
- Push
- Route

Reassignment to original rep

▼

- Queues
- Agent Affinity
- Pre-chat response
- Entity record routing

Answer:

Function

Setting

Work stream type

▼

- SMS work stream
- LINE work stream
- Live Chat work stream
- Social channel work stream**

Work distribution mode

▼

- Assign
- Pick
- Push**
- Route

Reassignment to original rep

▼

- Queues
- Agent Affinity**
- Pre-chat response
- Entity record routing

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/channels>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entity-workstream>

NEW QUESTION: 23

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.

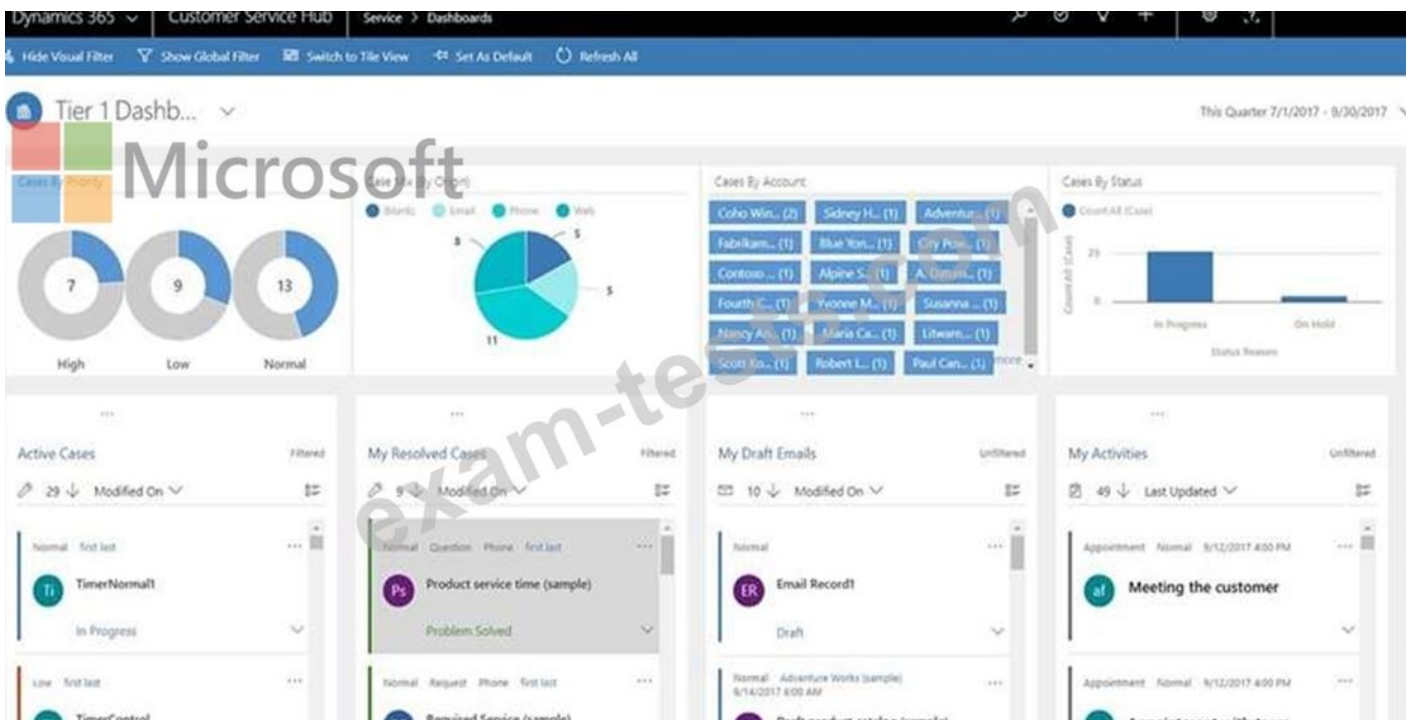
Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	<input type="checkbox"/> The routing rule is deleted <input type="checkbox"/> The routing rule does not change <input type="checkbox"/> The routing rule is deactivated
Import bulk cases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

Answer:

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

NEW QUESTION: 24

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.

What dashboard type is displayed?

What type of filter is shown in the interactive dashboard?

Answer:

What dashboard type is displayed?

What type of filter is shown in the interactive dashboard?



NEW QUESTION: 25

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

Answer: B (LEAVE A REPLY)

Explanation

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

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-ac>

NEW 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. Create a business rule.
- B. 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.
- C. 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.
- D. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.

Answer: (SHOW ANSWER)

NEW QUESTION: 27

Hotspot Question

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.

Answer Area

Action	Access level
Create entitlement templates.	<div style="border: 1px solid gray; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><div style="padding: 2px;">Organization</div><div style="padding: 2px;">Append</div></div>
Create knowledgebase records.	<div style="border: 1px solid gray; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><div style="padding: 2px;">Append</div><div style="padding: 2px;">Business Unit</div></div>

Answer:

Answer Area

Action	Access level
Create entitlement templates.	<div style="border: 1px solid gray; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><div style="padding: 2px; background-color: #e0f0e0;">Organization</div><div style="padding: 2px;">Append</div></div>
Create knowledgebase records.	<div style="border: 1px solid gray; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><div style="padding: 2px;">Append</div><div style="padding: 2px; background-color: #e0f0e0;">Business Unit</div></div>

NEW QUESTION: 28

You implement the Unified Service Desk (USD).

Which three of the following objects are events? Each correct answer presents a complete solution.

- A. FireEvent
- B. BrowserDocumentComplete

- C. Realignwindow
- D. DesktopReady
- E. SessionClosing

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

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.

Answer: C ([LEAVE A REPLY](#))

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

NEW QUESTION: 30

Hotspot Question

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.

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



Microsoft

	▼
Option set	
Whole number	
Calculated	

Remarks

	▼
Option set	
Text	
Calculated	

Answer:

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	



Microsoft

NEW QUESTION: 31

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.

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	

Answer:

Field Text	Option type
Resolution type	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Option set</div> <div style="border: 1px solid gray; padding: 2px;">Text</div> <div style="border: 1px solid gray; padding: 2px;">Calculated</div>
Resolution	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Option set</div> <div style="border: 1px solid gray; padding: 2px;">Text</div> <div style="border: 1px solid gray; padding: 2px;">Calculated</div>
Total time	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Option set</div> <div style="border: 1px solid gray; padding: 2px;">Text</div> <div style="border: 1px solid gray; padding: 2px;">Calculated</div>
Billable time	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Option set</div> <div style="border: 1px solid gray; padding: 2px;">Whole number</div> <div style="border: 1px solid gray; padding: 2px;">Calculated</div>
Remarks	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Option set</div> <div style="border: 1px solid gray; padding: 2px;">Text</div> <div style="border: 1px solid gray; padding: 2px;">Calculated</div>

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<https://www.braindumps.com/Microsoft/MB-230-practice-exam-dumps.html> (330 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

NEW QUESTION: 32

A company is implementing Omnichannel for Customer Service. The company separates agents into teams for billing, new product inquiries, support, and warranty. The new product team currently handles text messages, emails, and live chats from the company website.

The company plans to release a new product. Before the new product launch, the company wants to add the ability to manage conversations coming in from Facebook and Twitter.

You need to configure the system with the least amount of effort.

What should you do?

- A. Create a new resource characteristic.
- B. Create a routing rule.
- C. Create a new work stream for each channel.
- D. Add the new channel to the existing work stream.

Answer: (SHOW ANSWER)

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams>

NEW QUESTION: 33

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:

- * Verification
- * Acknowledgement and research
- * 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.

Actions	Answer Area
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:

Actions	Answer Area
Create and activate the case-acknowledgement email workflow as follows:	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 .	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 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 to the acknowledgement-and-research stage.	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.
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.	

Explanation

Answer Area

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 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.

Microsoft

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>

NEW QUESTION: 34

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. Customer service representative
- C. Scheduler
- D. System customizer

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 35

Which three actions can you perform by using editable grids? Each correct answer presents a complete solution.

- A. Update the value of an Owner lookup field.

- B. Update a Customer Type lookup field.
- C. Group records by a specific column.
- D. Edit records by using mobile clients.
- E. Update a lookup field to a custom entity.

Answer: C,D,E (LEAVE A REPLY)

NEW QUESTION: 36

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 implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

- Users must have their own queues that no one else can access.
- Users must not be able to view each other's queue.
- Users must be able to work from the support queue.

Solution:

- Set up each user queue to be private.
- Set up level1 and level2 queues to be public and add applicable members.
- Set up the support queue to be private.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: (SHOW ANSWER)

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases>

NEW QUESTION: 37

Which two statements regarding case routing are true? Each correct answer presents a complete solution.

- A. You can add a maximum of five routing rule items to a routing rule set
- B. A workflow is automatically created for each routing rule.
- C. A maximum of three routing rule sets can be active at the same time.
- D. You can route or assign a case to a user, queue, or team.

Answer: B,D (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rules-automatically-route-cases>

NEW 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

Answer: A (LEAVE A REPLY)

Section: Topic 2, Manage cases and the knowledge base

NEW QUESTION: 39

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.

