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NEW QUESTION: 1

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

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

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

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

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

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

Explanation:

Answer Area

NEW QUESTION: 2

Drag and Drop Question

A company creates a single-page Power BI visualization to show how a Power Virtual Agents chatbot is performing.

Users must be able to navigate to the charts from anywhere within the Customer Service workspace.

You need to add the Power BI information to the Customer Service workspace app.

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

Answer area

Select **Power BI dashboard** for Type. Enter the Power BI workspace and Power BI report values.

Export the solution, edit the customizations.xml file, and add XML code for the Power BI workspace ID and report ID.

Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea.

Navigate to the maker portal and create a new solution.

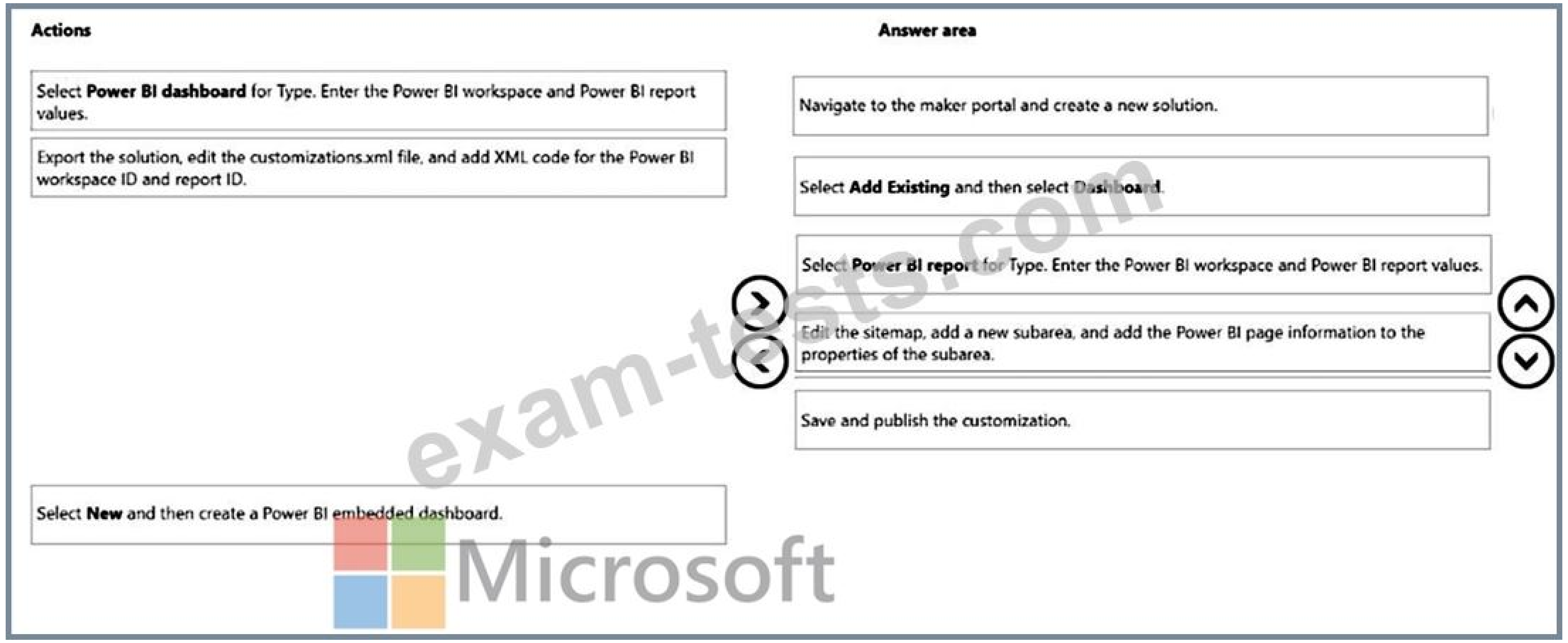
Select **Add Existing** and then select **Dashboard**.

Select **Power BI report** for Type. Enter the Power BI workspace and Power BI report values.

Select **New** and then create a Power BI embedded dashboard.

Save and publish the customization.

Answer:



NEW QUESTION: 3

Case Study 4 - Lamna Healthcare

Background

Lamna Healthcare Company has a call center for the city. They receive roughly 5,000 calls a day on health issues.

They have the following three departments that take calls daily:

- Chronic illnesses
- Flu-type illnesses
- Geriatric illnesses

There is a fourth area that monitors for miscellaneous issues.

They are implementing Dynamics 365 Customer Service.

Requirements. Queues

A queue has to be set up for each department.

Emails must automatically be routed to the appropriate queue.

Miscellaneous queues must be visible to everyone.

The other queues must be visible only to the appropriate department. If a case is open more than

30 days, the case must automatically be routed to the supervisor. There must be a button on the queue list screen to route a case to a supervisor if requested.

Requirements. Visualizations

Support representatives must have a real-time view of cases assigned to them, including the status of each case.

Support representatives must be able to see a graphic view of cases by customer that are assigned to them.

Requirements. Knowledge Base

Support representatives must use the knowledge base first to try to solve issues. Support representatives must be able to reference the knowledge base when it is used to resolve the case.

The knowledge base article that is used to resolve a case must always be sent to the customer. If the answer is not in the knowledge base, a support representative needs to create a knowledge base article.

Requirements. Cases

The cases must follow a process that includes identify, research, and resolve. A confirmation section must be added before the resolve section. Customers must have contracts that allow them to call Lamna Healthcare 10 times a year for help. In addition to the 10 free calls, customers must be able to send 15 emails a year for support. Cases that come in as phone calls must be resolved with seven business days. Cases that come in as emails must be resolved within three business days.

Requirements. Surveys

Lamna Healthcare sends out about 100,000 surveys a month. Lamna must use Microsoft Forms Pro for their surveys.

All surveys must have the company logo.

The logo's company colors must not be changed. Any modifications to the graphic or colors is a breach of company policies.

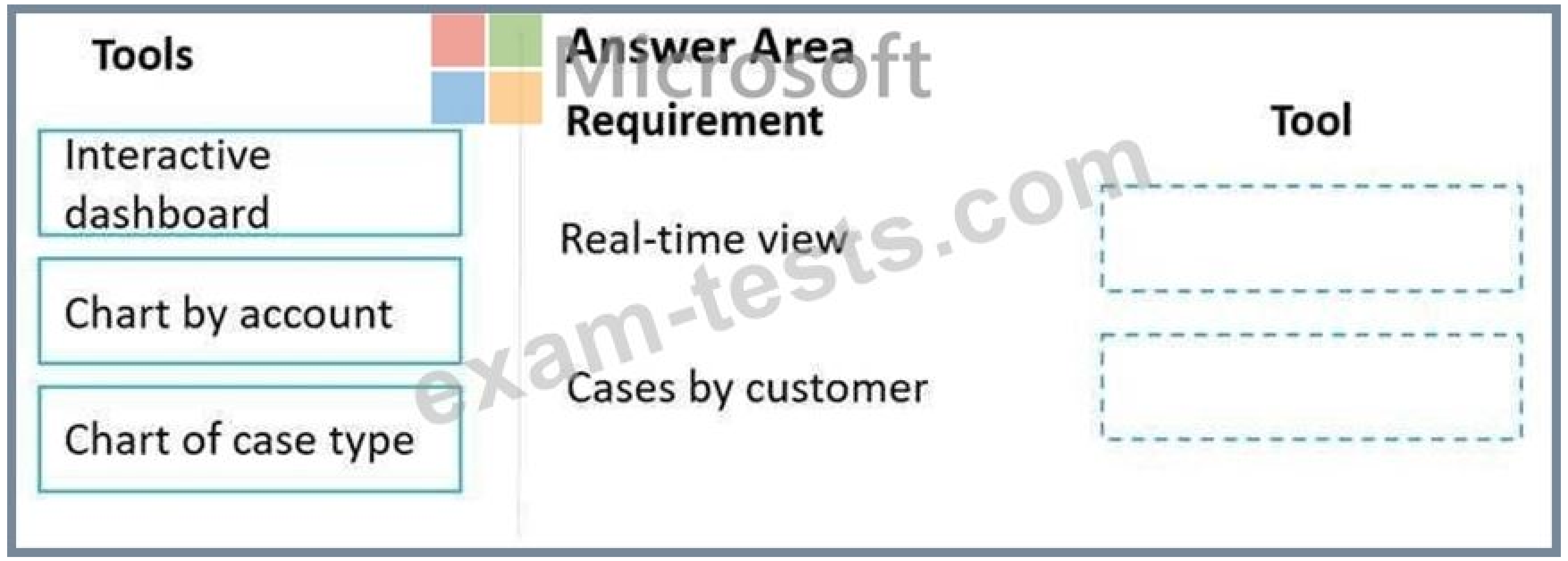
A survey must automatically be sent once a case is resolved. A manual survey must be sent if a case is escalated. A survey must not be sent without confirming that it is accurate. Supervisors must test a survey before it is finalized.

Drag and Drop Question

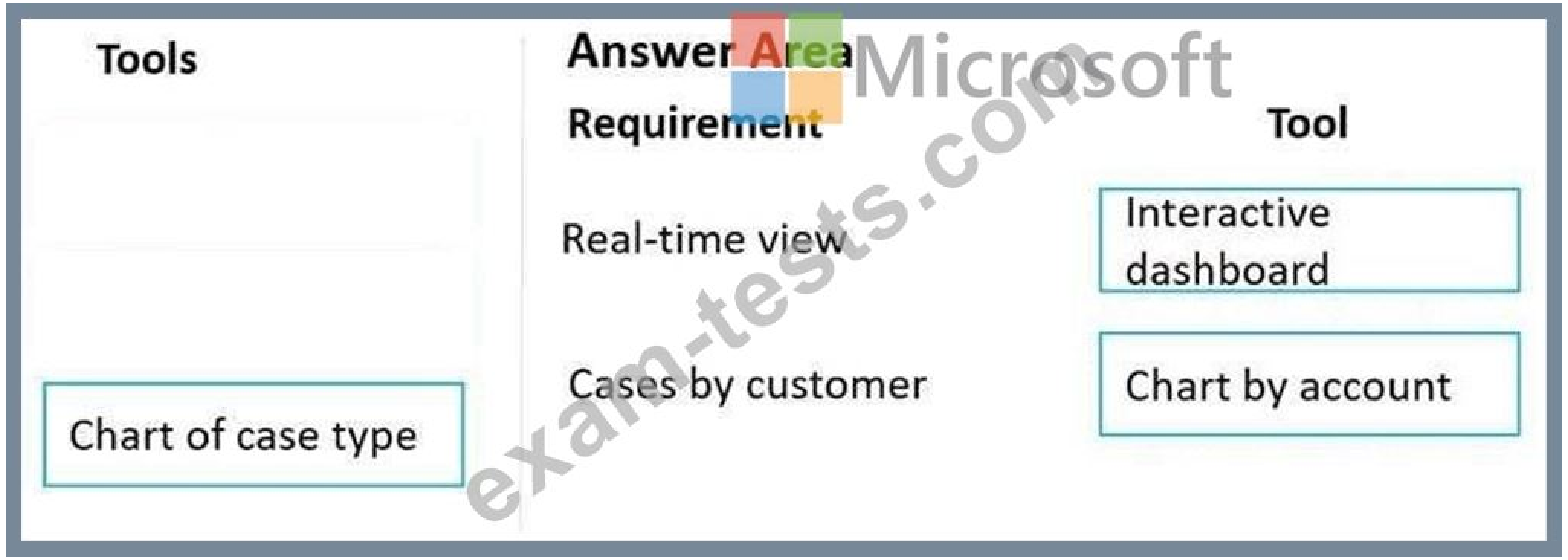
You need to choose which tools need to be created and configured to meet the following requirements.

Which tools should you configure? To answer, drag the appropriate tools to the correct requirements. Each tool 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.

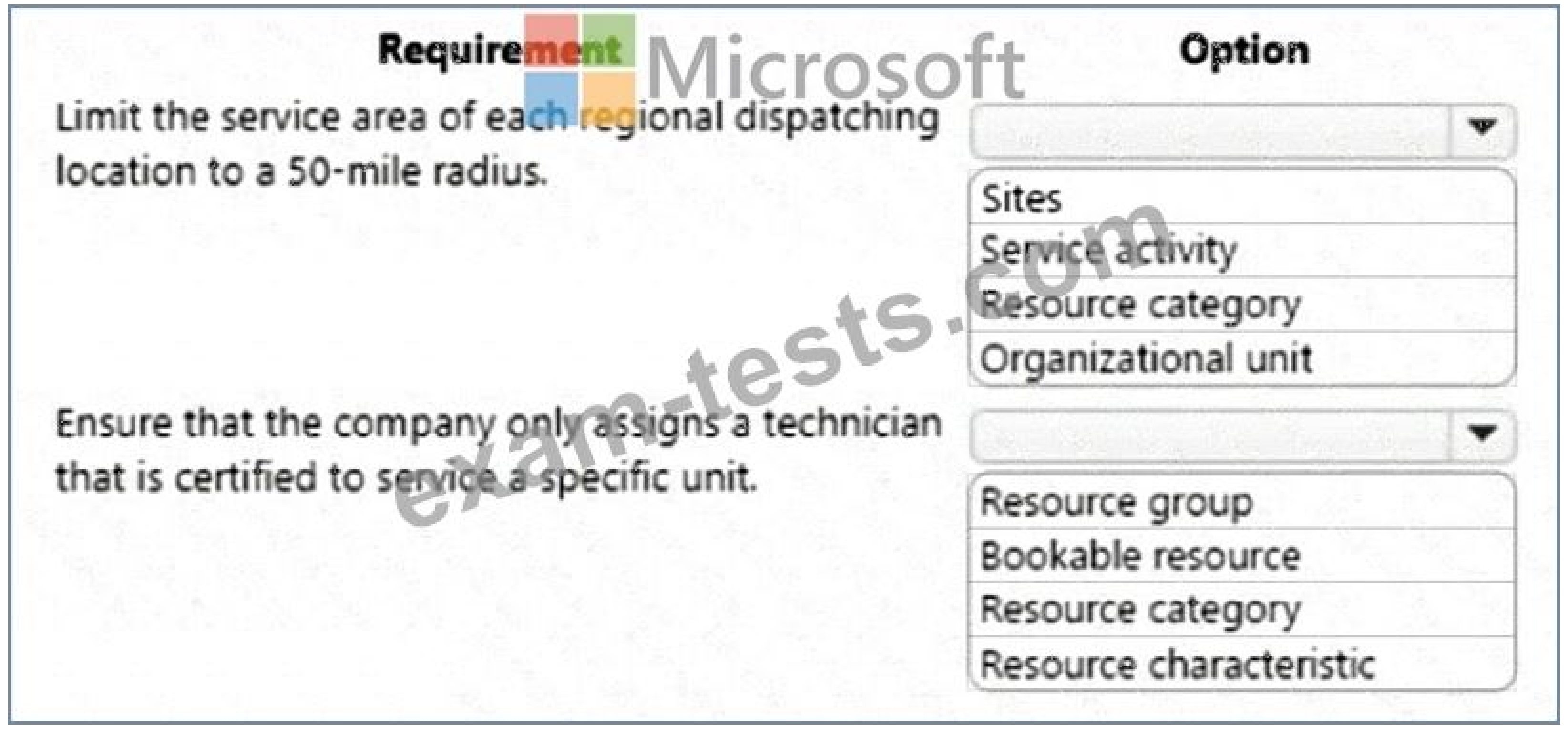


Answer:

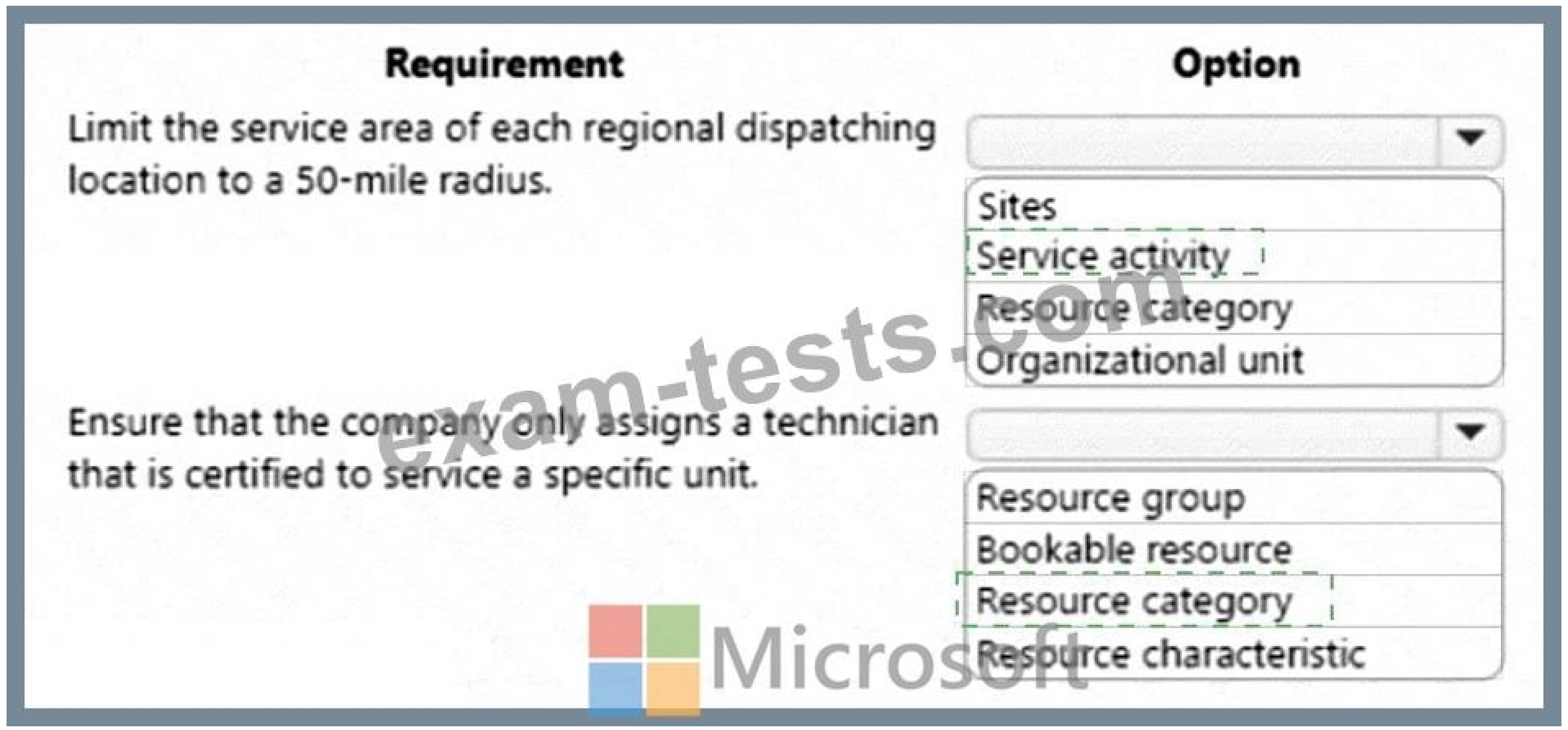


Explanation:
Box 1: Interactive dashboard
Support representatives must have a real-time view of cases assigned to them, including the status of each case.
What is an interactive dashboard?
An interactive dashboard is a data visualization tool that allows business teams to track, analyze, and display metrics of various sorts. Dashboards feature charts, tables, maps, and other visualizations to help viewers understand the story the data tells.
Box 2: Chart by account
Support representatives must be able to see a graphic view of cases by customer that are assigned to them.