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

←

→

↑

↓



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



Explanation

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



References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rulesautomatically>

NEW QUESTION: 40

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.

Merge object	Outcome
Duplicate cases	<input type="text"/> Merged and canceled Merged and resolved Merged and deleted
Open activities	<input type="text"/> Moved to the merged case Canceled

Answer:

Merge object	Microsoft	Outcome
Duplicate cases		<ul style="list-style-type: none"> Merged and canceled Merged and resolved Merged and deleted
Open activities		<ul style="list-style-type: none"> Moved to the merged case Canceled

NEW QUESTION: 41

Hotspot Question

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.

Answer Area

Case status

Active

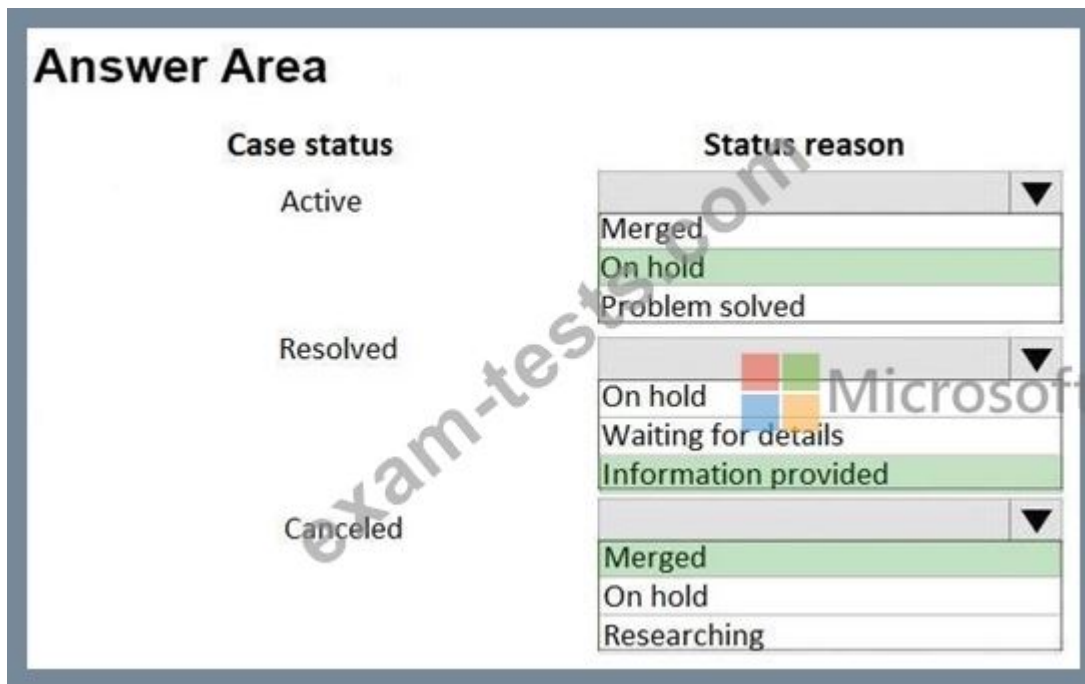
Resolved

Canceled

Status reason

Merged
On hold
Problem solved
On hold
Waiting for details
Information provided
Merged
On hold
Researching

Answer:



NEW QUESTION: 42

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. Validate that customer and case title fields have not been removed as fields that child cases inherit from parent cases.

Add product and case-type fields to the list.

Set the closure preference setting to Don't allow parent case closure until all child cases are closed.

B. On the case entity, update the Parent case-Child case 1:N relationship field mapping to include the fields.

Create a business rule on the case entity to prevent the parent from closing if it has one or more open child cases.

C. Create a business rule.

D. Validate that customer and case title fields have not been removed as fields that child cases inherit from the parent cases.

Add product and case-type fields to the list.

The closure preference setting does not need to be changed.

This is default behavior.

Answer: A (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases>

NEW QUESTION: 43

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

Answer: D (LEAVE A REPLY)

NEW QUESTION: 44

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.

Requirement

Create a new schedule.

 **Action**

	▼
Add a holiday	
Place the SLA on hold	

Configure schedule settings.


 **Action**

	▼
Activate the schedule	
Specify an end date	

Answer:

Requirement

Create a new schedule.

 **Action**

	▼
Add a holiday	
Place the SLA on hold	

Configure schedule settings.

 **Action**

	▼
Activate the schedule	
Specify an end date	

Explanation

Requirement	Action
Create a new schedule.	<ul style="list-style-type: none">Add a holidayPlace the SLA on hold
Configure schedule settings.	<ul style="list-style-type: none">Activate the scheduleSpecify an end date

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-holidayschedule>

NEW QUESTION: 45

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.** Validate that customer and case title fields have not been removed as fields that child cases inherit from parent cases. Add product and case-type fields to the list. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.
- B.** On the case entity, update the Parent case-Child case 1:N relationship field mapping to include the fields.
Create a business rule on the case entity to prevent the parent from closing if it has one or more open child cases.
- C.** Create a business rule.
- D.** Validate that customer and case title fields have not been removed as fields that child cases inherit from the parent cases. Add product and case-type fields to the list. The closure preference setting does not need to be changed. This is default behavior.

Answer: A ([LEAVE A REPLY](#))

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases>

NEW QUESTION: 46

Hotspot Question

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.

Answer Area

Requirement

Action

Create a new schedule.

	▼
Add a holiday	
Place the SLA on hold	

Configure schedule settings.

	▼
Activate the schedule	
Specify an end date	

Answer:

The screenshot shows the 'Answer Area' with two requirements and their corresponding actions. The actions 'Add a holiday' and 'Specify an end date' are highlighted in green, indicating they are the correct selections.

Requirement	Action
Create a new schedule.	<input type="checkbox"/> Add a holiday <input type="checkbox"/> Place the SLA on hold
Configure schedule settings.	<input checked="" type="checkbox"/> Activate the schedule <input checked="" type="checkbox"/> Specify an end date

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-holiday-schedule>

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NEW QUESTION: 47

Drag and Drop Question

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.

Actions

- Select Associate category
- Assign the article
- Publish the article
- Create an alternate key
- Approve the article
- Create a knowledge article
- Select Create major version
- Mark the knowledge article for review

Answer Area

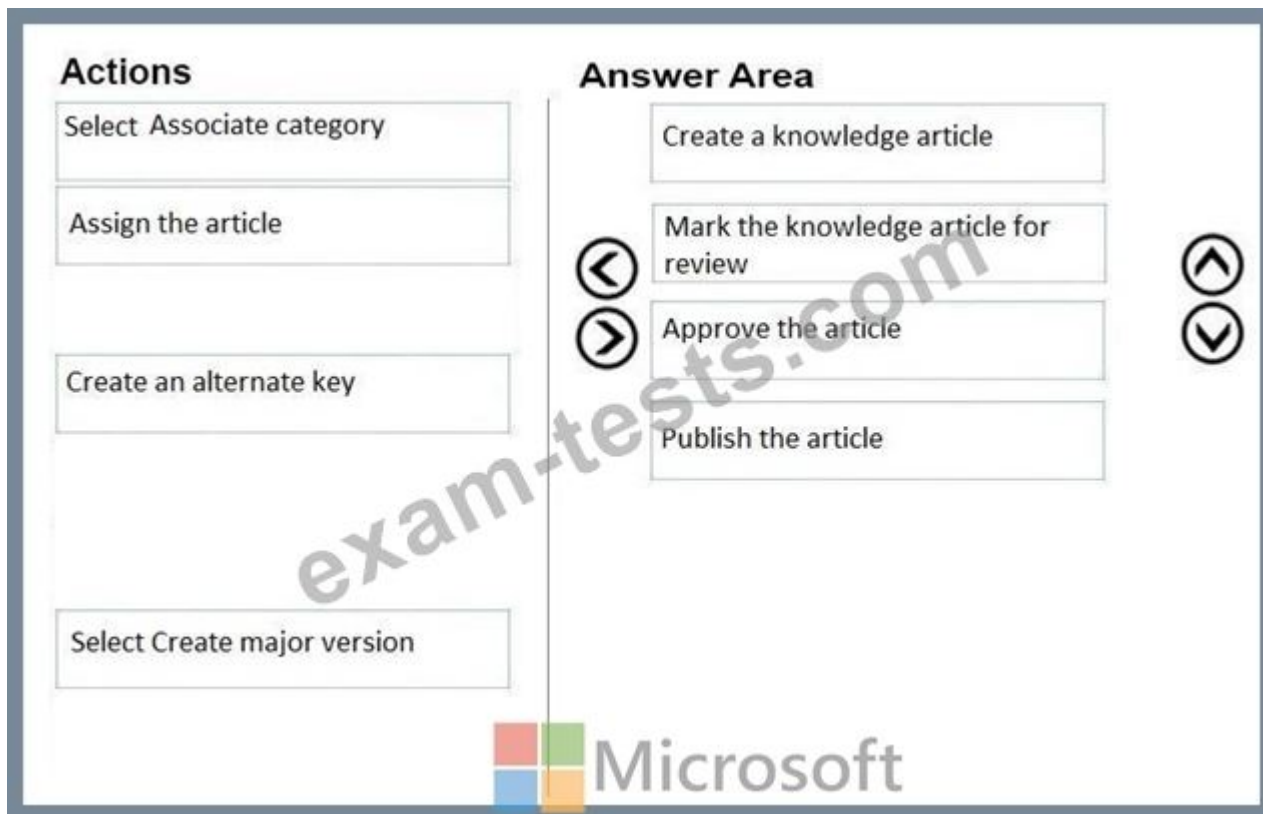


Microsoft



exam-tests.com

Answer:



Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hub-user-guide-knowledge-article>

NEW QUESTION: 48

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

Answer: A (LEAVE A REPLY)

Explanation/Reference:

References:


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

NEW QUESTION: 49


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.