NEW QUESTION: 4
A company installs and services air filtration units for industrial manufacturing plants. The company is implementing Dynamics 365 Customer Service.
Each regional location supports a specific geographic region. Installers and service technicians are dispatched from these regional locations.
You need to configure the system to optimize work scheduling.
How should you configure the system? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



Explanation:

Box 1: Service activity

Avoid disruptions in service by making sure that your resources are scheduled optimally and efficiently. Using Scheduling in Customer Service Hub, you can plan and schedule service activities for your customers by bringing together all your resources.

Note: Create a service activity

A service activity is defined to look for the next available time slot to schedule the service and align resources as per requirement.

Box 2: Resource category

Create resource groups

The resources are aligned in resource groups or resource categories.

For example, Bert Hair and Gilda Moss are grouped as Technicians and Bike repair workbench - 1 and Bike repair workbench - 2 are grouped as Workbenches.

With bookable resource categories, you can group your bookable resources by type. For example, you can create categories like technician, supervisor, subcontractor, vehicle, or equipment.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/basics-service-service-scheduling

https://docs.microsoft.com/en-us/dynamics365/customer-service/resource-categories-service-scheduling

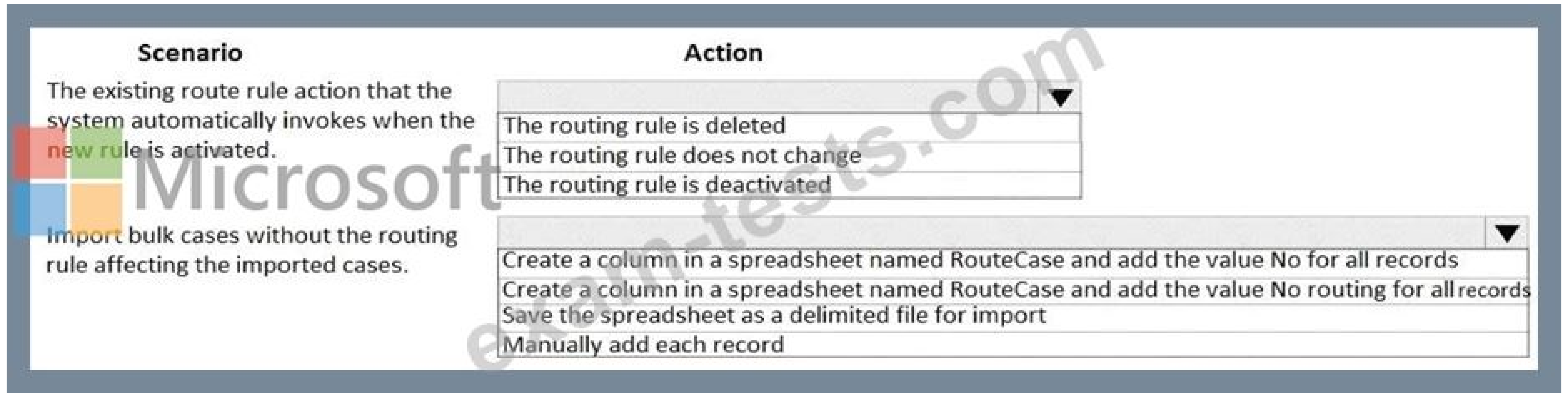
NEW QUESTION: 5

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

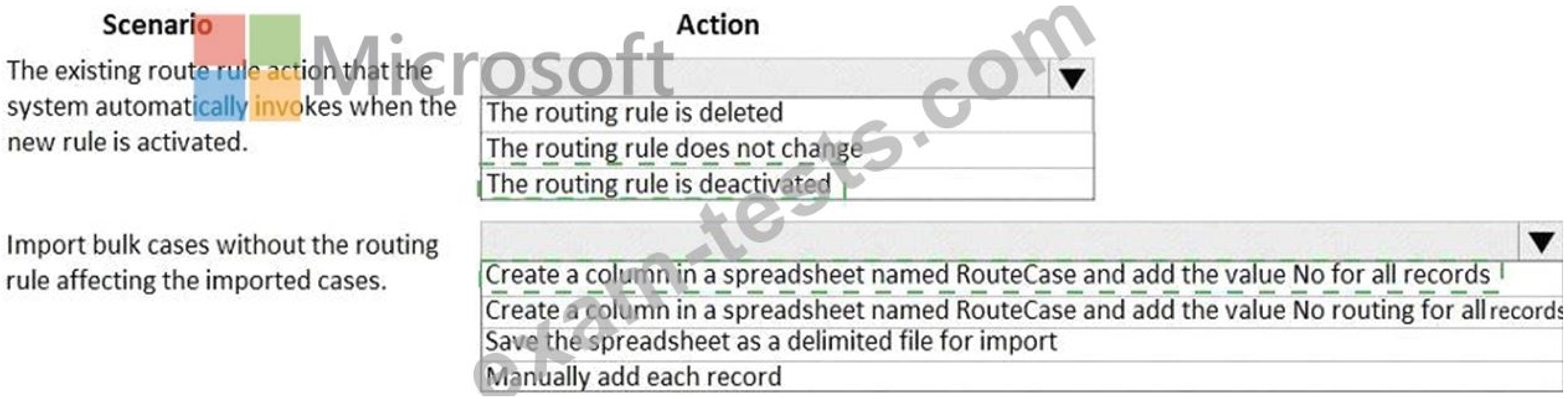
You need to create a routing rule for cases and bulk-import cases.

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.



Answer:

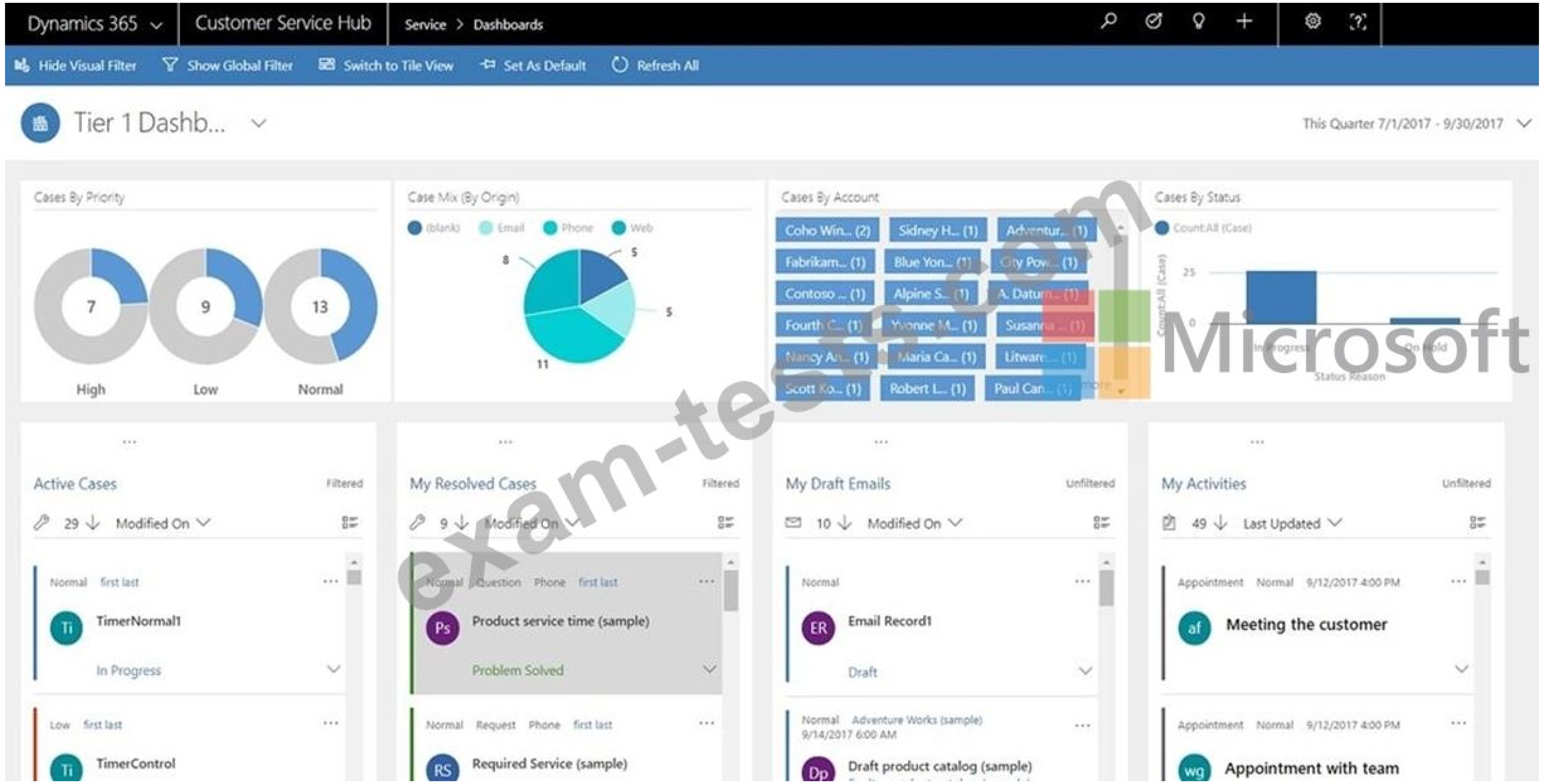


Explanation

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

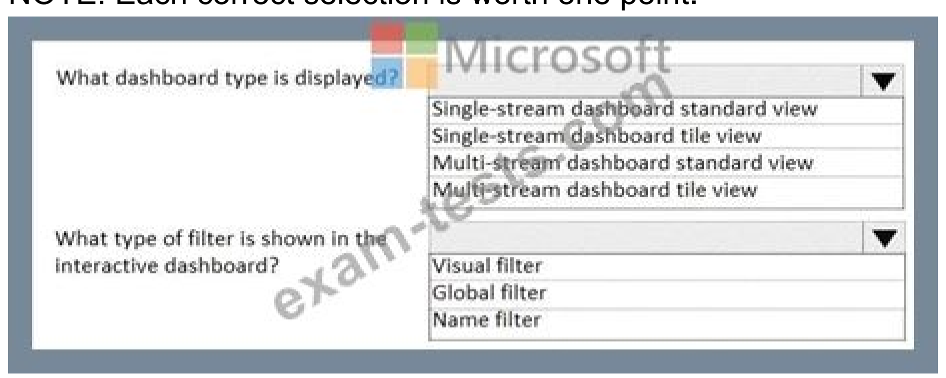
NEW QUESTION: 6

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.



Answer:

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

Explanation

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

NEW QUESTION: 7

You manage Dynamics 365 Customer Service. You have a routing rule set named CustomerResolution that assigns general inquiry cases to a queue named GeneralInquiry.

You need to assign technical support cases to a queue named TechSupport.

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

Create a rule item named **TechSupport** for the routing rule. Then, create a rule criteria and route it to the TechSupport queue

Deactivate the routing rule named CustomerResolution

Create a queue named **TechSupport**

Activate CustomerResolution

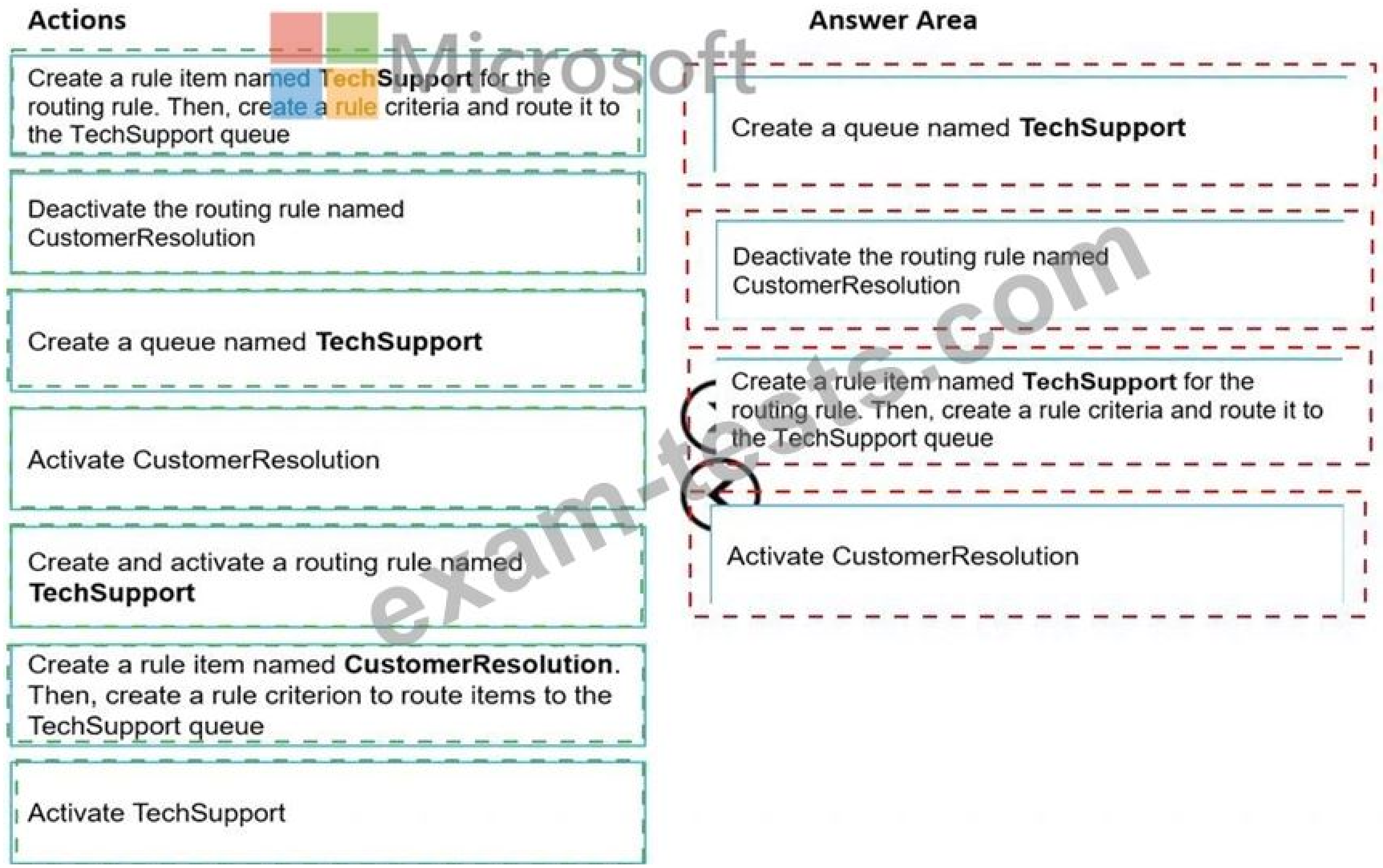
Create and activate a routing rule named **TechSupport**

Create a rule item named **CustomerResolution**. Then, create a rule criterion to route items to the TechSupport queue

Activate TechSupport

Answer Area

Answer:



Explanation

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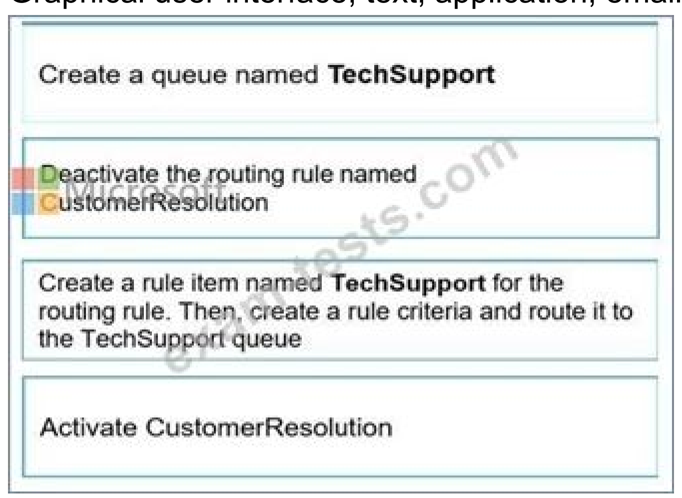


Reference:

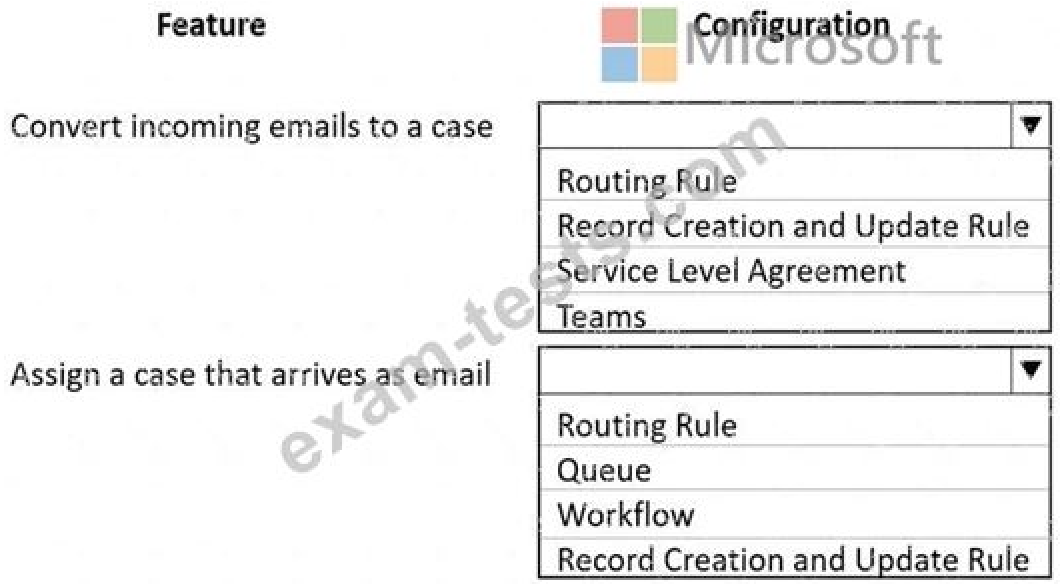
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases

NEW QUESTION: 8

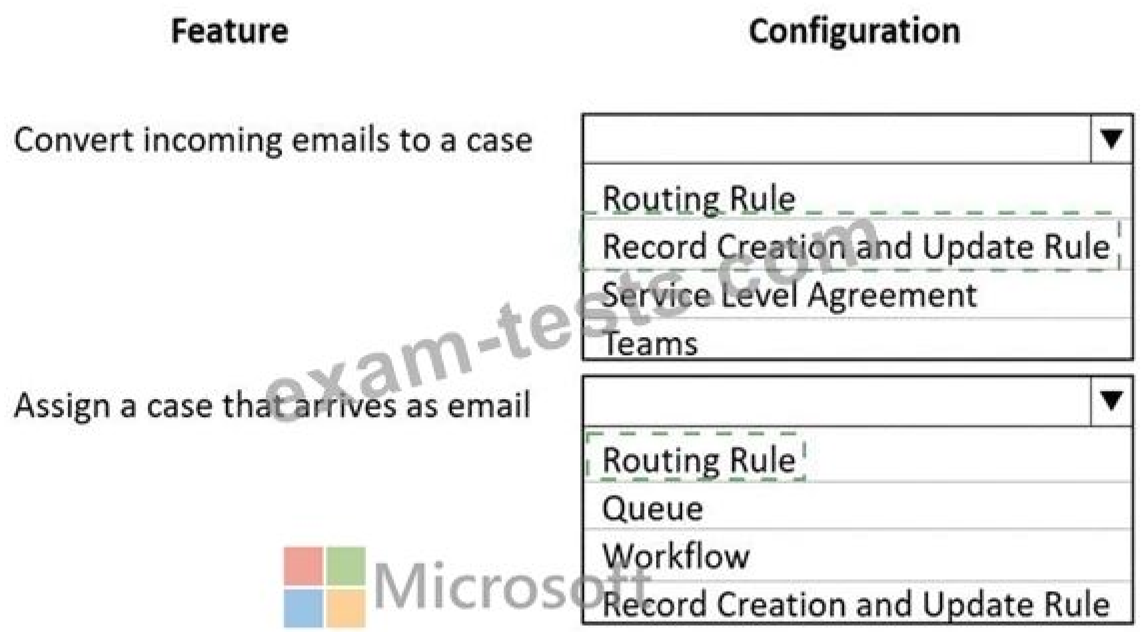
You need to configure the queues.

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

NOTE: Each correct selection is worth one point.



Answer:



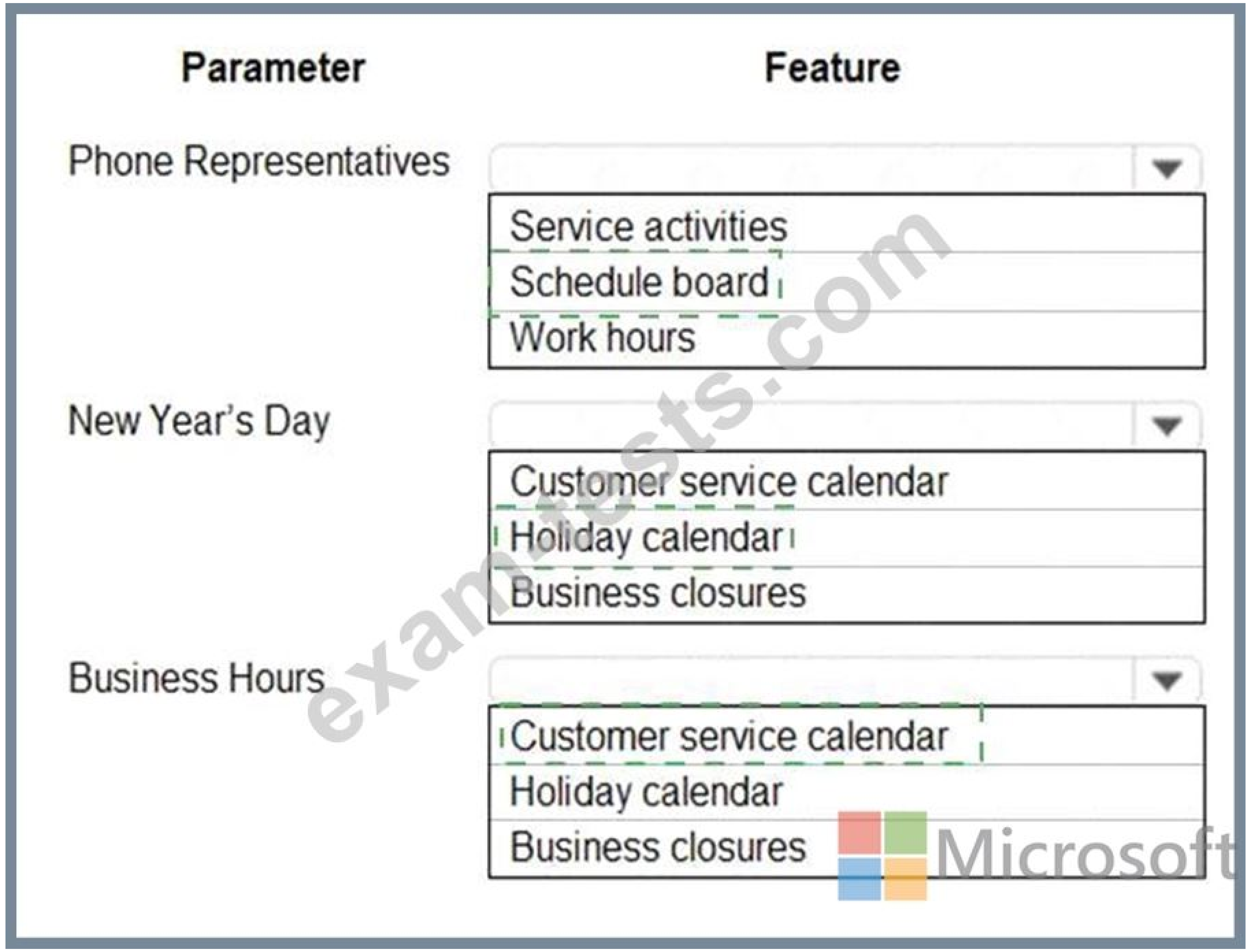
Explanation
Box 1: Record Creation and Update rule
Reduce the need for manually creating cases from incoming emails and increase the efficiency of customer service agents by creating automatic case creation rules in Dynamics 365 Customer Service.
Box 2: Routing Rule
Unified routing is an intelligent, scalable, and enterprise-grade routing and assignment capability that can direct the incoming work item to the best-suited queue and agent by adhering to work item requirements and matching them with the agent's capabilities.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-case-from-email
https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing

NEW QUESTION: 9
You need to select the feature for each parameter.
Which feature should you use for each parameter? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

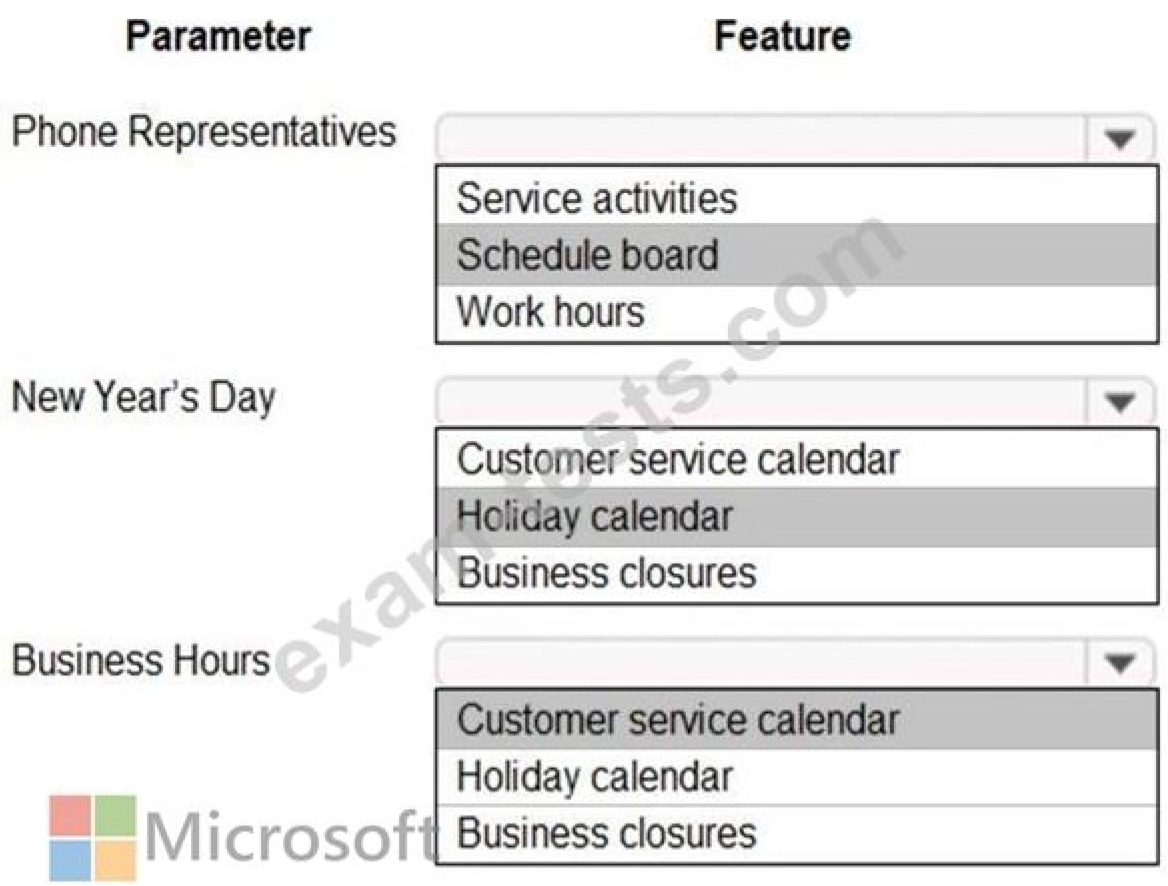
Parameter	Feature
Phone Representatives	Service activities Schedule board Work hours
New Year's Day	Customer service calendar Holiday calendar Business closures
Business Hours	Customer service calendar Holiday calendar Business closures

Answer:



Explanation

Graphical user interface, text, application Description automatically generated



Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-operating-hours
Topic 2, Humongous Insurance
Case Study
This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.
To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.
At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.
To start the case study
To display the first question in this case study, click the button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the button to return to the question.
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.

NEW QUESTION: 10
A company deploys Dynamics 365 Customer Service. The company plans to use IoT to collect information about manufacturing equipment.
Work orders must be automatically generated when malfunctions are detected to ensure that malfunctions are corrected quickly.
You need to design a Connected Customer Service solution.
What should you use? To answer, drag the appropriate implementation types to the correct requirements. Each implementation 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.

Answer:

Explanation
Box 1: Azure IoT Central
Microsoft Azure IoT Central enables builders to configure rules and actions. Based on those actions, IoT alerts will be created in Connected Customer Service. Also, based on service activities in Connected Customer Service, information can be sent back to IoT Central. This is accomplished by using Power Automate, a SaaS offering for automating workflows across applications and services.
Box 2: Azure IoT Hub
Connected Customer Services uses the IoT Hub to manage the state of registered devices. In addition, the IoT Hub sends commands and notifications to connected devices-and tracks message delivery with acknowledgment receipts. Device messages are sent in a durable way to accommodate intermittently connected devices.
Box 3: Power Automate
Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview

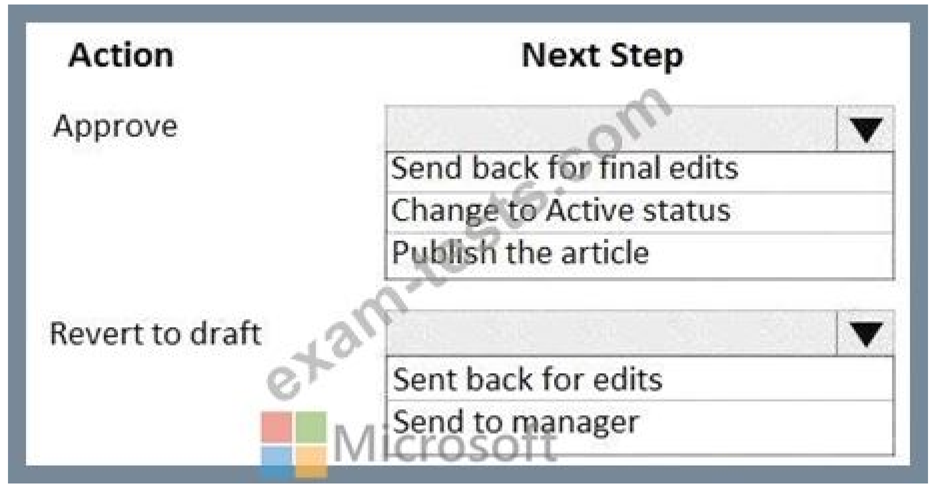
NEW QUESTION: 11

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

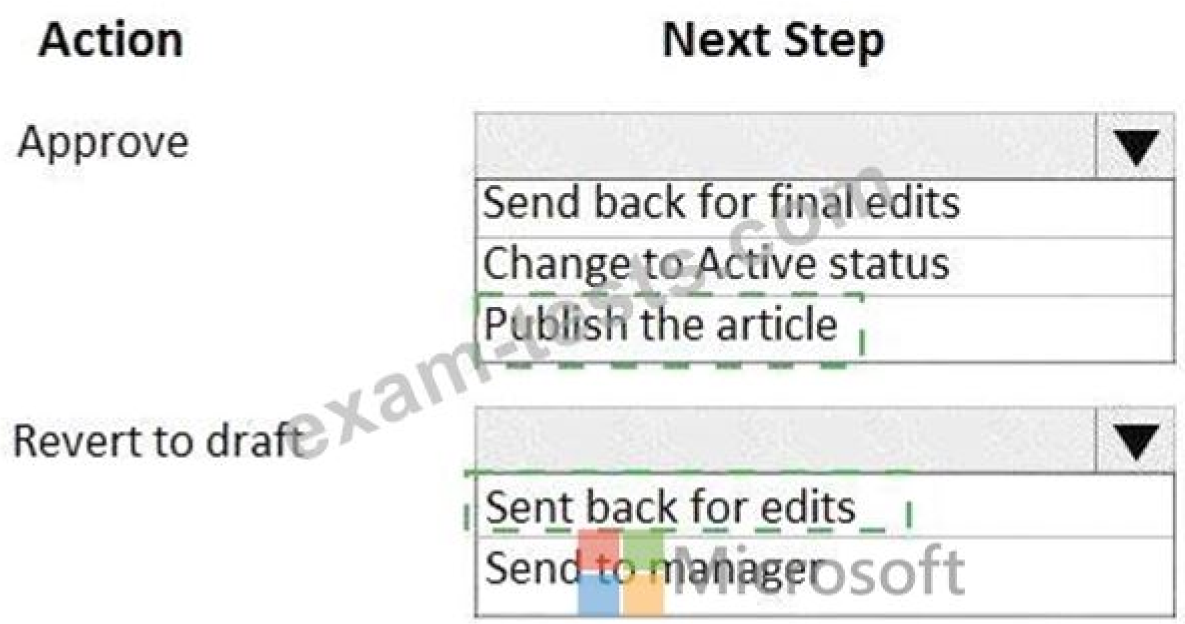
You approve some articles and revert some articles to draft status.

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

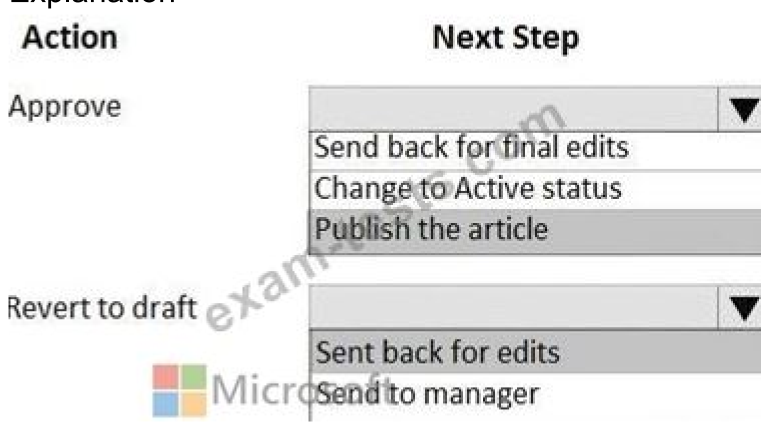
NOTE: Each correct selection is worth one point.