Actions	Answer Area
Update the SLA and select the customer service schedule	
Update the SLA and associate the holiday schedule	
Create an entitlement and select the holiday schedule	
Update the SLA and associate the entitlements	
Create a customer service schedule and select the holiday schedule	
Create a holiday schedule and holiday records	

Answer:

Actions	Answer Area
Update the SLA and select the customer service schedule	
Update the SLA and associate the holiday schedule	
Create an entitlement and select the holiday schedule	
Update the SLA and associate the entitlements	
Create a customer service schedule and select the holiday schedule	
Create a holiday schedule and holiday records	

Explanation

Answer Area

- Create a holiday schedule and holiday records
- Create a customer service schedule and select the holiday schedule
- Update the SLA and select the customer service schedule

Navigation icons: Left arrow, Right arrow

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-customerservice-s>

NEW QUESTION: 50

Drag and Drop Question

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.

Actions

- Create an enhanced SLA on the account that tracks when the status reason changes to Verified.
- Configure the SLA details and set a warning at six hours and a failure at eight hours.
- Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.
- Publish the account customizations. Set the business hours for the support department.

Answer Area

Navigation icons: Left arrow, Right arrow, Up arrow, Down arrow

Answer:

Actions



Answer Area

Customize the accounts entity to enable SLAs.
Add a status reason for unverified accounts. Set the value for the status reason to Verified.

Publish the account customizations. Set the business hours for the support department.

Create an enhanced SLA on the account that tracks when the status reason changes to Verified.

Configure the SLA details and set a warning at six hours and a failure at eight hours.

NEW QUESTION: 51

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.

ACTIONS

Add a response condition and the question for which you want to create a rule

Create a new response routing

Create a new survey

Add a value for the Answer tag field

Add a response action and scope

Select values for the Operator, Comparison Value, and Answer fields

Answer Area



Answer:

Answer Area

Create a new response routing

Add a response condition and the question for which you want to create a rule

Select values for the Operator, Comparison Value, and Answer fields

Add a response action and scope

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey>

NEW QUESTION: 52

You need to configure the correct settings.

Which settings should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Setting
Process cases for an insurance type once a type is selected.	<input type="text"/> <ul style="list-style-type: none"> Case routing Automatically create and update records Create queues
Receive and process an email from a customer to open an insurance claim.	<input type="text"/> <ul style="list-style-type: none"> Case routing Automatically create and update records Create queues
Ensure cases phoned in can be separated and taken only by the applicable representative.	<input type="text"/> <ul style="list-style-type: none"> Case routing Automatically create and update records Create queues

Answer:

Scenario	Setting
Process cases for an insurance type once a type is selected.	<input type="checkbox"/> Case routing <input checked="" type="checkbox"/> Automatically create and update records <input type="checkbox"/> Create queues
Receive and process an email from a customer to open an insurance claim.	<input type="checkbox"/> Case routing <input checked="" type="checkbox"/> Automatically create and update records <input type="checkbox"/> Create queues
Ensure cases phoned in can be separated and taken only by the applicable representative.	<input type="checkbox"/> Case routing <input type="checkbox"/> Automatically create and update records <input checked="" type="checkbox"/> Create queues

NEW QUESTION: 53

You create a new case that is associated to a service level agreement (SLA).

You need to identify what occurs when the case is placed on hold.

What should you identify?

- A. An automatic notification is sent to the manager of the user who placed the case on hold.
- B. Users are prevented from editing the case record until the On Hold status changes.
- C. The time calculations for the Key Performance Indicators (KPIs) are paused.
- D. An automatic notification is sent to the customer who initiated the case.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 54

Hotspot Question

A company is evaluating Dynamics 365 Customer Service Insights.

The company decides to use the sample data environment to expedite the evaluation process.

You need to recommend a dashboard.

Which dashboard should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

View the number of active, cancelled, or resolved cases per channel.

View information about agent escalation handling metrics and close rates.

Dashboard

Resolutions
KPI summary
Customer satisfaction

Topics
New cases
Resolutions
KPI summary

Answer:

Answer Area

Requirement

View the number of active, cancelled, or resolved cases per channel.

View information about agent escalation handling metrics and close rates.

Dashboard

Resolutions
KPI summary
Customer satisfaction

Topics
New cases
Resolutions
KPI summary

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/dashboard-kpi-summary>

<https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/dashboard-case-resolutions>

NEW QUESTION: 55

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

Answer: ([SHOW ANSWER](#))

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-level-agreements>

NEW QUESTION: 56

You are a Dynamics 365 Customer Service administrator.

You are configuring a case dashboard.

You need to filter the dashboard to show only escalated cases and cases that are marked as Request.

Which filter should you use?

- A. Timeframe
- B. Priority
- C. Global
- D. Visual

Answer: C ([LEAVE A REPLY](#))

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard>

NEW QUESTION: 57

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.

Field Text	Option type
Resolution type	<input type="text"/> ▼ Option set Text Calculated
Resolution	<input type="text"/> ▼ Option set Text Calculated
Total time	<input type="text"/> ▼ Option set Text Calculated
Billable time	<input type="text"/> ▼ Option set Whole number Calculated
Remarks	<input type="text"/> ▼ Option set Text Calculated

Answer:

Field Text	Option type
Resolution type	<div style="display: flex; align-items: center;"> <div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> </div> </div>
Resolution	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> </div>
Total time	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> </div>
Billable time	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> </div>
Remarks	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> <div style="background-color: #cccccc; height: 20px; width: 100%;"></div> </div>

NEW QUESTION: 58

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 59

You are a Dynamics 365 Customer Service administrator.

Users inform you about situations in which child cases are not working correctly.

You need to configure the system to correct the issues.

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

NOTE: Each correct selection is worth one point.

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	<ul style="list-style-type: none">Add Contact to the Selected attributes for Parent and Child case settings in system management.Copy and paste the contact from the Parent case.Manually type the contact into the field.In your solution, create a 1:N relationship from the contact entity to case entity.
All child cases are being closed when the parent case is closed.	<ul style="list-style-type: none">Change permission on the parent case so that only administrators can close it.Create a workflow to automatically close the parent case when all the child cases are closed.Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management.Create a routing rule to send all child cases and parent cases to the same user for assignment.
The Origin field is automatically populating into the child case.	<ul style="list-style-type: none">Create a business rule to remove the information from the origin field every time a child case is created.Remove the Origin field from the Selected attributes for Parent and Child case settings in system management.Instruct users to manually remove the information in the Origin field.Delete and re-create the Origin field in the case form.

Answer:

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	<ul style="list-style-type: none">Add Contact to the Selected attributes for Parent and Child case settings in system management.Copy and paste the contact from the Parent case.Manually type the contact into the field.In your solution, create a 1:N relationship from the contact entity to case entity.
All child cases are being closed when the parent case is closed.	<ul style="list-style-type: none">Change permission on the parent case so that only administrators can close it.Create a workflow to automatically close the parent case when all the child cases are closed.Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management.Create a routing rule to send all child cases and parent cases to the same user for assignment.
The Origin field is automatically populating into the child case.	<ul style="list-style-type: none">Create a business rule to remove the information from the origin field every time a child case is created.Remove the Origin field from the Selected attributes for Parent and Child case settings in system management.Instruct users to manually remove the information in the Origin field.Delete and re-create the Origin field in the case form.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases>

NEW QUESTION: 60

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 ([LEAVE A REPLY](#))

The screenshot shows the Microsoft Dynamics 365 interface. At the top, there is a Microsoft logo and the text 'Introduction: This blog explains how to *Pause SLA in Dynamics 365*.' Below this, the heading 'Steps to be followed:' is followed by a yellow highlighted box containing the text 'Only Enhanced SLA can be Paused.' with a red arrow pointing to it. Below the steps, there are two numbered instructions: '1. Go to Settings -> Administration -> System Settings -> Service' and '2. Select the Entity for which SLA is Created. (I have Created SLA for Word Order so I will select Word Order from that list).' The screenshot shows the 'System Settings' page for 'Service'. The 'Service' tab is selected in the top navigation bar. Under the 'Select SLA Pause Status' section, a dropdown menu is open, showing 'Work Order' as the selected option. A red box highlights the dropdown menu.

<https://community.dynamics.com/365/b/dynamics365enterprisecloudfronts/posts/how-to-pause-sla-in-dynamics-365>

NEW QUESTION: 61

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. Escalate the case
- C. Share the case.
- D. Route the case to another queue.

Answer: A ([LEAVE A REPLY](#))

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<https://www.braindumps.com/Microsoft/MB-230-practice-exam-dumps.html> (330 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

NEW QUESTION: 62

Hotspot Question

You are a Dynamics 365 Customer Service administrator.

Users inform you about situations in which child cases are not working correctly.

You need to configure the system to correct the issues.

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

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	<ul style="list-style-type: none"> <input type="checkbox"/> Add Contact to the Selected attributes for Parent and Child case settings in system management. <input type="checkbox"/> Copy and paste the contact from the Parent case. <input type="checkbox"/> Manually type the contact into the field. <input type="checkbox"/> In your solution, create a 1:N relationship from the contact entity to case entity.
All child cases are being closed when the parent case is closed.	<ul style="list-style-type: none"> <input type="checkbox"/> Change permission on the parent case so that only administrators can close it. <input type="checkbox"/> Create a workflow to automatically close the parent case when all the child cases are closed. <input type="checkbox"/> Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management. <input type="checkbox"/> Create a routing rule to send all child cases and parent cases to the same user for assignment.
The Origin field is automatically populating into the child case.	<ul style="list-style-type: none"> <input type="checkbox"/> Create a business rule to remove the information from the origin field every time a child case is created. <input type="checkbox"/> Remove the Origin field from the Selected attributes for Parent and Child case settings in system management. <input type="checkbox"/> Instruct users to manually remove the information in the Origin field. <input type="checkbox"/> Delete and re-create the Origin field in the case form.

Answer:

Answer Area

Scenario

The Contact field information is not automatically propagating in the child case when opening a new case from the parent.

All child cases are being closed when the parent case is closed.

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	Add Contact to the Selected attributes for Parent and Child case settings in system management.
	Copy and paste the contact from the Parent case.
	Manually type the contact into the field.
	In your solution, create a 1:N relationship from the contact entity to case entity.
All child cases are being closed when the parent case is closed.	Change permission on the parent case so that only administrators can close it.
	Create a workflow to automatically close the parent case when all the child cases are closed.
	Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management.
	Create a routing rule to send all child cases and parent cases to the same user for assignment.
The Origin field is automatically populating into the child case.	Create a business rule to remove the information from the origin field every time a child case is created.
	Remove the Origin field from the Selected attributes for Parent and Child case settings in system management.
	Instruct users to manually remove the information in the Origin field.
	Delete and re-create the Origin field in the case form.

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases>

NEW QUESTION: 63

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.

Action	Access level
Create entitlement templates.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;">Organization</div> <div style="padding: 2px;">Append</div> </div>
Create knowledgebase records.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px;">▼</div> <div style="padding: 2px;">Append</div> <div style="padding: 2px;">Business Unit</div> </div>

Answer:

Action	Access level
Create entitlement templates.	<input type="text"/> Organization Append
Create knowledgebase records.	<input type="text"/> Append Business Unit

Action	Access level
Create entitlement templates.	<input type="text"/> Organization Append
Create knowledgebase records.	<input type="text"/> Append Business Unit

NEW QUESTION: 64

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

Answer: D (LEAVE A REPLY)

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-level-agreements>

NEW QUESTION: 65

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.

Case	Resolution
A case has activities owned by other users and is in progress.	<ul style="list-style-type: none">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.	<ul style="list-style-type: none">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.	<ul style="list-style-type: none">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.

Answer:

Case	Resolution
A case has activities owned by other users and is in progress.	<ul style="list-style-type: none">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.	<ul style="list-style-type: none">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.	<ul style="list-style-type: none">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.

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuser-guide-case-sla>

NEW QUESTION: 66

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.

Case	Resolution
A case has activities owned by other users and is in progress.	<input type="checkbox"/> Case is resolved. Open activities are closed. <input type="checkbox"/> Case is resolved. Open activities are canceled. <input type="checkbox"/> Case is not resolved. Open activities must be closed. <input type="checkbox"/> 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.	<input type="checkbox"/> Case is resolved. Entitlement is decremented by four hours. <input type="checkbox"/> Case is resolved. Entitlement is decremented by six hours. <input type="checkbox"/> Case is not resolved. Billable hours cannot be more than the total duration. <input type="checkbox"/> Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<input type="checkbox"/> Open activities for child cases are merged into parent and canceled. <input type="checkbox"/> Open activities of parent case are marked as completed. <input type="checkbox"/> Open activities of child cases remain open. <input type="checkbox"/> Open activities of child cases are canceled.

Answer:

Case	Resolution
A case has activities owned by other users and is in progress.	<input type="checkbox"/> Case is resolved. Open activities are closed. <input type="checkbox"/> Case is resolved. Open activities are canceled. <input checked="" type="checkbox"/> Case is not resolved. Open activities must be closed. <input type="checkbox"/> 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.	<input type="checkbox"/> Case is resolved. Entitlement is decremented by four hours. <input checked="" type="checkbox"/> Case is resolved. Entitlement is decremented by six hours. <input type="checkbox"/> Case is not resolved. Billable hours cannot be more than the total duration. <input type="checkbox"/> Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<input type="checkbox"/> Open activities for child cases are merged into parent and canceled. <input type="checkbox"/> Open activities of parent case are marked as completed. <input checked="" type="checkbox"/> Open activities of child cases remain open. <input type="checkbox"/> Open activities of child cases are canceled.

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuse>

NEW QUESTION: 67

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.

Answer: C,D (LEAVE A REPLY)

Section: Topic 4, Configure Voice of the Customer

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey>

NEW QUESTION: 68

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.

Requirement	Option
Specify the default process flow.	<input type="checkbox"/> Order <input type="checkbox"/> Stage <input type="checkbox"/> Step
Show actions that must be completed by the customer service representative staff.	<input type="checkbox"/> Step <input type="checkbox"/> Stage

Answer:

Actions

- Open the knowledge-base article that answers the problem. Copy and paste the article into the resolution dialog box when closing the case
- Open an existing case record
- Locate the knowledge-base article. Select Link, and then select Email
- Type the search terms relating to the case issue in the KB Records tab
- Navigate to the knowledge base and assign the article to the case
- Email the knowledge-base article to the customer. Set the Regarding field on the email to the case
- Open the knowledge-base article that answers the problem. Copy and paste the knowledge base article into the case notes

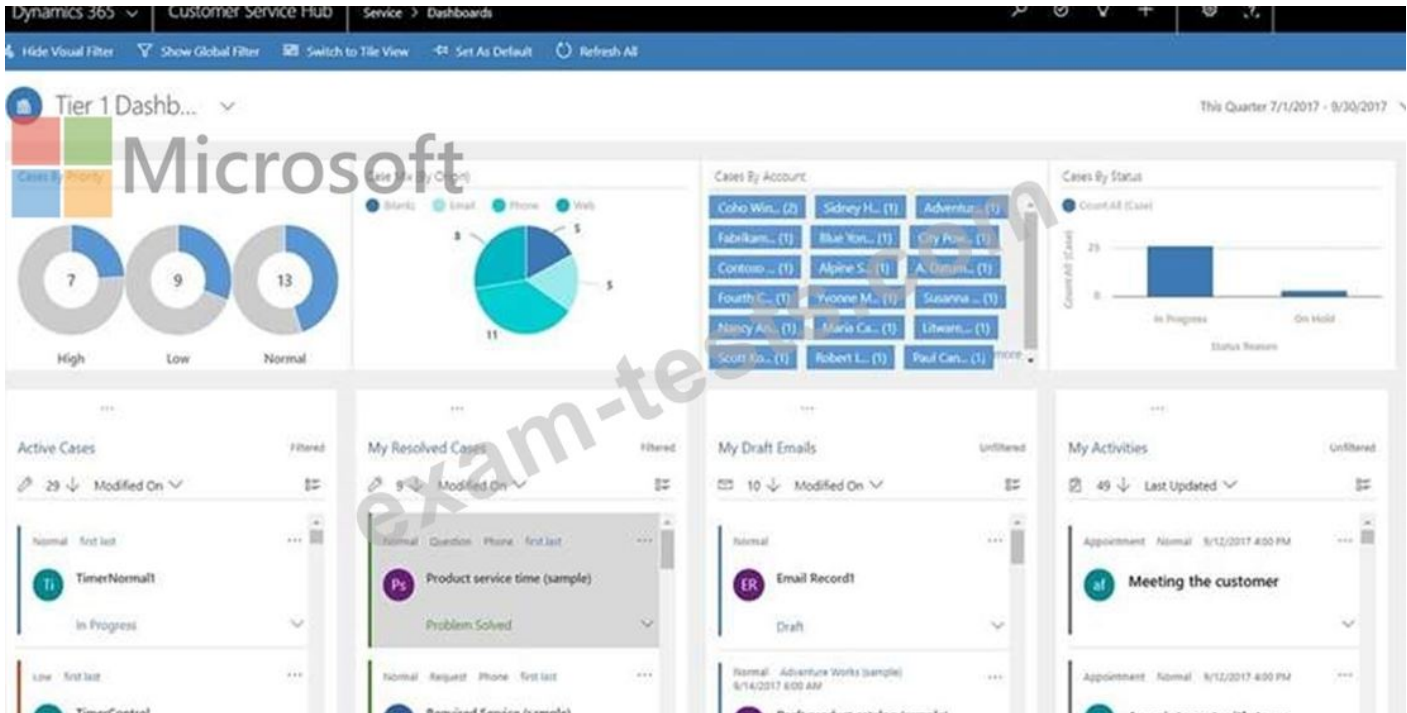
Answer Area

- Open an existing case record
- Type the search terms relating to the case issue in the KB Records tab
- Locate the knowledge-base article. Select Link, and then select Email

Requirement	Option
Specify the default process flow.	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;">Order</div> <div style="padding: 2px;">Stage</div> <div style="padding: 2px;">Step</div> </div>
Show actions that must be completed by the customer service representative staff.	<div style="border: 1px solid gray; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;">Step</div> <div style="padding: 2px;">Stage</div> </div>

NEW QUESTION: 69

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.