Answer:



Explanation



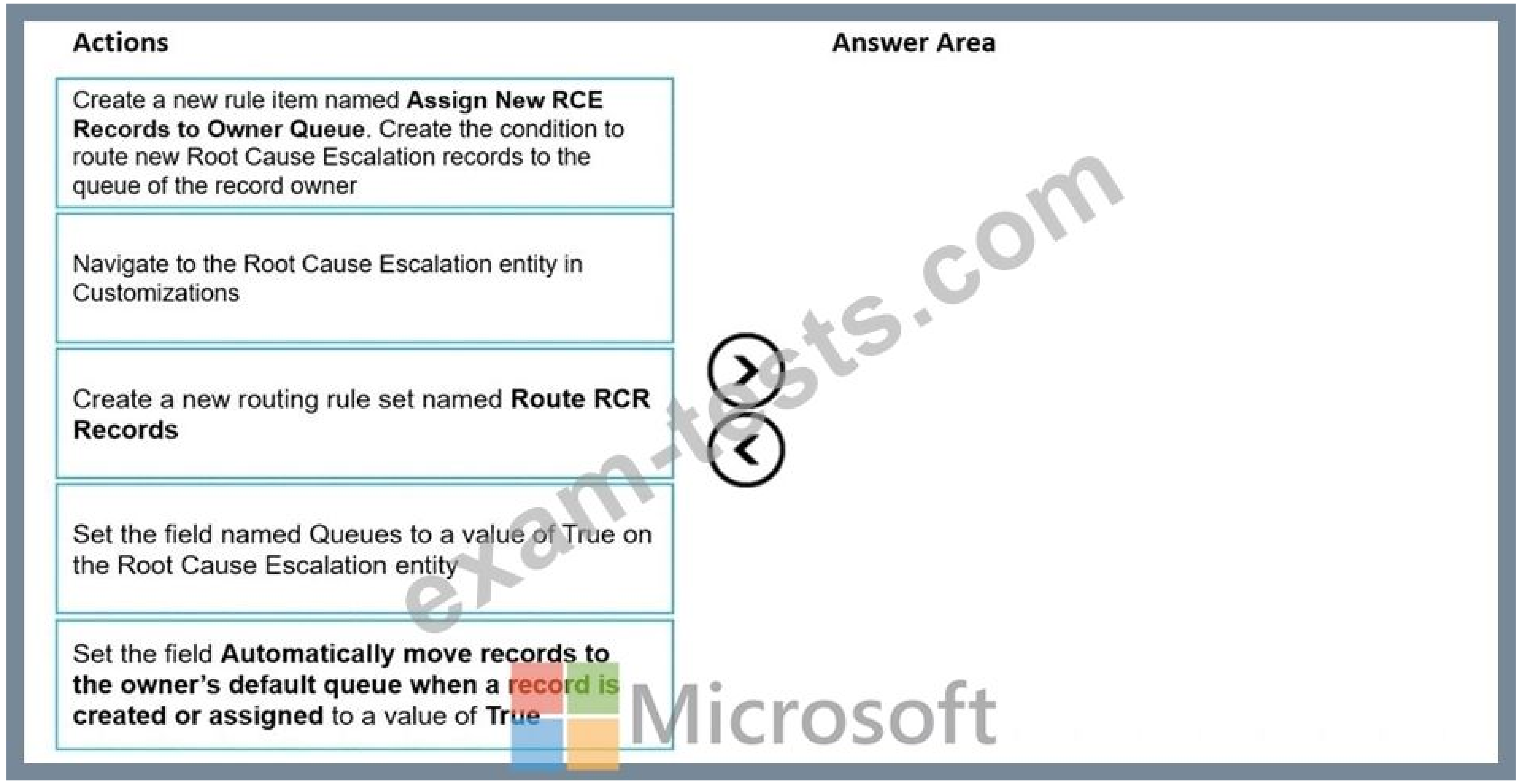
NEW QUESTION: 12

You are a Dynamics 365 Customer Service administrator.

You create a new entity named Root Cause Escalation. Queues must be used for new Root Cause Escalation records. The records must be automatically assigned to the record owner's default queue when a record is created.

You need to implement the proper functionality to meet the requirements.

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.



Answer:

Actions

Create a new rule item named **Assign New RCE Records to Owner Queue**. Create the condition to route new Root Cause Escalation records to the queue of the record owner

Navigate to the Root Cause Escalation entity in Customizations

Create a new routing rule set named **Route RCR Records**

Set the field named Queues to a value of True on the Root Cause Escalation entity

Set the field **Automatically move records to the owner's default queue when a record is created or assigned** to a value of **True**

Answer Area

Navigate to the Root Cause Escalation entity in Customizations

Set the field named Queues to a value of True on the Root Cause Escalation entity

Set the field **Automatically move records to the owner's default queue when a record is created or assigned** to a value of **True**

Explanation

A picture containing timeline Description automatically generated

Navigate to the Root Cause Escalation entity in Customizations

Set the field named Queues to a value of True on the Root Cause Escalation entity

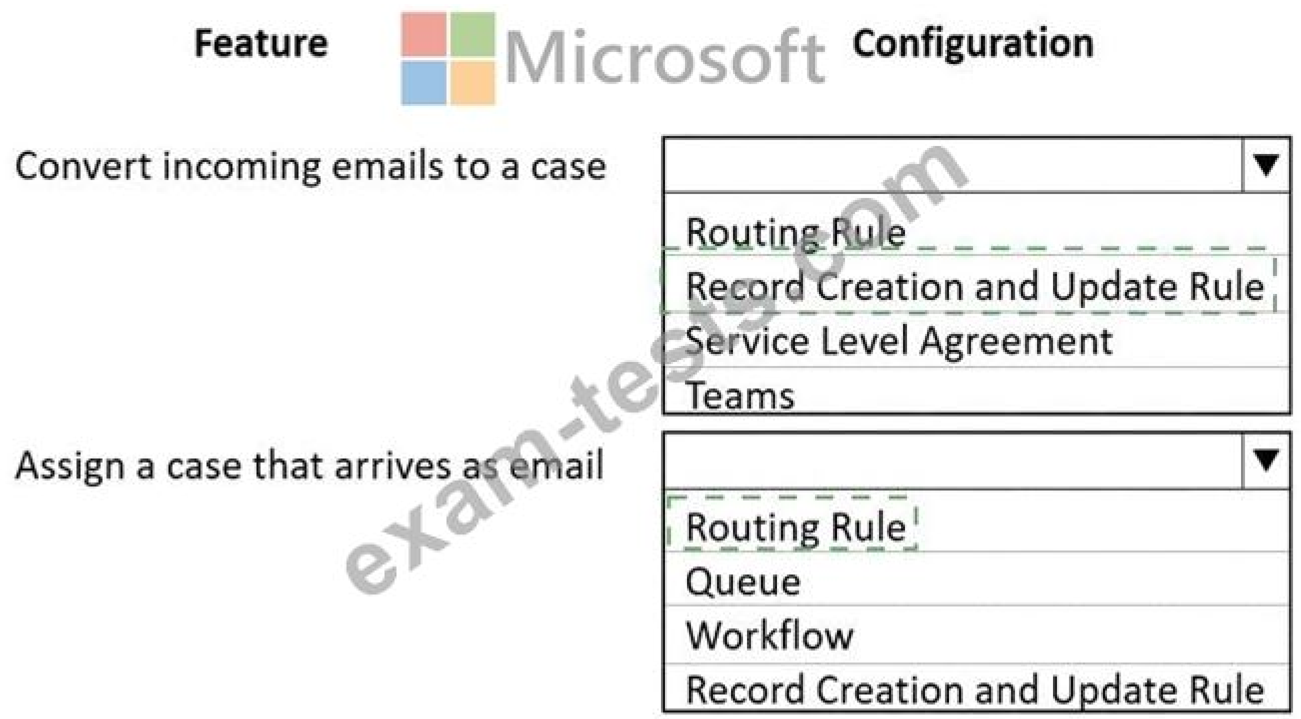
Set the field **Automatically move records to the owner's default queue when a record is created or assigned** to a value of **True**

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-for-queues

NEW QUESTION: 13
You need to configure the queues.
Which configurations should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Feature	Configuration
Convert incoming emails to a case	Routing Rule Record Creation and Update Rule Service Level Agreement Teams
Assign a case that arrives as email	Routing Rule Queue Workflow Record Creation and Update Rule

Answer:



Explanation:

Box 1: Record Creation and Update rule

Reduce the need for manually creating cases from incoming emails and increase the efficiency of customer service agents by creating automatic case creation rules in Dynamics 365 Customer Service.

Box 2: Routing Rule

Unified routing is an intelligent, scalable, and enterprise-grade routing and assignment capability that can direct the incoming work item to the best-suited queue and agent by adhering to work item requirements and matching them with the agent's capabilities.

Reference:

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

https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing

NEW QUESTION: 14

You need to build a personal dashboard that displays the following charts and views:

Charts:

Number of cases by owner and priority

Products with most cases opened

Views:

Display the number of cases opened in a seven-day period

Display the number of escalated cases

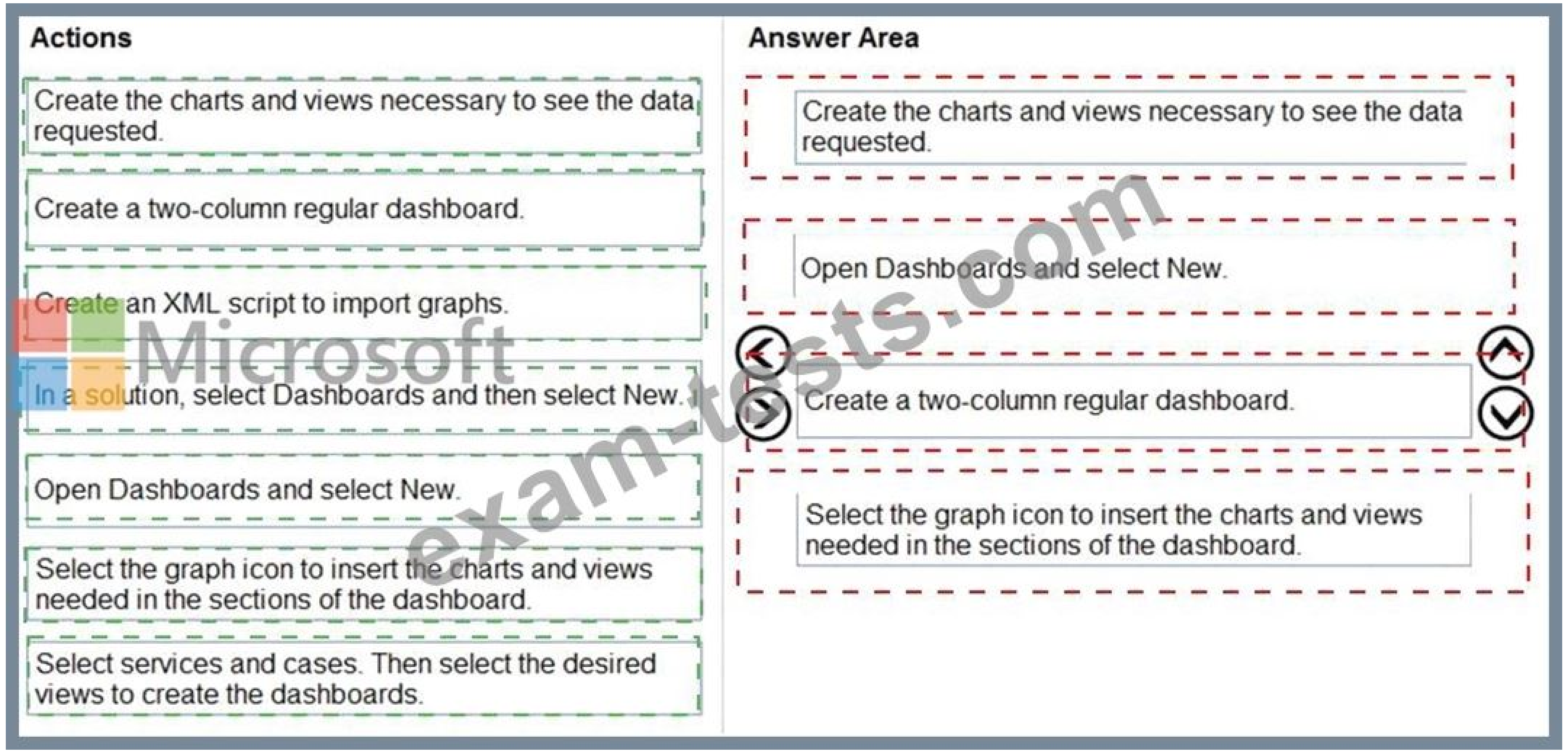
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Answer Area

- Create the charts and views necessary to see the data requested.
- Create a two-column regular dashboard.
- Create an XML script to import graphs.
- In a solution, select Dashboards and then select New.
- Open Dashboards and select New.
- Select the graph icon to insert the charts and views needed in the sections of the dashboard.
- Select services and cases. Then select the desired views to create the dashboards.

Answer:



Explanation

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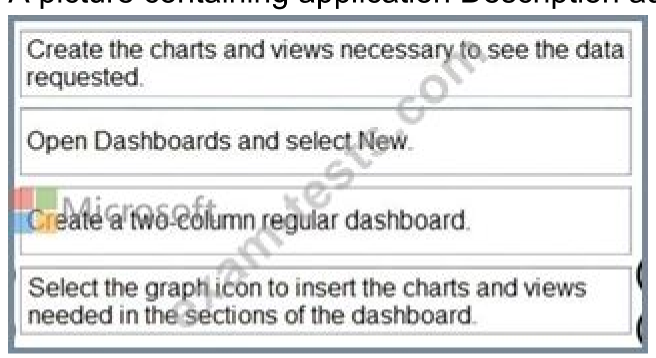


Reference:

https://docs.microsoft.com/en-us/powerapps/user/track-your-progress-with-dashboard-and-charts

NEW QUESTION: 15

Hotspot Question

A company is implementing Dynamics 365 Customer Service. The company installs and services air filtering units for industrial manufacturing plants.

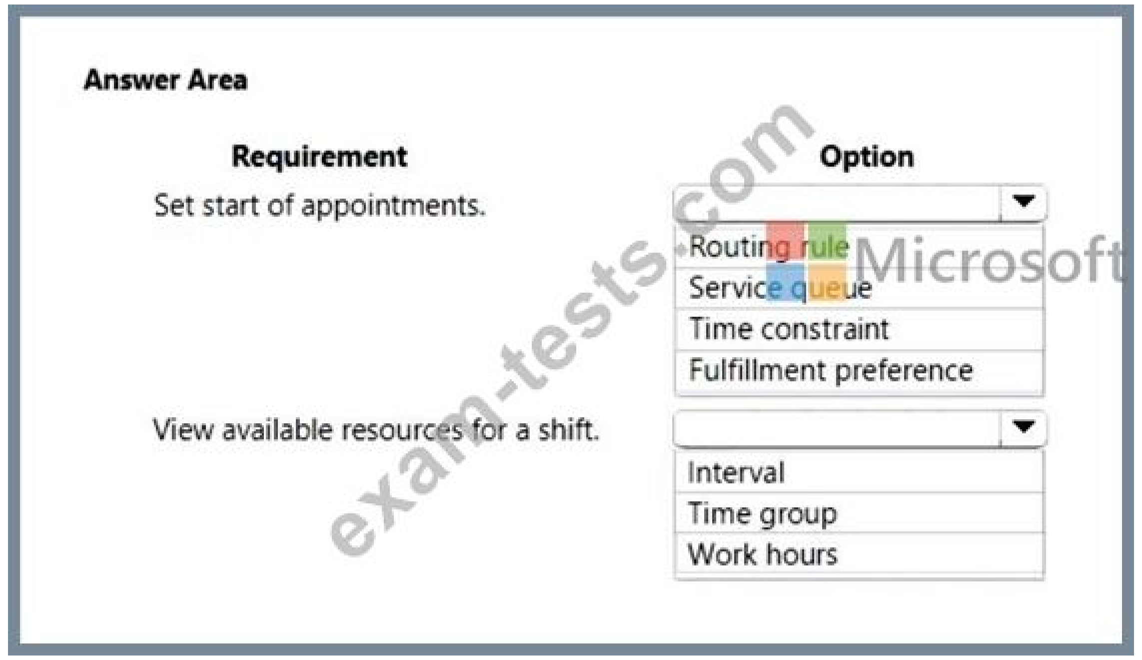
Schedulers must be able to do the following:

- Schedule resources to start appointments every 90 minutes.
- View available resources within the first, second, and third shifts.

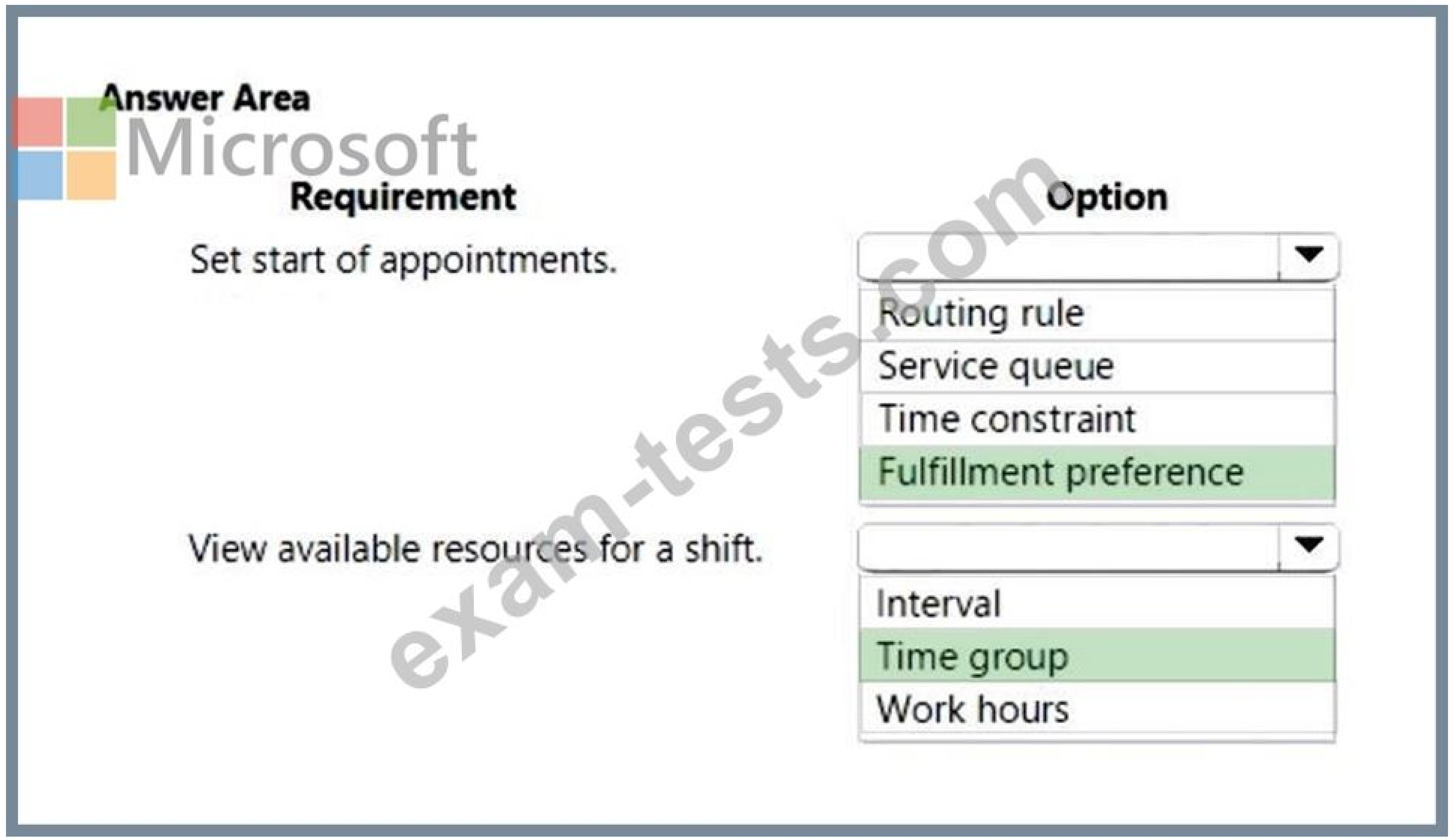
You need to configure the system to optimize work scheduling.