What dashboard type is displayed?

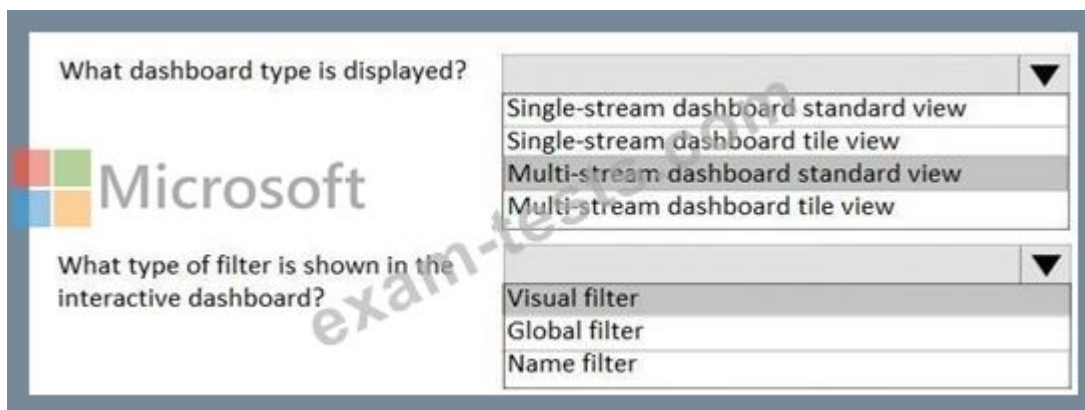
	▼
Single-stream dashboard standard view	
Single-stream dashboard tile view	
Multi-stream dashboard standard view	
Multi-stream dashboard tile view	

What type of filter is shown in the interactive dashboard?

	▼
Visual filter	
Global filter	
Name filter	



Answer:



NEW QUESTION: 70

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 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.

B. 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.

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 20.

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.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 71

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. Add a lookup to the article entity.

B. In Solution Explorer, select the Root Cause Analysis entity and then select Knowledge management.

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. Navigate to the Knowledge Base Management Settings wizard. Then, navigate to Record types and select Root Cause Analysis.

Answer: B,C,E ([LEAVE A REPLY](#))

NEW QUESTION: 72

Case Study 2 - Lamna Healthcare

Background

Lamna Healthcare Company provides health care services to communities across the region. The company provides telehealth services only and does not offer in-person appointments. The company has staff that speak English and Spanish.

The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.

Current environment. Services

Lamna provides two types of appointments: wellness and sick. A doctor and a nurse are scheduled for each sick appointment. A doctor or a nurse are scheduled for wellness appointments.

Current environment. Employees

General

Employees are located in the Pacific and Eastern time zones.

Case representatives

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

All case representatives work eight-hour shifts. Case representatives typically focus on cases that involve one type of illness. The case representatives may back up others when call volumes are large.

Several case representatives speak both Spanish and English. The only company holidays the case representatives have off are New Year's Eve day and New Year's Day.

Customer satisfaction and escalation

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls. Case managers schedule shifts and are a point of escalation.

Requirements. System and resources

- * Each employee must use the system.
- * Case managers must be users in the system but must not be available for the scheduling rotation or manually assigned.
- * Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Cases

- * The system must support live chats, texting, and Twitter.
- * Case representatives must be able to chat, text, and tweet without exiting the system they use to track calls.
- * Case representatives must be able to chat live only with customers whose calls are routed or assigned to them.
- * Managers must be able to monitor all communication as well as add or delete quick replies.
- * Customer satisfaction representatives must be able to read agent scripts and workflows.
- * A live chat must pop up each time someone fills out the form to register for an appointment. The live chat must automatically be sent to the case representative who is best qualified to answer the question.
- * There are two type of queues: regular and escalated.
- * Tickets must be routed to the most qualified representative for the illness.
- * Tickets assigned to a representative must be automatically placed in that representative's queue.

Requirements. Chat escalation process

- * Each division must have one manager for escalations.
- * Patients who request an escalation from the website must automatically be routed to a chatbot. The patient will answer predefined questions and will be alerted that someone will call them back. Chat transcripts must be sent to the appropriate manager.
- * Only escalations must go to the chat bot.
- * You must create two types of Omnichannel queues: regular and escalated.
- * Only managers must be able to access the Omnichannel Insights dashboard.

Requirements. Managers

- * Managers must be able to review weekly productivity reports for representatives by using Omnichannel Insights dashboards.
- * Managers must be able to monitor patient moods during patients' conversations with representatives.

* Managers must be able to determine whether a patient is feeling negative during a live chat with a representative.

Requirements. Appointments

* Representatives must be able to schedule appointments and see everyone's free/busy time during their scheduled working hours.

* Appointments must be scheduled by representatives in open time slots for nurses and doctors.

* Nurses and doctors must be booked for 30-minute time slots.

* Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Analytics

* You must implement Customer Insights to keep track of how well representatives are managing customers' requests.

* Analytics must be viewable only in the production environment.

* You must ensure that only escalation managers can create workspaces and control access to workspaces

* Case representatives must be rated on knowledge of their primary specialty and their backup specialty.

* Case representatives must only be able to view workspaces.

* Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.

You need to configure the system to notify managers about unhappy patients.

What should you do?

A. Configure Omnichannel Insights.

B. Set a routing rule for escalations.

C. Change the value of the Monitor real-time customer sentiment option to Yes.

Answer: C (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-monitor-real-time-customer-sentiment-sessions>

NEW QUESTION: 73

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

Answer: B (LEAVE A REPLY)

Section: Topic 1, Perform Configuration

NEW QUESTION: 74

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.

Answer: D (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey>

NEW QUESTION: 75

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.

Answer: C (LEAVE A REPLY)

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

NEW QUESTION: 76

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

Answer: A (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/plan-survey>

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<https://www.braindumpsPass.com/Microsoft/MB-230-practice-exam-dumps.html> (330 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

NEW QUESTION: 77

You have a Microsoft Dynamics 365 environment and you are using Unified Service Desk (USD) in a call center scenario. Users must be able to ask their customers questions that will trigger defined follow on actions.

You need to provide users with guidance for their customer interactions.

What should you use?

- A. knowledge management
- B. CRM workflows
- C. CRM dialogs
- D. agent scripts

Answer: D (LEAVE A REPLY)

NEW QUESTION: 78

Hotspot Question

You are a Dynamics 365 Customer Service administrator.

You must track issues submitted by customers.

You need to configure case settings for the Service Management module.

What should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
Ensure that cases can be assigned easily.	<ul style="list-style-type: none">Organization insightsQueuesParent and child case settings
Automatically generate follow-up phone calls.	<ul style="list-style-type: none">PublisherAutomatic record creation and update rulesSubjects

Answer:

Answer Area

Requirement	Option
Ensure that cases can be assigned easily.	<ul style="list-style-type: none">Organization insightsQueuesParent and child case settings
Automatically generate follow-up phone calls.	<ul style="list-style-type: none">PublisherAutomatic record creation and update rulesSubjects

NEW QUESTION: 79

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 implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

Users must have their own queues that no one else can access.

Users must not be able to view each other's queue.

Users must be able to work from the support queue.

Solution:

Set up each user queue to be public.

Set up level1 and level2 queues to be public and add applicable members.

Set up the support queue to be public.

Does the solution meet the goal?

A. Yes

B. No

Answer: B (LEAVE A REPLY)

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases>

NEW QUESTION: 80

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.

Actions

- Enter a subject
- Select an existing case record
- Change the phone call Regarding value to the case contact
- Select Add phone call activity
- Create a new case record

Answer Area



Answer:

Requirement

Specify the default process flow.



Option

	▼
Order	
Stage	
Step	
	▼
Step	
Stage	

Show actions that must be completed by the customer service representative staff.

Answer Area



Select an existing case record

Select Add phone call activity

Change the phone call Regarding value to the case contact



NEW QUESTION: 81

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

Answer: A (LEAVE A REPLY)

Section: Topic 4, Configure Voice of the Customer

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/plan-survey>

NEW QUESTION: 82

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

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 83

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

You accidentally 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. Clone the case
- B. Reassign the case
- C. Reactivate the case
- D. Change the status reason to In Progress

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 84

You need to enable the Map view for the schedule board. What should you do first?

- A. Enable service territories.
- B. Enable the connection to Bing Maps.
- C. Enable Custom Geolocation.
- D. Select a resource details view.

Answer: ([SHOW ANSWER](#))

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-schedule-board>

NEW QUESTION: 85

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. Run the USD client and connect to the Microsoft Dynamics 365.

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

Answer: A,B,D (LEAVE A REPLY)

NEW QUESTION: 86

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.

Case	Resolution
A case has activities owned by other users and is in progress.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.

Answer:

Case	Resolution
A case has activities owned by other users and is in progress.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.	<ul style="list-style-type: none"> 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.

Explanation

Case	Resolution
A case has activities owned by other users and is in progress.	<input type="checkbox"/> Case is resolved. Open activities are closed. <input type="checkbox"/> Case is resolved. Open activities are canceled. <input checked="" type="checkbox"/> Case is not resolved. Open activities must be closed. <input type="checkbox"/> 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.	<input type="checkbox"/> Case is resolved. Entitlement is decremented by four hours. <input checked="" type="checkbox"/> Case is resolved. Entitlement is decremented by six hours. <input type="checkbox"/> Case is not resolved. Billable hours cannot be more than the total duration. <input type="checkbox"/> Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<input type="checkbox"/> Open activities for child cases are merged into parent and canceled. <input type="checkbox"/> Open activities of parent case are marked as completed. <input checked="" type="checkbox"/> Open activities of child cases remain open. <input type="checkbox"/> Open activities of child cases are canceled.

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuse>

NEW QUESTION: 87

A company is implementing Omnichannel for Customer Service.

The company separates agents into teams for billing, new product inquiries, support, and warranty. The new product team currently handles text messages, emails, and live chats from the company website.

The company plans to release a new product. Before the new product launch, the company wants to add the ability to manage conversations coming in from Facebook and Twitter.

You need to configure the system with the least amount of effort.

What should you do?

- A. Create a new resource characteristic.
- B. Create a routing rule.
- C. Create a new work stream for each channel.
- D. Add the new channel to the existing work stream.

Answer: D (LEAVE A REPLY)

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams>

NEW QUESTION: 88

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.

Record	Category
Cases	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Products</div> <div style="border: 1px solid gray; padding: 2px;">Managed solutions</div>
Activities	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Services</div> <div style="border: 1px solid gray; padding: 2px;">Unmanaged solutions</div>

Answer:

Case status	Status reason
Active	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Merged</div> <div style="border: 1px solid gray; padding: 2px;">On hold</div> <div style="border: 1px solid gray; padding: 2px;">Problem solved</div>
Resolved	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">On hold</div> <div style="border: 1px solid gray; padding: 2px;">Waiting for details</div> <div style="border: 1px solid gray; padding: 2px;">Information provided</div>
Canceled	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Merged</div> <div style="border: 1px solid gray; padding: 2px;">On hold</div> <div style="border: 1px solid gray; padding: 2px;">Researching</div>



NEW QUESTION: 89

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.

Answer: D (LEAVE A REPLY)

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

NEW QUESTION: 90

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.

Answer: D (LEAVE A REPLY)

The expired entitlement is always in read-only mode and cannot be modified, also, there is no option to activate the expired entitlement. Only option available with expired entitlements is RENEW that will copy the current entitlement as a template into a new entitlement in draft mode, that needs to be modified (if required) and then activated.

NEW QUESTION: 91

You need to configure the queue for telephone-based cases.

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

NOTE: Each correct selection is worth one point.

- A. Create a case from email.
- B. Create a case routing rule.
- C. Automatically create or update records.
- D. Define an SLA and entitlements and set entitlement values for case numbers.
- E. Configure a status reason transition.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 92

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.

Answer: D ([LEAVE A REPLY](#))

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey>

NEW QUESTION: 93

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.

Action	Next Step
Approve	<ul style="list-style-type: none">Send back for final editsChange to Active statusPublish the article
Revert to draft	<ul style="list-style-type: none">Sent back for editsSend to manager

Answer:

Action	Next Step
Approve	<ul style="list-style-type: none">Send back for final editsChange to Active statusPublish the article
Revert to draft	<ul style="list-style-type: none">Sent back for editsSend to manager

NEW QUESTION: 94

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 95

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 implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

Users must have their own queues that no one else can access.

Users must not be able to view each other's queue.

Users must be able to work from the support queue.

Solution:

Set up each user queue to be private.

Set up level1 and level2 queues to be public and add applicable members.

Set up the support queue to be private.

Does the solution meet the goal?

A. Yes

B. No

Answer: A ([LEAVE A REPLY](#))

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases>

NEW QUESTION: 96

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

Answer: ([SHOW ANSWER](#))

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-levelagreements>

NEW QUESTION: 97

Hotspot Question

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.

The screenshot shows the 'Answer Area' in Dynamics 365. It has a header with the Microsoft logo. Below the header, there are two columns: 'Record' and 'Category'. Under 'Record', there are two rows: 'Cases' and 'Activities'. Under 'Cases', there is a dropdown menu with 'Products' and 'Managed solutions' as options. Under 'Activities', there is a dropdown menu with 'Services' and 'Unmanaged solutions' as options. A watermark 'exam-tests.com' is visible across the center of the screenshot.

Answer:

The screenshot shows the 'Answer Area' in Dynamics 365, identical to the previous one. In this version, the 'Products' option under 'Cases' and the 'Services' option under 'Activities' are highlighted with a green background, indicating they are the correct selections. The 'Unmanaged solutions' option under 'Activities' has a red background, indicating it is incorrect. A watermark 'exam-tests.com' is visible across the center of the screenshot.

NEW QUESTION: 98

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.

Answer: A,E (LEAVE A REPLY)

Section: Topic 4, Configure Voice of the Customer

NEW QUESTION: 99

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

Answer: A (LEAVE A REPLY)

Section: Topic 4, Configure Voice of the Customer

Explanation/Reference:

References:

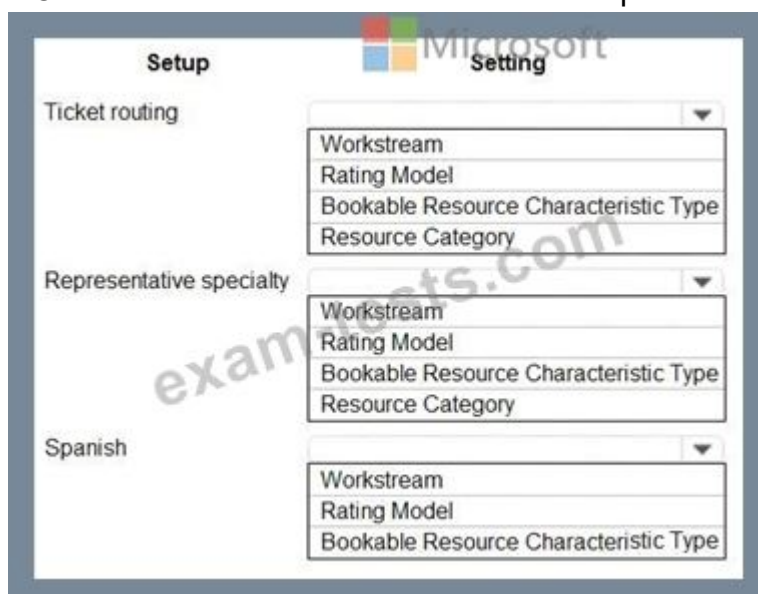
<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basic-survey#clone-or-import-an-existing-survey>

NEW QUESTION: 100

You need to select which setting needs to be configured for each setup.

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

NOTE: Each correct selection is worth one point.



Answer:

Setup

Setting

Ticket routing

Workstream
Rating Model
Bookable Resource Characteristic Type
Resource Category

Representative specialty

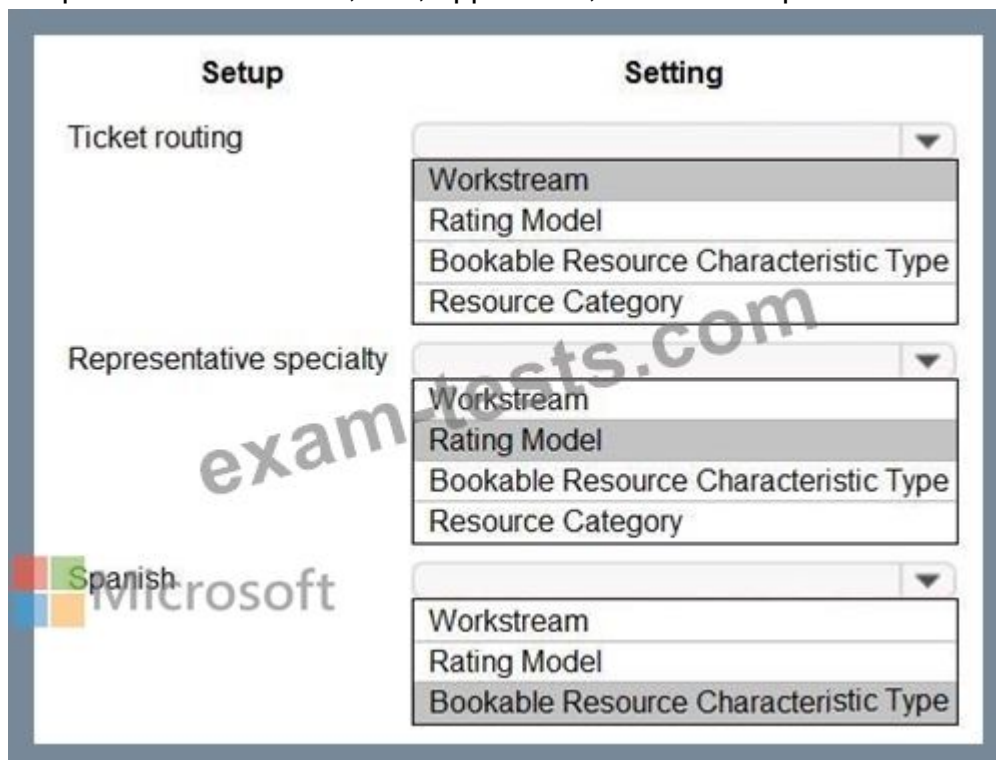
Workstream
Rating Model
Bookable Resource Characteristic Type
Resource Category

Spanish

Workstream
Rating Model
Bookable Resource Characteristic Type

Explanation

Graphical user interface, text, application, email Description automatically generated



Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-skill-routing-create-rating-model>

NEW QUESTION: 101

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

Answer: ([SHOW ANSWER](#))

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>

NEW QUESTION: 102

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.