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

NOTE: Each correct selection is worth one point.



Answer:



NEW QUESTION: 16

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.

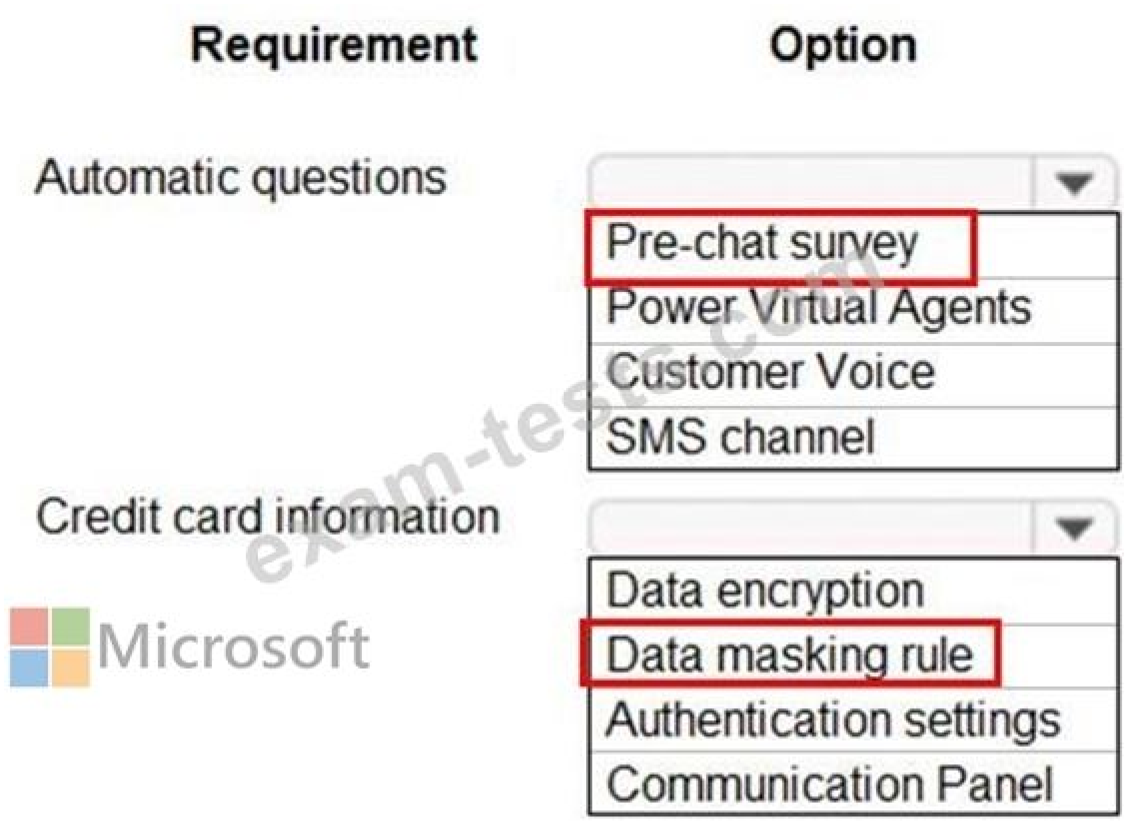
You need to configure the options to meet the requirements.

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

NOTE: Each correct selection is worth one point.

Requirement	Option
Automatic questions	Pre-chat survey Power Virtual Agents Customer Voice SMS channel
Credit card information	Data encryption Data masking rule Authentication settings Communication Panel

Answer:



Reference:
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

NEW QUESTION: 17
Case Study 6 - Lucerne Publishing
Background
Lucerne Publishing is a publishing company in Canada. The company publishes books for higher education. It also invests in multiple cloud-based solutions to support the customer service, publishing, and sales departments.
Current Environment
Lucerne Publishing uses the following:
- The Customer Service app for the publishing customer service division.
- Omnichannel capabilities in the Customer Service app.
- Third-party apps for e-commerce so students and parents can order books or courses online.
- Customer service agents as the representatives who will resolve customers issues using various channels.
- Resident employees who work for Lucerne Publishing and live in the buildings inside the business center.
- A technician dispatch team that includes dispatchers who review and schedule work orders and assign the work orders to resources on the schedule board.
The company has an internal division that provides repair services such as plumbing and electrical. The division provides services to the buildings inside the company business center, and some of those are used as residences by printing employees.
Requirements
Customer Service - Contact Center

The company has the following requirements:
- Improve agent response time in live chats with customers.
- Improve agent productivity by automating tasks. For example, the customer service manager requests that a new case is created automatically when an agent is on a chat with a customer.
- Provide instructions for agents to use when processing book returns. The instructions must include the following: o Greet the customer. o Automatically open the case form for the book return, o Close the session with the customer.
- Allow agents to use different channels such as short message service (SMS), social, and call when providing service to customers.
- Enable a new text SMS channel for the agents.
- Improve the agents' capability to search using AI suggestions.
- Provide agents with real-time recommendations on similar cases and knowledge-base articles.
- Allow agents to know the customer's point of view on the service.
- Provide a solution that will identify an agent's supervisor when a customer has a negative experience.
- Improve how the agents' skills and profiles are maintained.
- Route calls to agents who can support French-speaking customers.
- Configure the French language as a skill for agents who support French-speaking customers.
- Provide access to the Omnichannel agent app and productivity tools for supervisors and agents.
- Provide the customer service supervisor with the ability to create agent scripts for Omnichannel agents and a workstream for SMS. The customer service supervisor must also be able to edit an existing workstream.
- Provide the customer service supervisor with the ability to track sentiment in real time.
- Provide agents with AI suggestions on the recent contact that worked on similar cases.

Customer Service - Repairs

The company has the following requirements for repair requests:
- Dispatchers must be able to track a technician and schedule jobs for technicians based on availability.
- A dispatcher named UserA must be able to create a new view to display only unscheduled work orders. The view must be displayed only when the work orders are open-unscheduled, and the substatus is ready to dispatch work orders.
- The technician dispatch team must be able to create a Schedule tab in the schedule board.
- Dispatchers must be able to track technicians' utilization by using personal color codes.
- The field technician's security role must be field service technician.

Issues

The company reports the following issues:
- Agents spend most of their time doing repetitive tasks during support calls or chats.
- There is no guided process for agents to follow the steps when a customer calls for a book return.
- Customer service managers are not able to provide real-time recommendations to customers using AI suggestions.
- A new channel for SMS is not sending conversations to agents. Agents are required to answer conversations manually.
- The company is not able to retain customers who have a negative experience with the customer service agents.
- Agents are not able to use the schedule board to schedule repair work orders by using a custom view.
- The skills and proficiency model are not defined for the agents. Calls from French-speaking customers are not routed to the appropriate agents.

You need to implement a solution to provide the technician's utilization.

Which solution should you use?

A. Use custom web resources.

B. Change the board view settings.

C. Create multiple schedule board tabs.

D. Use default schedule board with filters.

Answer: (SHOW ANSWER)

NEW QUESTION: 18

You are implementing Omnichannel for Customer Service for a hospital.

Each customer service agent has a chat capacity of 200.

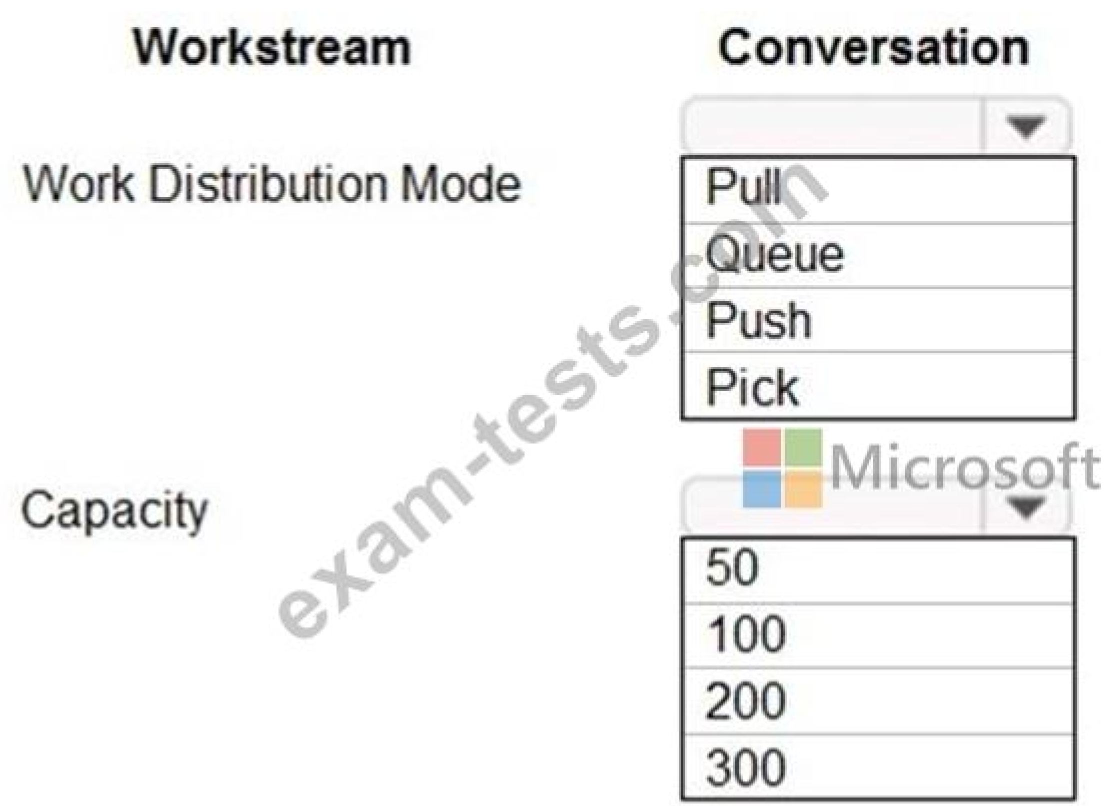
The implementation requirements are as follows:

Each agent can take no more than two chats at a time.

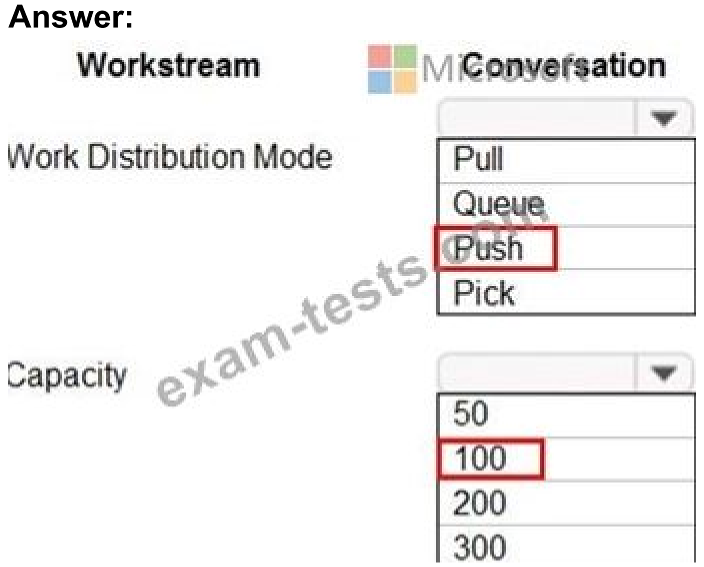
A new conversation must auto assign to an available agent.

You need to select the conversation options to meet the requirements.

Which options should you configure?



Answer:



Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/unified-routing-work-distribution

NEW QUESTION: 19

A company has a Customer Service deployment. The company plans to implement the following:

* AI suggestions for contacts in Teams.
* Training information about the capabilities of suggestions.

You need to identify the scenarios where the relevant contacts will be provided to users. Solution: The similarity level of similar cases to the active case. Does the solution meet the goal?

A. Yes

B. No

Answer: B (LEAVE A REPLY)

NEW QUESTION: 20

You need to build a personal dashboard that displays the following charts and views:

Charts:

Number of cases by owner and priority

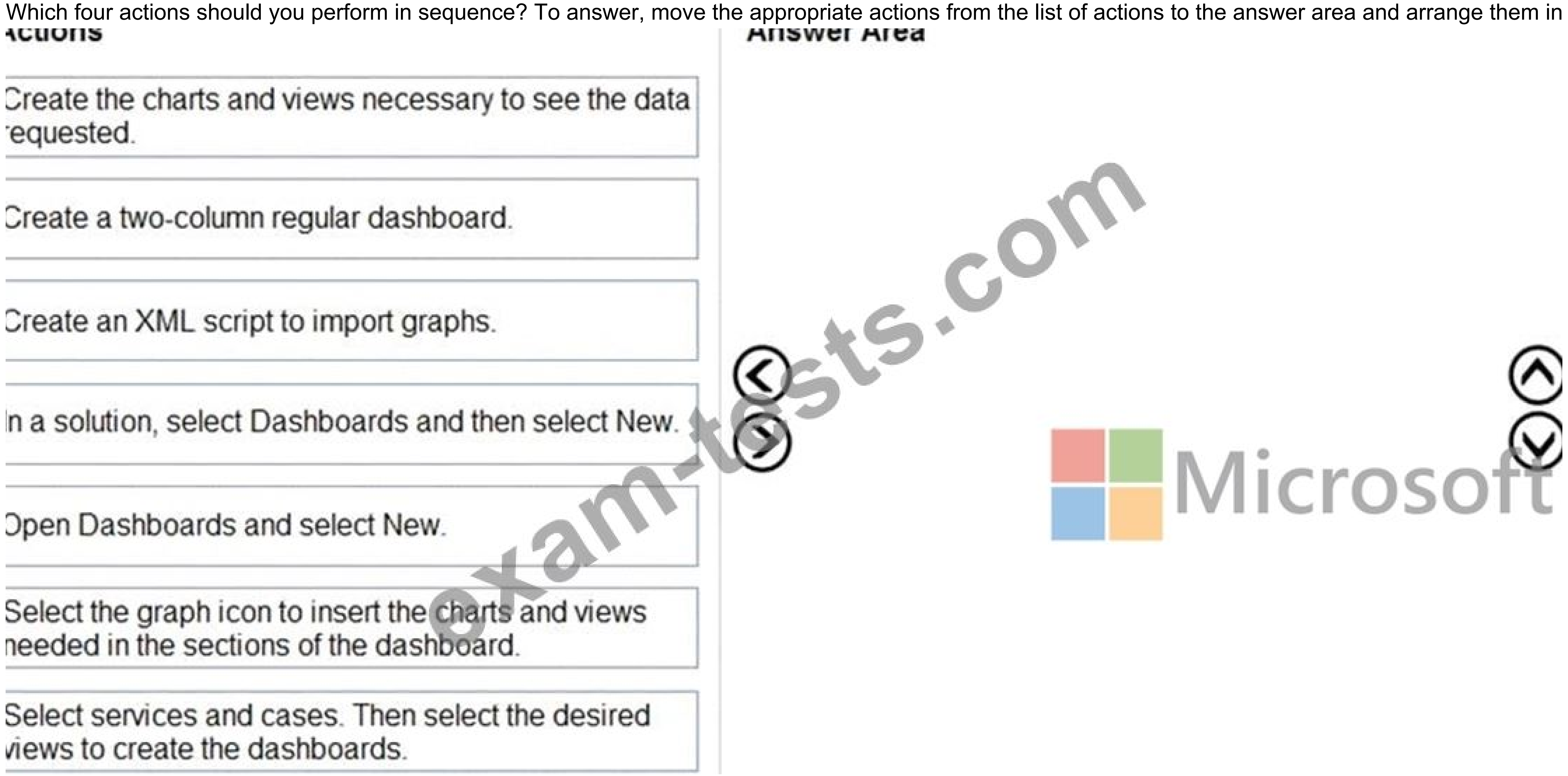
Products with most cases opened

Views:

Display the number of cases opened in a seven-day period

Display the number of escalated cases

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.



Answer:

Actions

- Create the charts and views necessary to see the data requested.
- Create a two-column regular dashboard.
- Create an XML script to import graphs.
- In a solution, select Dashboards and then select New.
- Open Dashboards and select New.
- Select the graph icon to insert the charts and views needed in the sections of the dashboard.
- Select services and cases. Then select the desired views to create the dashboards.

Answer Area

1. Create the charts and views necessary to see the data requested.
2. Open Dashboards and select New.
3. Create a two-column regular dashboard.
4. Select the graph icon to insert the charts and views needed in the sections of the dashboard.

Explanation

A picture containing application Description automatically generated

Create the charts and views necessary to see the data requested.

Open Dashboards and select New.

Create a two-column regular dashboard.

Select the graph icon to insert the charts and views needed in the sections of the dashboard.

Reference:
https://docs.microsoft.com/en-us/powerapps/user/track-your-progress-with-dashboard-and-charts

NEW QUESTION: 21

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.	Organization Append
Create knowledgebase records.	Append Business Unit

Answer:

Action	Access level
Create entitlement templates.	Organization Append
Create knowledgebase records.	Append Business Unit

Explanation

Action	Access level
Create entitlement templates.	Organization Append
Create knowledgebase records.	Append Business Unit

NEW QUESTION: 22

You are a Dynamics 365 system administrator.

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

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

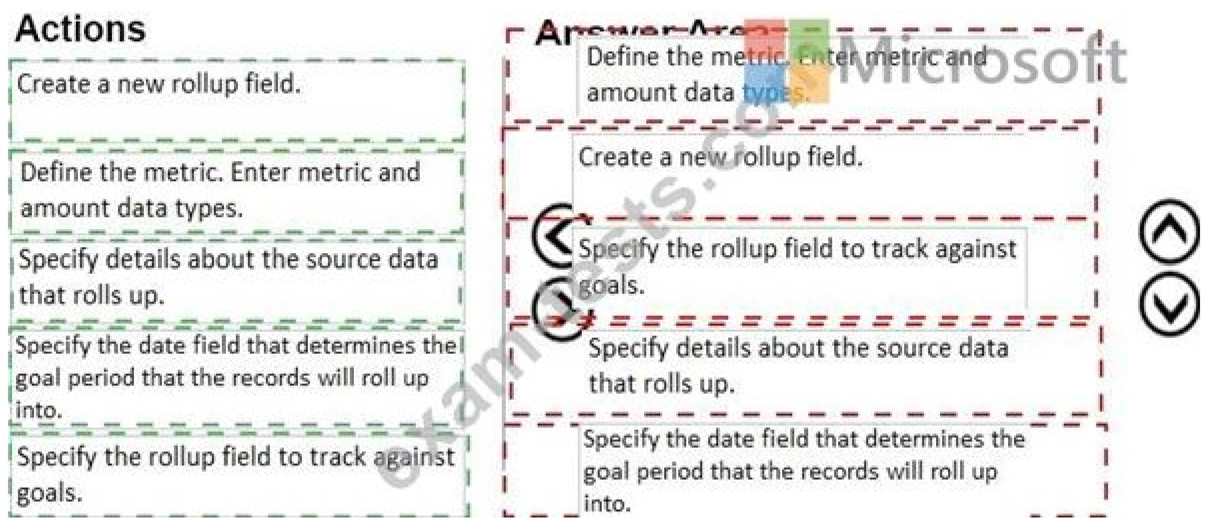
In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions

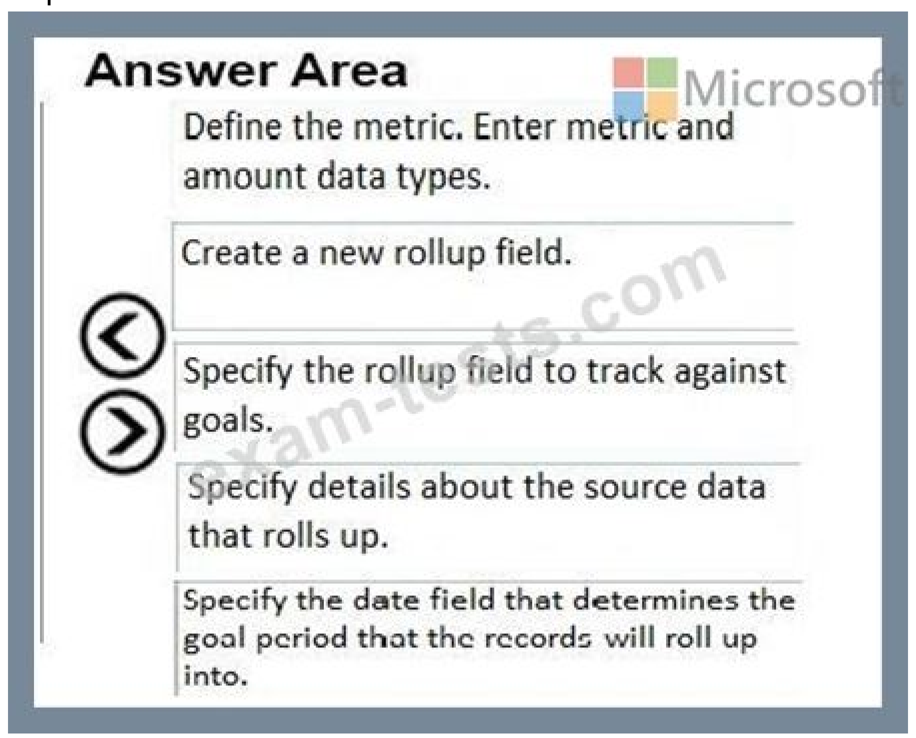
- Create a new rollup field.
- Define the metric. Enter metric and amount data types.
- Specify details about the source data that rolls up.
- Specify the date field that determines the goal period that the records will roll up into.
- Specify the rollup field to track against goals.

Answer Area

Answer:



Explanation



References:

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

NEW QUESTION: 23

You configure Dynamics 365 Customer Service. Managers require a custom dashboard with the following:

* A list of customers who have the most cases open.
* A list of customers who have the most missed service-level agreements (SLAs) sorted by contact.
* A list of top call takers for the week.
* A list of the cases that took the most amount of time to resolve.

The custom dashboard must be available for all users to use.

You need to configure the system.

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

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

NEW QUESTION: 24

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

You need to identify and eliminate duplicate cases.

What should you do?

A. Merge cases

B. Use business rules

C. Use parent-child case relationships

D. Configure Dynamics 365 AI for Customer Service

Answer: B (LEAVE A REPLY)

Topic 3, The Phone Company

Case study

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Overview

The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.

The company has an existing on-premises software system. The current system no longer meets the company's needs.

The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.

Requirements

Support desk

The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.

You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling

* New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
* The system must automatically create a case when email is received by companies that are not in the system.
* The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.
* Users must be able to initiate routing for manually created cases.
* The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.
* Main cases must not be closed until all the sub-cases are closed.
* Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.
* When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base

* Users must be able to search the knowledge base when opening a new case form or when checking on cases.
* Users must be able to use relevant searches and include any customer entities.

Dashboards

* Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.
* Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen. Managers must be able to drill down within each area.
* Managers need a dashboard that displays weekly statistics for cases and representatives.
* Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

Service-level agreements

* Most customers must be contacted within 90 minutes of their case being opened.
* Some customers can purchase faster service on call backs.
* Emails must be sent to support managers when service-level agreements (SLAs) are missed.
* Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.

* SLA KPIs must be tracked in the system.
* SLA KPIs must appear on the case form.
* Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.

NEW QUESTION: 25

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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.

An electrical engineering company is implementing Dynamics 365 Customer Service.

Engineers schedule work in one-hour blocks.

Engineers who complete a job before the end of the one-hour block must not be able to start a new job in that same block.

Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Create a fulfillment record and set the interval to one hour.

Does the solution meet the goal?

A. Yes

B. No

Answer: A (LEAVE A REPLY)

NEW QUESTION: 26

A company manufactures installs, and maintains residential water filtration systems. The company implements Dynamics 365 Customer Service.

Installation technicians call support technicians when they encounter issues during system installations.

You must create step-by-step documentation for the support technicians.

Which two fields must you include? Each correct answer presents part of the solution.

NOTE: Each coned selection is worth one point.

A. Description

B. Owner

C. Agent script

D. Language

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 27

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.

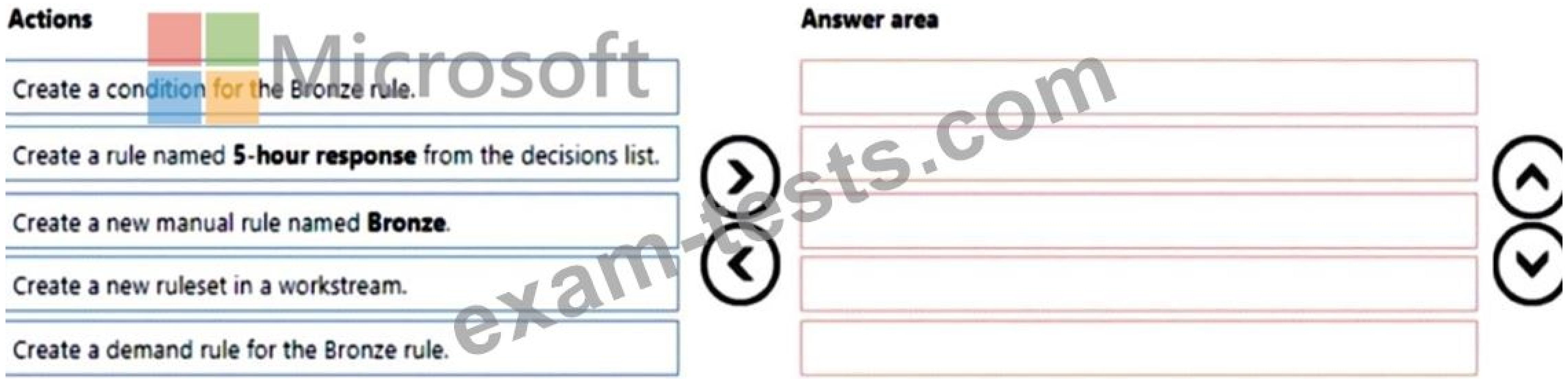
B. Create your Dynamics 365 portal. Display the Voice of the Customer page from within the main website page.

C. Create a webpage on the website. Add the URL to link the Voice of the Customer questions from Dynamics 365.

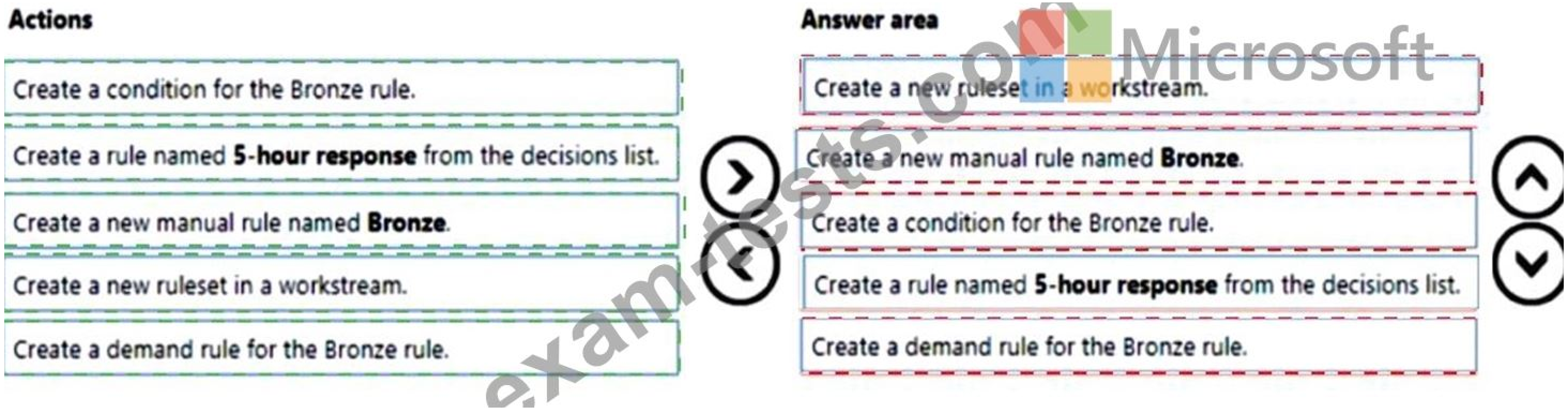
D. Create an iFrame URL. Copy the HTML code to an iFrame in your website.

E. Add the iFrame URL to your website.
Answer: D (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey

NEW QUESTION: 28
You are implementing Omnichannel for Customer Service.
The customer service supervisor wants to change one of the intraday KPI calculation methods. You need to modify the supervisor dashboard with the new KPI. Which tool should you use?
A. Report Wizard
B. Power Platform Maker portal
C. Supervisor settings
D. Power BI Pro
Answer: (SHOW ANSWER)

NEW QUESTION: 29
A company deploys Dynamics 365 Customer Service.
A service manager requires a new classification ruleset for Bronze-type customers. The Bronze type customers require an answer within five hours.
You need to create the classification ruleset.
In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.


Answer:

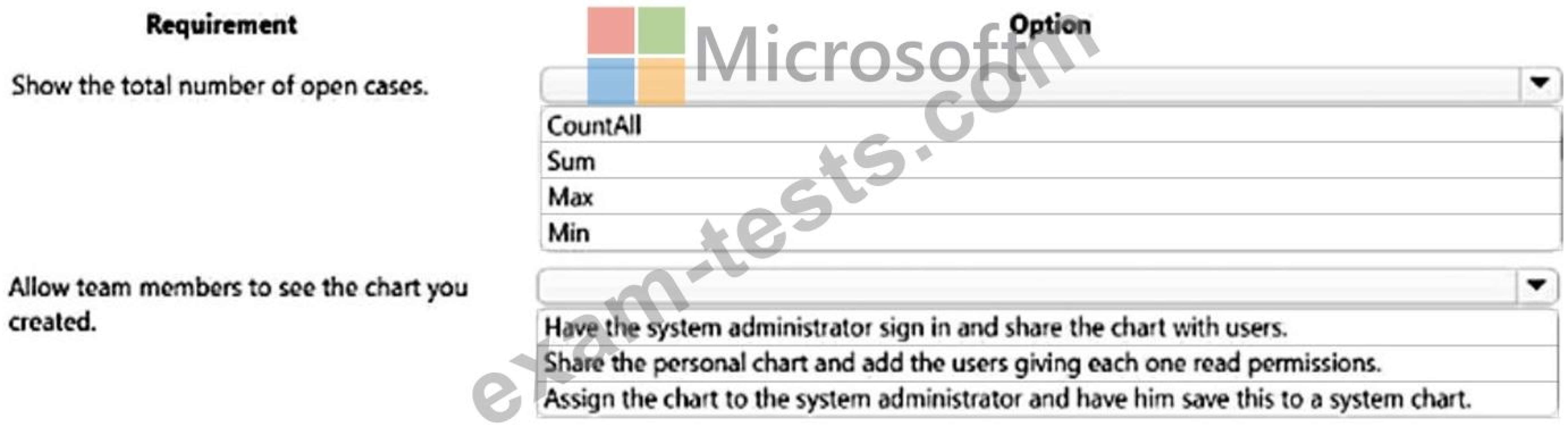


Explanation
Step 1: Create a new ruleset in a workstream.
To create a logical work classification ruleset, do the following steps:
1. In Customer Service admin center, Omnichannel admin center, or Customer Service Hub, select a workstream, and in the Routing rules area, for the Work classification (optional) option, select Create Ruleset.
2. On the Work classification page, select Create new, and in the Create work classification ruleset dialog, select Logical rules in Rule type, and enter a name and description. By default, the root record is selected and displayed at the top of the condition builder for ease of reference and visibility of the record for which you are creating the rule.
Step 2: Create a new manual rule named Bronze.
3. In the Decision list area, select Create Rule, and on the Create work classification rule dialog, enter a name.
Step 3: Create a condition for the Bronze rule.
4. In the Conditions area, define the conditions according to your business needs. If you are creating classification rules for records, then the top-level condition is automatically populated. You can define conditions for up to two levels of the related records and attributes.
5. In the Output area, select the attribute for which value needs to be set if the conditions are met.
6. Repeat steps 3 through 5 to create the demand rules.
Step 4: Create a rule named 5-hour response from the decision list.
Step 5: Create a demand rule for the Bronze rule.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-work-classification

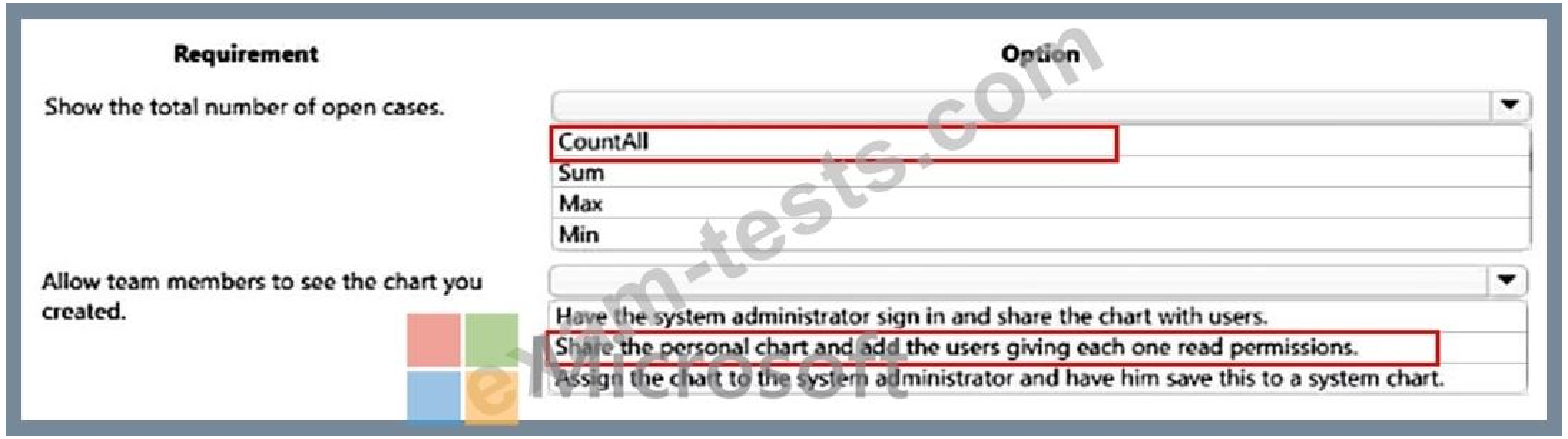
NEW QUESTION: 30
A company implements Dynamics 365 for Customer Service. You are assigned a case.
You accidently close the case before completing your work.
You need to ensure that you can continue to work on the case.
What should you do?
A. Reassign the case
B. Reactivate the case

C. Clone the case
D. Change the status reason to In Progress
Answer: B (LEAVE A REPLY)
Section: Topic 2, Manage cases and the knowledge base

NEW QUESTION: 31
You are a help desk support representative using Dynamics 365 Customer Service Hub case management with limited permissions.
You need to create a personal chart that meets the following requirements:
Show the number of open cases assigned to you for each customer.
Ensure that specific team members can view the chart and view any changes as you update the chart.
Which options should you use? To answer, select the appropriate options in the answer are a.
NOTE: Each correct selection is worth one point.