Answer: C,D ([LEAVE A REPLY](#))

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey>

NEW QUESTION: 103

You are implementing Dynamics 365 Customer Service Insights.

The product manager would like to see product sales trends by age group. The groupings are as follows:

Ages 18 and younger

Ages 19-25

Ages 26-40

Ages 41-55

Ages 56 and older

You need to configure the system.

What should you define?

A. activity

B. measure

C. segment

D. member

Answer: B (LEAVE A REPLY)

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-insights/audience-insights/measures>

NEW QUESTION: 104

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.

The screenshot shows a Microsoft Dynamics 365 interface with two main sections: 'Actions' and 'Answer Area'. The 'Actions' section contains four items:

- Create an enhanced SLA on the account that tracks when the status reason changes to Verified.
- Configure the SLA details and set a warning at six hours and a failure at eight hours.
- Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.
- Publish the account customizations. Set the business hours for the support department.

The 'Answer Area' is currently empty. There are four circular arrows (two pointing left and two pointing right) indicating the drag-and-drop functionality. A watermark 'exam-tests.com' is visible across the interface.

Answer:

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

Answer Area

Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.



Create an enhanced SLA on the account that tracks when the status reason changes to Verified.



Configure the SLA details and set a warning at six hours and a failure at eight hours.



Publish the account customizations. Set the business hours for the support department.

NEW QUESTION: 105

You create a service-level agreement (SLA). For which two of the following key performance indicators (KPIs) can you create actions? Each correct answer presents a complete solution.

- A. First Response By
- B. Close By
- C. Resolve By
- D. Escalate By

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 106

Hotspot Question

A company uses Dynamics 365 Customer Service. The company purchases Omnichannel for Customer Service.

The company wants the following requirements implemented without the need to license additional software:

- The system must automatically ask questions before the chat begins.
- Credit card information that a customer enters in a chat must not be visible to the agent.

You need to configure the options to meet the requirements.

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

NOTE: Each correct selection is worth one point.

The screenshot shows a user interface titled "Answer Area" with the Microsoft logo. It contains two sections: "Requirement" and "Option".

Requirement	Option
Automatic questions	<ul style="list-style-type: none">Pre-chat surveyPower Virtual AgentsCustomer VoiceSMS channel
Credit card information	<ul style="list-style-type: none">Data encryptionData masking ruleAuthentication settingsCommunication Panel

Answer:

Answer Area

This screenshot shows the same interface as above, but with the correct options selected and highlighted in green.

Requirement	Option
Automatic questions	<ul style="list-style-type: none">Pre-chat surveyPower Virtual AgentsCustomer VoiceSMS channel
Credit card information	<ul style="list-style-type: none">Data encryptionData masking ruleAuthentication settingsCommunication Panel

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-pre-chat-survey>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/data-masking-settings>

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<https://www.braindumps.com/Microsoft/MB-230-practice-exam-dumps.html> (330 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

NEW QUESTION: 107

Hotspot Question

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.

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

Answer:

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

NEW QUESTION: 108

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

Answer: B (LEAVE A REPLY)

Section: Topic 4, Configure Voice of the Customer

NEW QUESTION: 109

You need to configure the system to notify managers about unhappy patients.

What should you do?

- A. Configure Omnichannel Insights.
- B. Set a routing rule for escalations.
- C. Change the value of the Monitor real-time customer sentiment option to Yes.

Answer: C (LEAVE A REPLY)

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-monitor-real-time-customer-sentimentsessions>

NEW QUESTION: 110

You plan to create an entitlement template.

You need to identify which types of records can be associated to the template.

What are the possible record types that you can associate to the template? Each correct answer presents a complete solution.

- A. contacts
- B. products
- C. service level agreement (SLA)
- D. account

Answer: A,B,C,D (LEAVE A REPLY)

NEW QUESTION: 111

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

- A. Surveys can be included in solutions.
- B. Each survey contains three forms.
- C. 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.
- D. Collateral, such as themes and images, can be stored as web resources and included in solutions.
- E. Each new environment requires the creation of configuration records.

Answer: B,D,E (LEAVE A REPLY)


NEW QUESTION: 112

A company uses Dynamics 365 Customer Service.

You need to implement queues to meet company requirements.

Which types of queues should you use? To answer, drag the appropriate queue types to the correct requirements. 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.

Queue types  **Answer Area**

Queue type	Requirement	Queue type
Private	Assign cases to teams and share cases with select teams based on product types.	Queue type
Public	Share cases that cannot be automatically routed to a team with the entire company.	Queue type

Answer:

Queue types	Requirement	Queue type
Private	Assign cases to teams and share cases with select teams based on product types.	Private
Public	Share cases that cannot be automatically routed to a team with the entire company.	Public

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases>

NEW QUESTION: 113

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.

Requirement

Specify the default process flow.

Option

	▼
Order	
Stage	
Step	

	▼
Step	
Stage	

Show actions that must be completed by the customer service representative staff.

Answer:

The screenshot shows the configuration interface with the following selections highlighted in red:

- Requirement: Specify the default process flow. Option: Order
- Requirement: Show actions that must be completed by the customer service representative staff. Option: Stage

NEW QUESTION: 114

What are Field Service Agreements?

- A. deflations for the level of service or support that your organization agrees to offer to a customer
- B. frameworks for automatically generating work orders and invoices
- C. methods to allow users to organize, prioritize, and monitor the progress of their work
- D. methods to help users verify what the customers are eligible for and create cases for customers

Answer: B (LEAVE A REPLY)

NEW QUESTION: 115

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

Answer: A (LEAVE A REPLY)

References:

<https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-actionbusiness-process-flow>

NEW QUESTION: 116

Hotspot Question

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.

The screenshot shows the 'Answer Area' in Microsoft Dynamics 365. It features a table with two columns: 'Case' and 'Resolution'. The 'Case' column contains three scenarios, and the 'Resolution' column contains four dropdown menus for selecting the correct resolution for each case. A watermark 'examtests.com' is visible across the center of the image.

Case	Resolution
A case has activities owned by other users and is in progress.	<input type="text"/> 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.	<input type="text"/> 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.	<input type="text"/> 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.

Answer:

Answer Area	Microsoft Resolution
Case A case has activities owned by other users and is in progress.	<input type="checkbox"/> Case is resolved. Open activities are closed. <input type="checkbox"/> Case is resolved. Open activities are canceled. <input checked="" type="checkbox"/> Case is not resolved. Open activities must be closed. <input type="checkbox"/> 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.	<input type="checkbox"/> Case is resolved. Entitlement is decremented by four hours. <input checked="" type="checkbox"/> Case is resolved. Entitlement is decremented by six hours. <input type="checkbox"/> Case is not resolved. Billable hours cannot be more than the total duration. <input type="checkbox"/> Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<input type="checkbox"/> Open activities for child cases are merged into parent and canceled. <input type="checkbox"/> Open activities of parent case are marked as completed. <input type="checkbox"/> Open activities of child cases remain open. <input checked="" type="checkbox"/> Open activities of child cases are canceled.


Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hub-user-guide-case-sla>

NEW QUESTION: 117

You need to ensure that customers cannot open more cases than they are allowed.

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.

Actions	Answer Area
<input type="text" value="Add the start date and end date."/>	
<input type="text" value="Save the entitlement and then add the entitlement channel."/>	
<input type="text" value="Add the entitlement channel as email with 25 as the total term."/>	
<input type="text" value="Add the entitlement channel as phone with 25 as the total term."/>	
<input type="text" value="Create new entitlement in Service Management."/>	
<input type="text" value="Add entitlement channel before saving the new entitlement."/>	
<input type="text" value="Create new service level agreement in Service Management."/>	

Answer:

Scenario

Configuration

Escalation workstreams

- One routing rule that includes both escalations and regular tickets
- Two routing rules: one for escalations and one for regular tickets
- Code snippet to engage a bot
- Bot channel from the Microsoft Azure portal

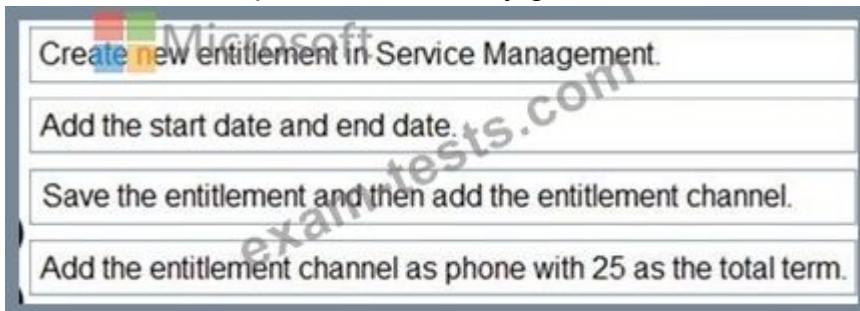
Escalation handling tool

- Power Virtual Agents
- Unified Service Desk
- Customer Service Insights
- Customer Insights



Explanation

Text, table Description automatically generated with medium confidence



Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-custom>

NEW QUESTION: 118

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.

Answer: C (LEAVE A REPLY)

<https://cardesouza.com/picking-releasing-cases-queues/>

NEW QUESTION: 119

Hotspot Question

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.

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	



Microsoft

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	

NEW QUESTION: 120

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.

Record

Category

Cases

	▼
Products	
Managed solutions	

Activities

	▼
Services	
Unmanaged solutions	

Answer:

Case status

Status reason

Active

	▼
Merged	
On hold	
Problem solved	

Resolved

	▼
On hold	
Waiting for details	
Information provided	

Canceled

	▼
Merged	
On hold	
Researching	

Record	Category						
Cases	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Products</td><td></td></tr><tr><td>Managed solutions</td><td></td></tr></table>		▼	Products		Managed solutions	
	▼						
Products							
Managed solutions							
Activities	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Services</td><td></td></tr><tr><td>Unmanaged solutions</td><td></td></tr></table>		▼	Services		Unmanaged solutions	
	▼						
Services							
Unmanaged solutions							

NEW QUESTION: 121

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.

Actions

Create and configure the chart

In the solution, navigate to the Case entity and select Charts

In Case View, create a new chart

Navigate to the Service area, and then select Cases

Navigate to Settings, and then select Solutions. Verify that the case entity is in the solution.

Answer:

Answer Area

Navigate to Settings, and then select solutions. Verify that the case entity is in the solution.

In the solution, navigate to the case entity and select Charts

Creat and configure the chart

Answer Area



- 1 - Navigate to Sattings, and then select solotions. Verify that the case entity is in the solution.
- 2 - In the solution, navigate to the case entity and select Charts
- 3 - Creat and configure the chart

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NEW QUESTION: 122

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 123

A user named User1 creates a knowledge base article. No other action has been taken.

User1 must modify the article.

You need to direct User1 to the view where the article is displayed.

To which view should you direct User1?

A. Unapproved Articles

B. Scheduled Articles

C. Draft Articles

D. Inactive Articles

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 124

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.

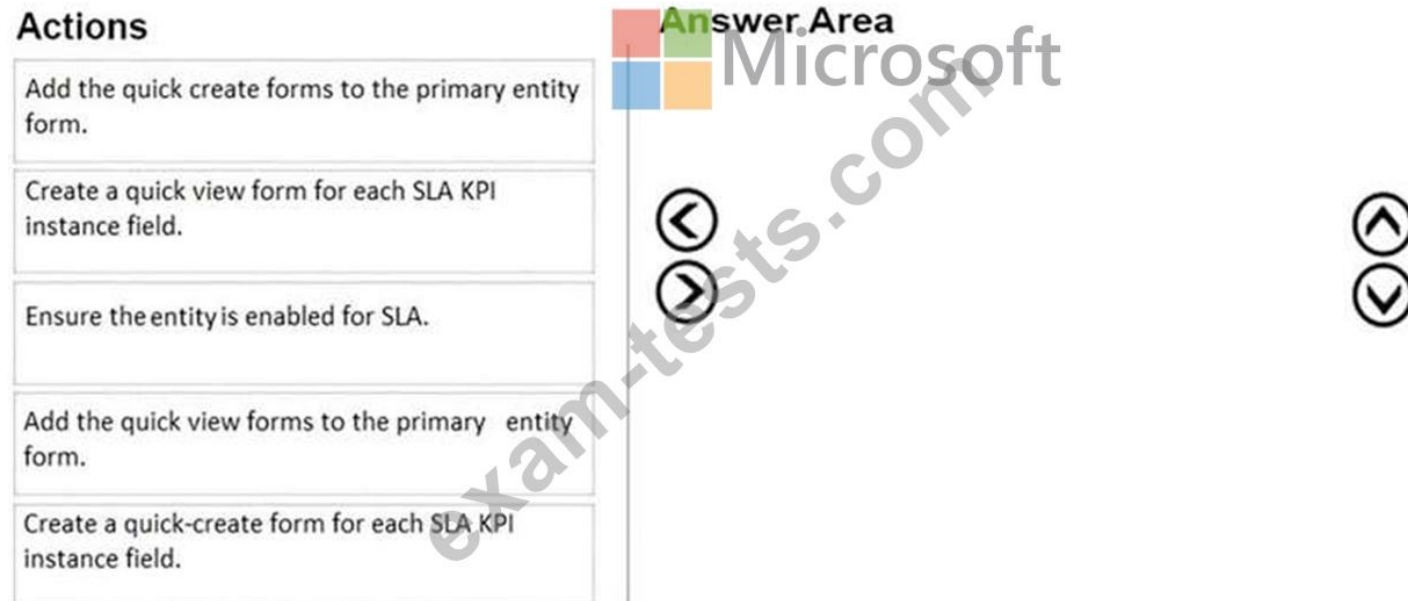
Actions

- 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

Microsoft

exam-tests.com



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

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

Explanation

Ensure the entity is enabled for SLA.

Create a quick view form for each SLA KPI instance field.

Add the quick view forms to the primary entity form.

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add-timer-forms-tracktim>

NEW QUESTION: 125

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.

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
Microsoft



Answer:

Explanation

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

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add-timer-forms-tracktim>

NEW QUESTION: 126

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

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 127

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

Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 128

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.

Case	Resolution
A case has activities owned by other users and is in progress.	<input type="checkbox"/> Case is resolved. Open activities are closed. <input type="checkbox"/> Case is resolved. Open activities are canceled. <input type="checkbox"/> Case is not resolved. Open activities must be closed. <input type="checkbox"/> 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.	<input type="checkbox"/> Case is resolved. Entitlement is decremented by four hours. <input type="checkbox"/> Case is resolved. Entitlement is decremented by six hours. <input type="checkbox"/> Case is not resolved. Billable hours cannot be more than the total duration. <input type="checkbox"/> Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<input type="checkbox"/> Open activities for child cases are merged into parent and canceled. <input type="checkbox"/> Open activities of parent case are marked as completed. <input type="checkbox"/> Open activities of child cases remain open. <input type="checkbox"/> Open activities of child cases are canceled.

Answer:

Explanation

Case	Resolution
A case has activities owned by other users and is in progress.	<input type="checkbox"/> Case is resolved. Open activities are closed. <input type="checkbox"/> Case is resolved. Open activities are canceled. <input checked="" type="checkbox"/> Case is not resolved. Open activities must be closed. <input type="checkbox"/> 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.	<input type="checkbox"/> Case is resolved. Entitlement is decremented by four hours. <input checked="" type="checkbox"/> Case is resolved. Entitlement is decremented by six hours. <input type="checkbox"/> Case is not resolved. Billable hours cannot be more than the total duration. <input type="checkbox"/> Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<input type="checkbox"/> Open activities for child cases are merged into parent and canceled. <input type="checkbox"/> Open activities of parent case are marked as completed. <input type="checkbox"/> Open activities of child cases remain open. <input checked="" type="checkbox"/> Open activities of child cases are canceled.

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuse>

NEW QUESTION: 129

You need to create the SLAs.

Which three SLAs should you create? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. SLA with 24 hours as the failure time and no warning
- B. SLA with 6 hours as the failure time and a one-hour warning
- C. SLA with 6 hours as the failure time and no warning
- D. SLA with one hour as the failure time and no warning
- E. SLA with 24 hours as the failure time and a two-hour warning

Answer: B,D,E (LEAVE A REPLY)

Explanation

Text Description automatically generated

An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.

NEW QUESTION: 130

You are helping a company implement Power Virtual Agents with Omnichannel for Customer Service.

The company has a chatbot that escalates to a manager if a customer wants to escalate from a chatbot.

You need to configure a prerequisite before you can implement the chatbot.

Which prerequisite should you configure?

- A. Configure context variables for a chatbot.
- B. Create one chatbot in one queue with a human having a higher capacity over the chatbot.

- C. Create one chatbot in one queue with the chatbot having the highest capacity over human capacity.
- D. Configure a Microsoft Teams support channel for the chatbot.
- E. Configure an SMS channel for a chatbot.

Answer: (SHOW ANSWER)

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent>

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