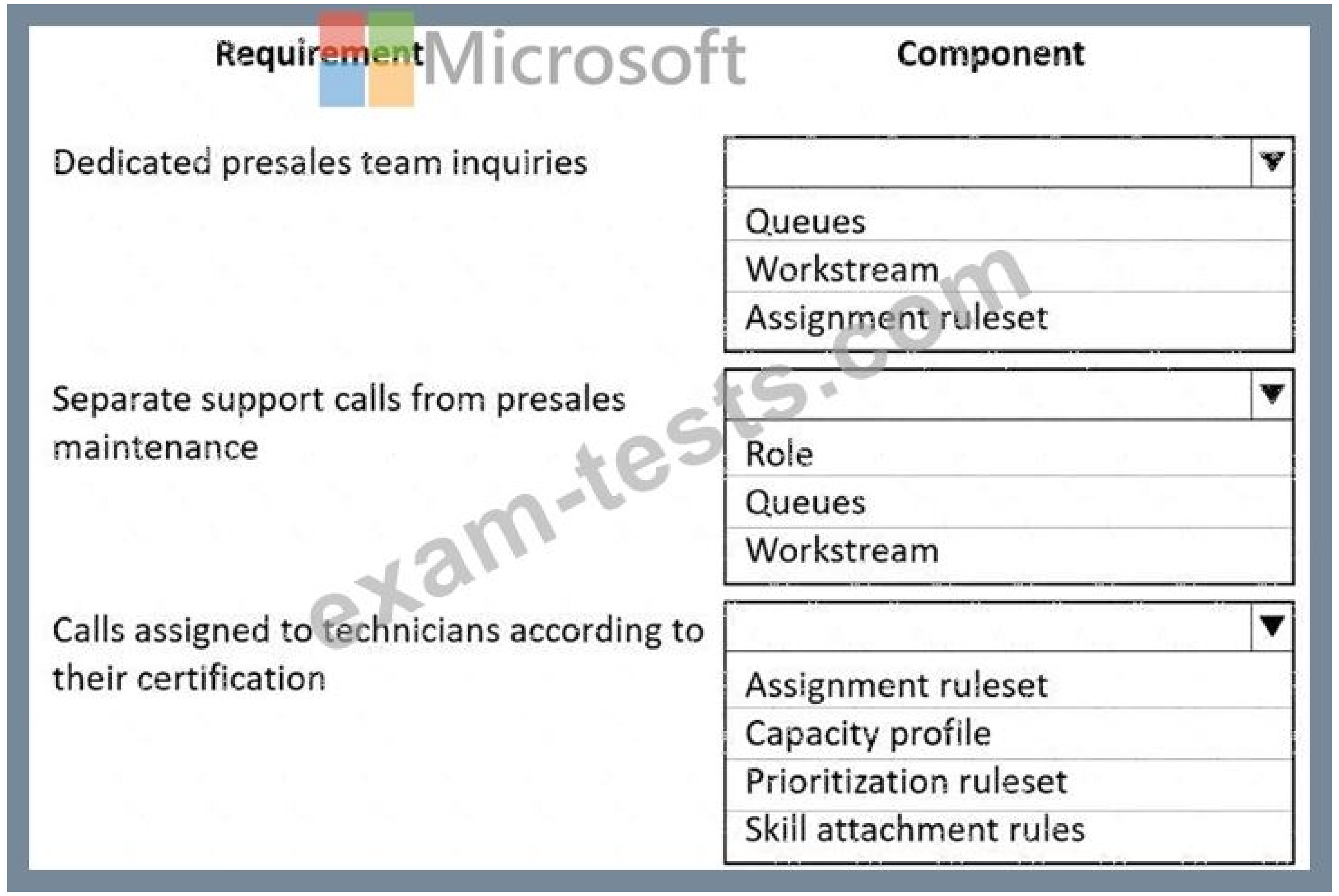


Answer:

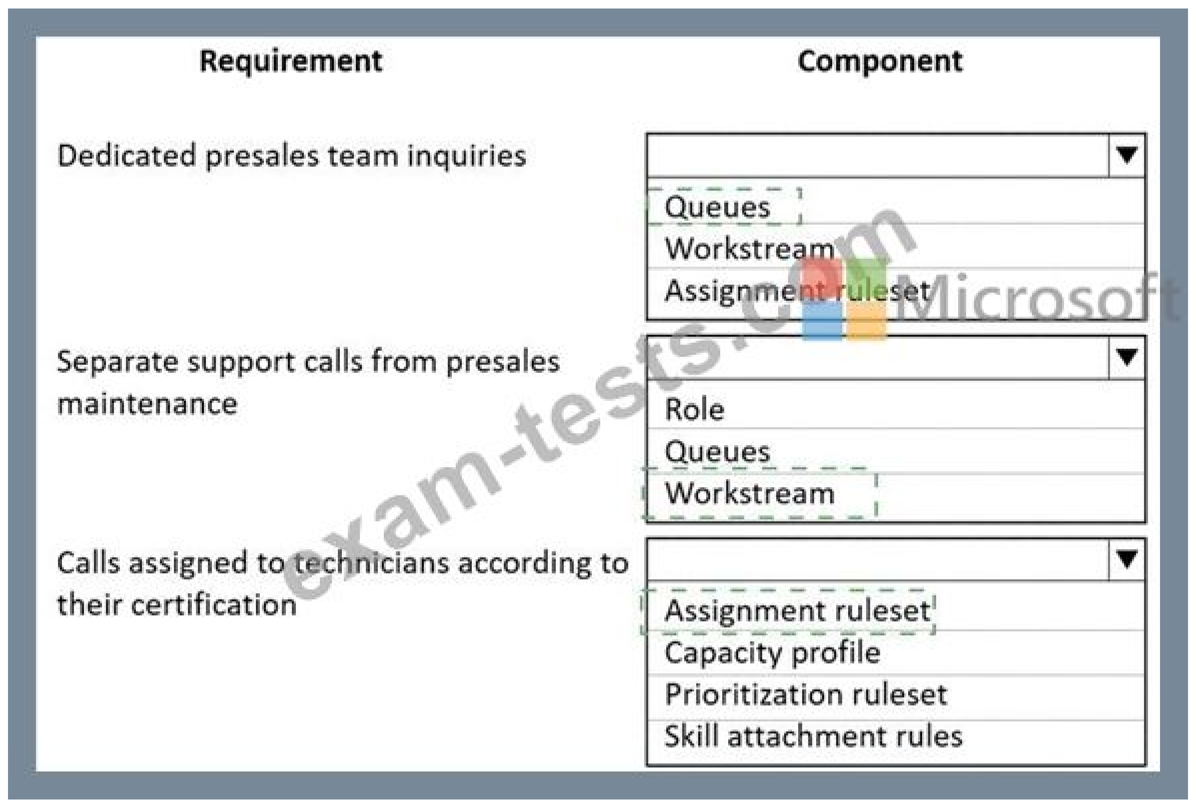


Reference:
https://docs.microsoft.com/en-us/stream-analytics-query/count-azure-stream-analytics

NEW QUESTION: 32
A company that manufactures industrial heating, ventilation, and air conditioning units (HVAC) is implementing Dynamics 365 Customer Service.
The company requires a presales solution that handles presales inquiries and existing customer support calls.
The solution must meet the following requirements:
Presales inquiry handling must be maintained separately from support call handling.
Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, first-served basis.
Support calls for specific HVAC systems must be directed only to their respective certified technicians.
You need to configure the solution.
Which components should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



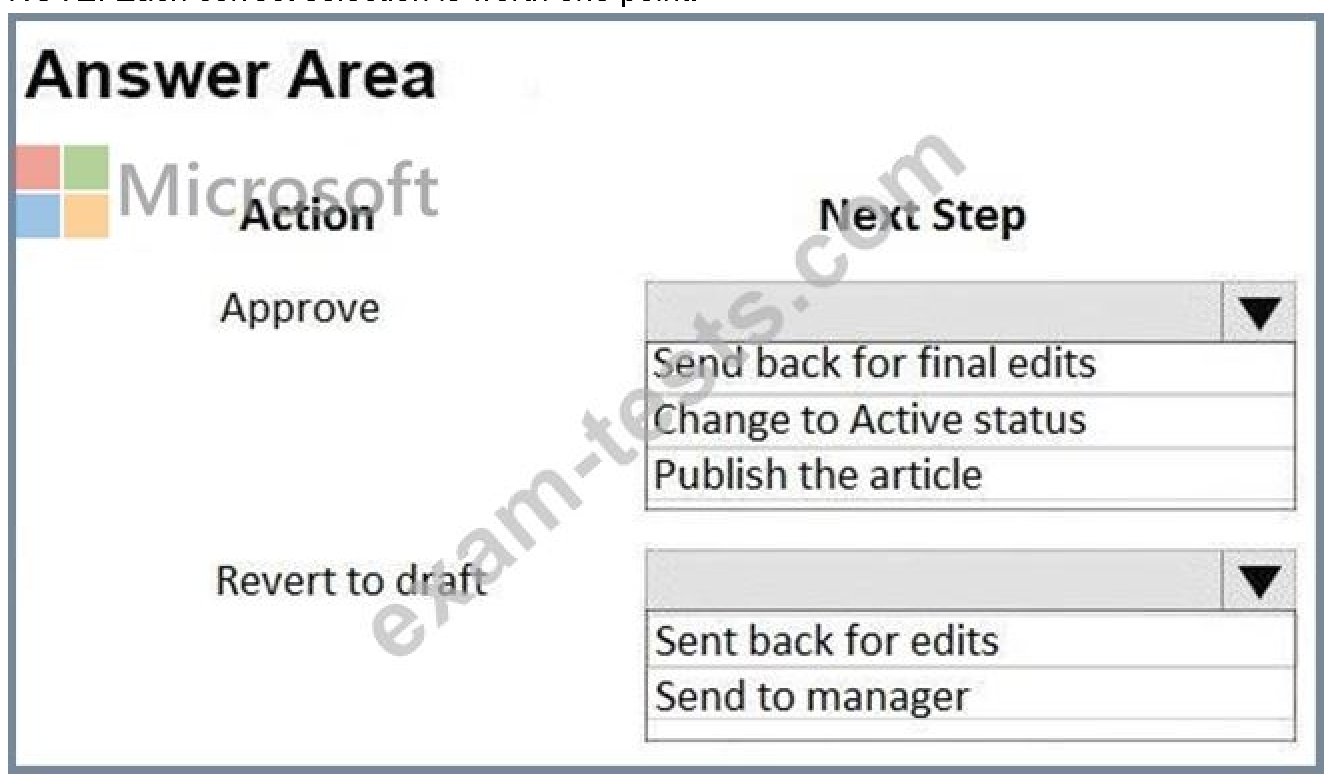
Explanation

Box 1: Queue

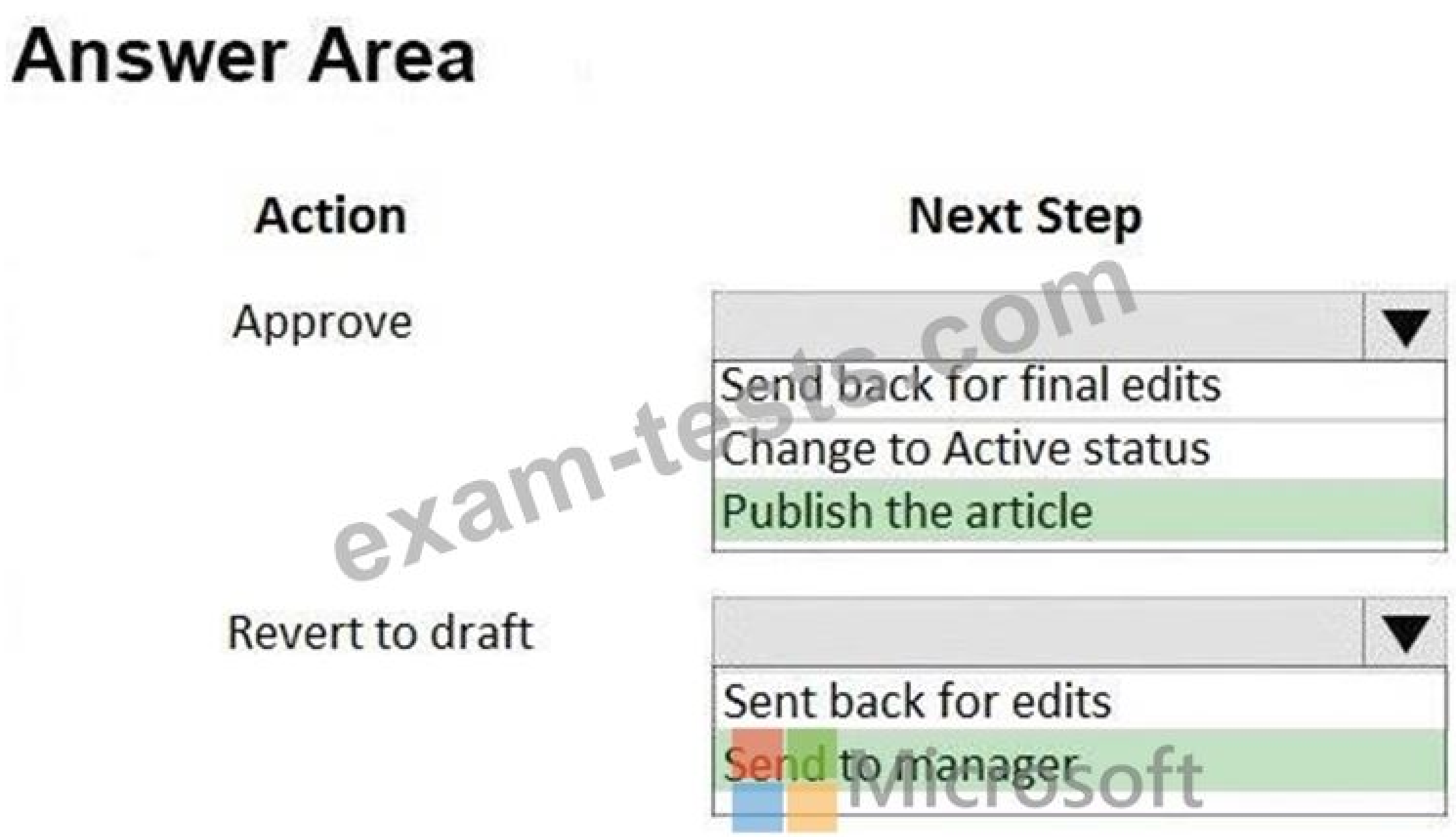
Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, first-served basis.

The idea of FIFO queuing, also called first-come, first-served (FCFS) queuing, is simple: The first item that arrives at a router is the first item to be handled.
Box 2: Workstream
Presales inquiry handling must be maintained separately from support call handling.
A workstream is a container to enrich, route, and assign work items. The workstream is associated with a channel, such as live chat, voice, or case.
The workstream can belong to multiple channels of the same type, like multiple chat channels. In this case, all the conversations from these channels inherit the routing and work assignment settings of the workstream they belong to.
Box 3: Assignment ruleset
Support calls for specific HVAC systems must be directed only to their respective certified technicians.
Assignment methods determine how a work item is assigned. You can use the out-of-the-box assignment methods or build custom assignment rules by configuring the prioritization rules and assignment rulesets The following assignment methods are available out of the box:
* Highest capacity: Assigns work item to the agent with the highest capacity, among those who have the skills identified during the classification stage, and who have the presence as specified in the allowed presence option of the workstream. In this assignment method, the work items are prioritized in the first in first out manner, that is, the work item that was created first is assigned first. If more than one agent is available with the same capacity, the work item is assigned randomly.
* Round robin
Reference:
https://www.sciencedirect.com/topics/computer-science/first-come-first-served
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams
https://docs.microsoft.com/en-us/dynamics365/customer-service/assignment-methods

NEW QUESTION: 33
Hotspot Question
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.



Answer:



NEW QUESTION: 34

You are setting up Omnichannel for Customer Service.

You need to automate the following tasks to make it easier and quicker for representatives to assist customers:

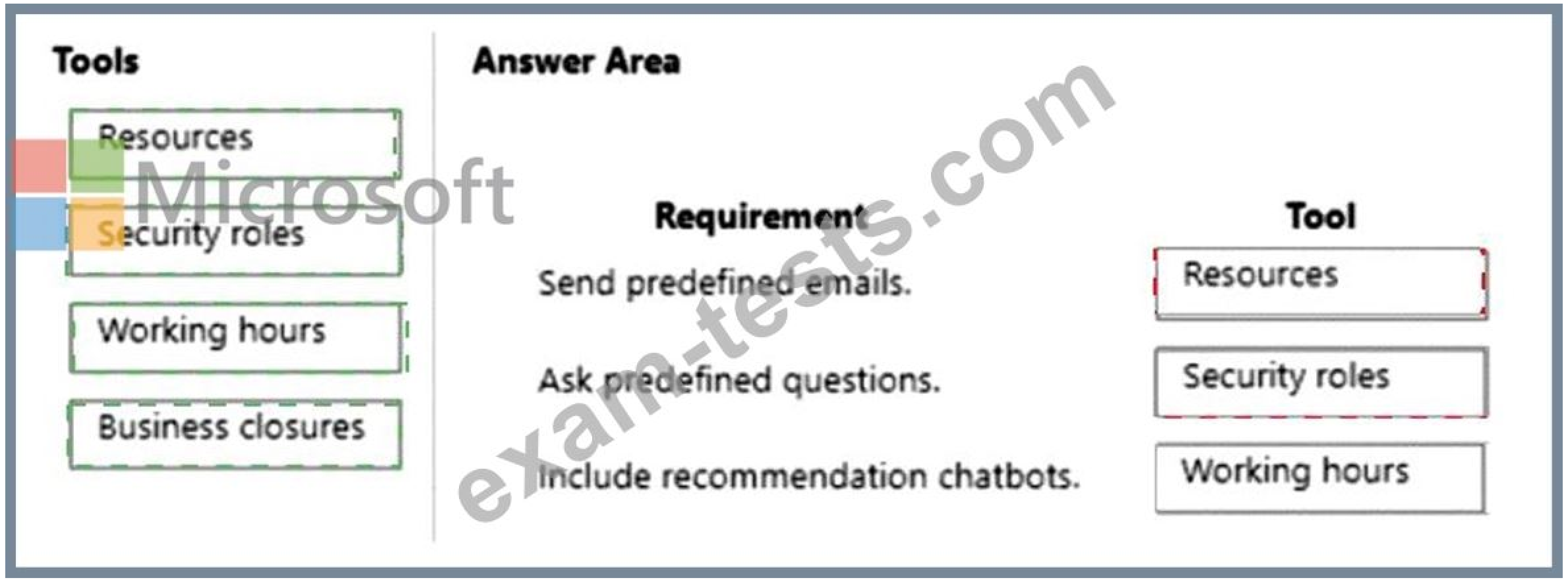
* Establish a one-step process to send a predefined email to customers once a representative is done helping them.

* Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.

* Have chatbots available to help make recommendations in typed conversations.

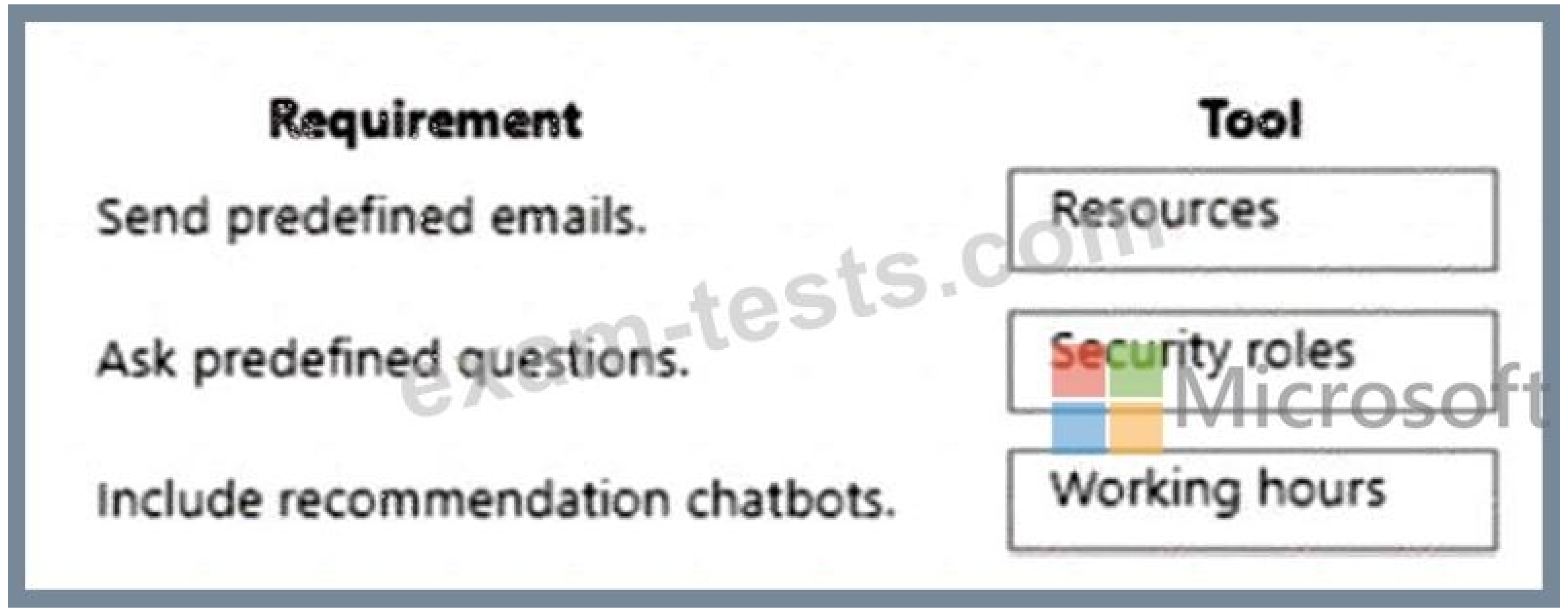
Which tools should you use? To answer, drag the appropriate tools to the correct requirements. Each tool may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

Answer:



Explanation:

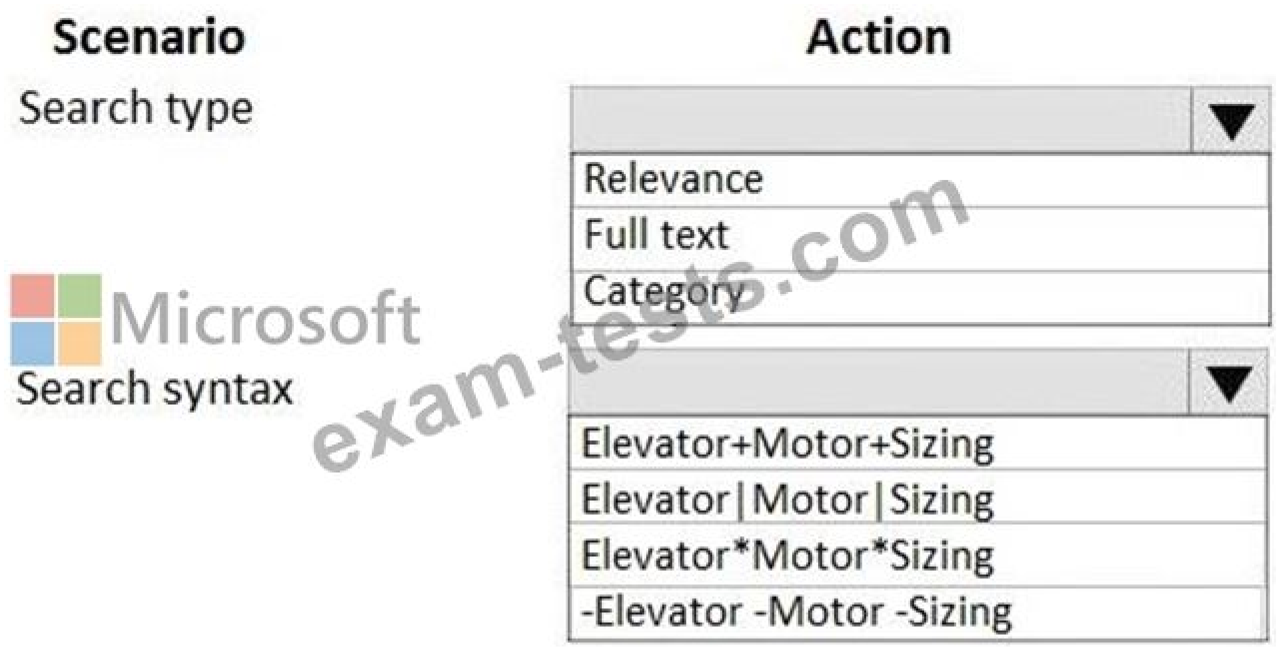
Graphical user interface, application Description automatically generated with medium confidence



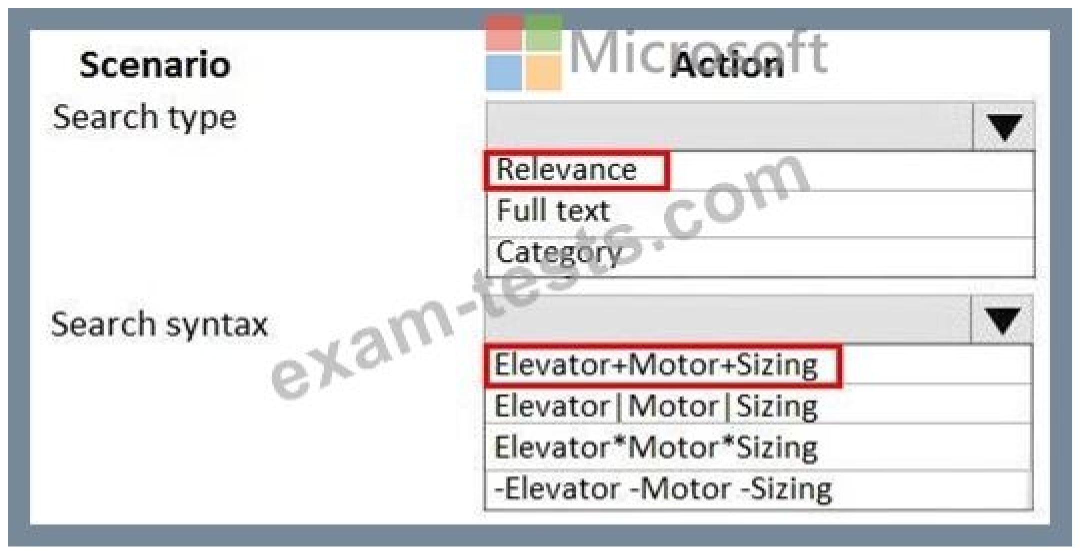
Requirement	Tool
Send predefined emails.	Resources
Ask predefined questions.	Security roles
Include recommendation chatbots.	Working hours

Box 1: Resources
Establish a one-step process to send a predefined email to customers once a representative is done helping them.
Box 2: Security roles
Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.
Assign a security role
Security roles control a user's access to data through a set of access levels and permissions. The combination of access levels and permissions that are included in a specific security role sets limits on the user's view of data and on the user's interactions with that data.
Box 3: Working hours
Have chatbots available to help make recommendations in typed conversations.
Operating hours define the hours when your organization's customer support team is active and available to serve customers. By setting up operating hours, you help your customers and your organization work together to resolve issues.
The operating hour schedules cater to the following scenarios:
Display the non-availability of customer support on public holidays that are otherwise operating hours.
Accommodate change of calendar timings for daylight saving time twice an year for timezones that have implemented the daylight saving time.
*-> Set up separate schedules for agents, bots, and queues to cater to different business scenarios and product lines seamlessly for any channel.
Define schedules to transition customer queues from bots to agents.
Customize the display and other settings of the chat widget during non-business hours.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/create-users
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-operating-hours?tabs=customerservicead

NEW QUESTION: 35
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:



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

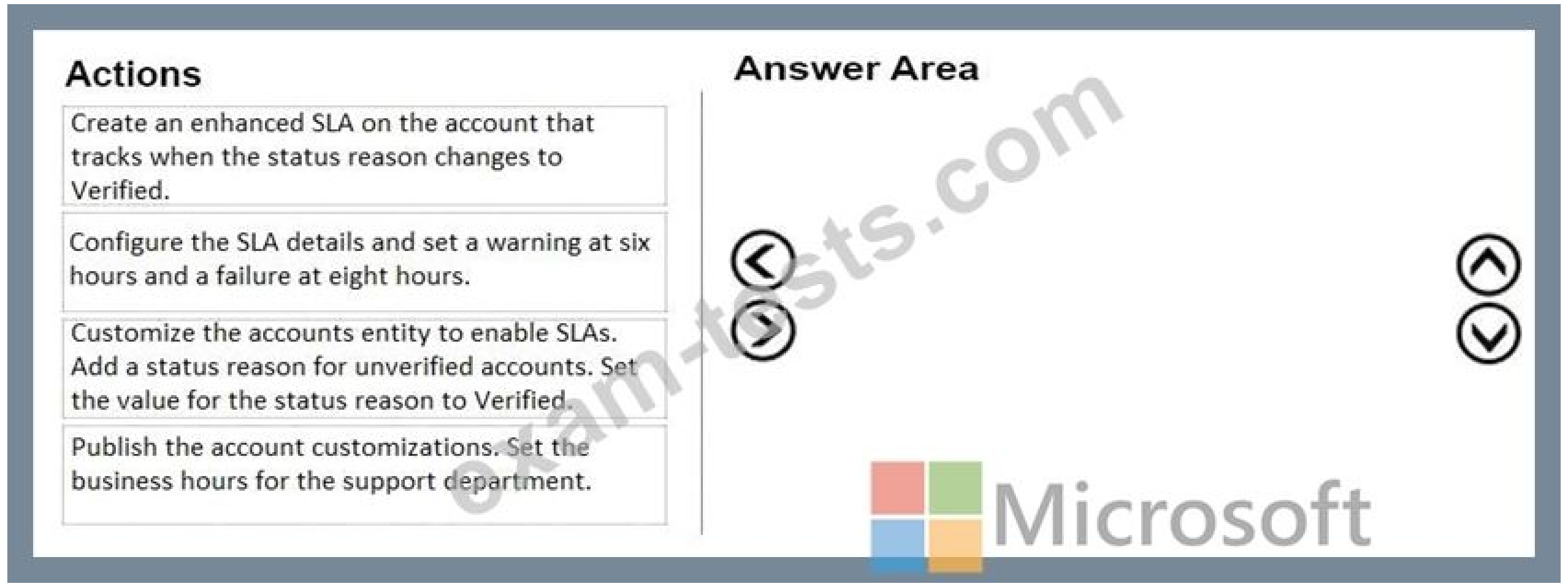
NEW QUESTION: 36

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

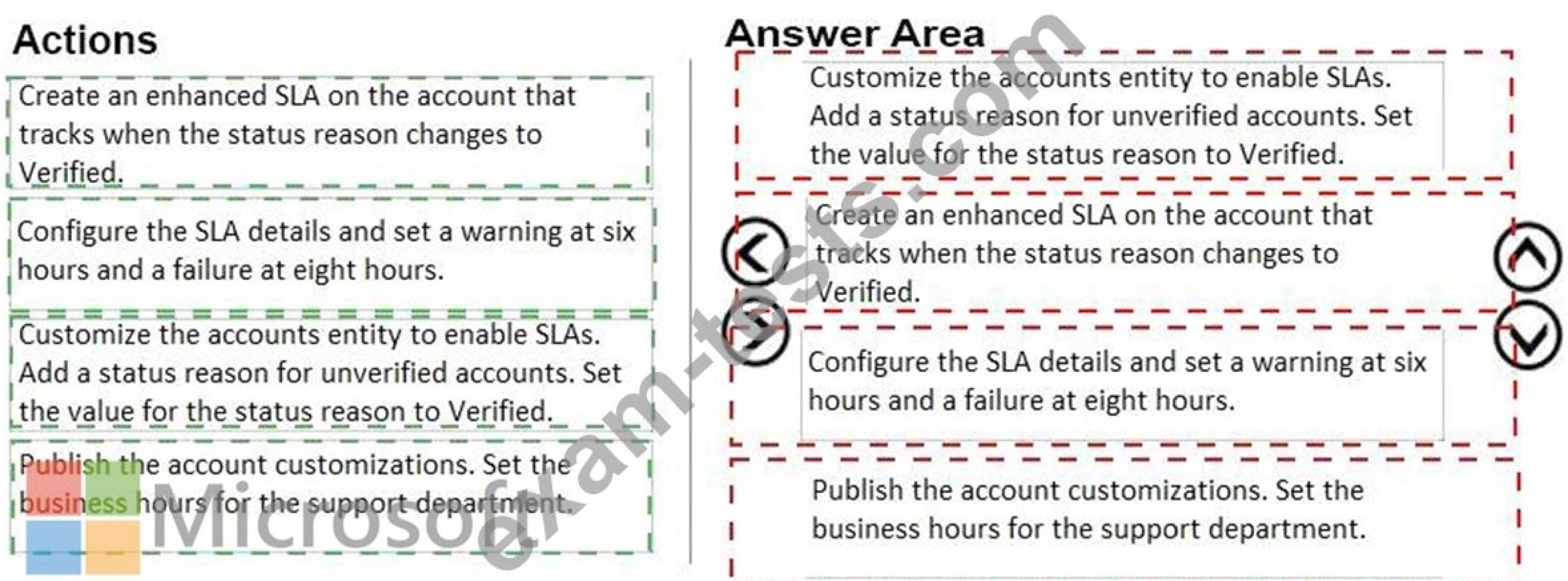
You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.

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

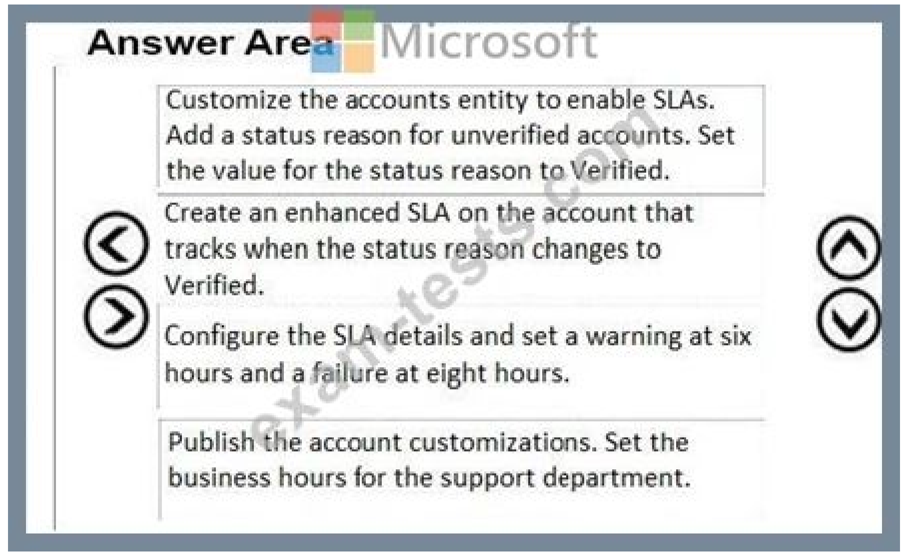
In which order should you perform the actions? To answer, move all actions from the list to the answer area and arrange them in the correct order.



Answer:



Explanation



NEW QUESTION: 37

A company uses Dynamics 365 Customer Sen/ice.

A customer service supervisor must create canvas apps. The environment uses a Microsoft Dataverse database.

The supervisor must be able to create new connections and Microsoft Power Automate flows. The supervisor must not have data access privileges to data in the environment.

You need to assign a role to the supervisor by using the principle of least privilege.

Which security role should you grant to the supervisor?

A. System Customizer

B. Environment Maker

C. Environment Admin

D. System Administrator

Answer: (SHOW ANSWER)

NEW QUESTION: 38

You need to select the feature for each parameter.

Which feature should you use for each parameter? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

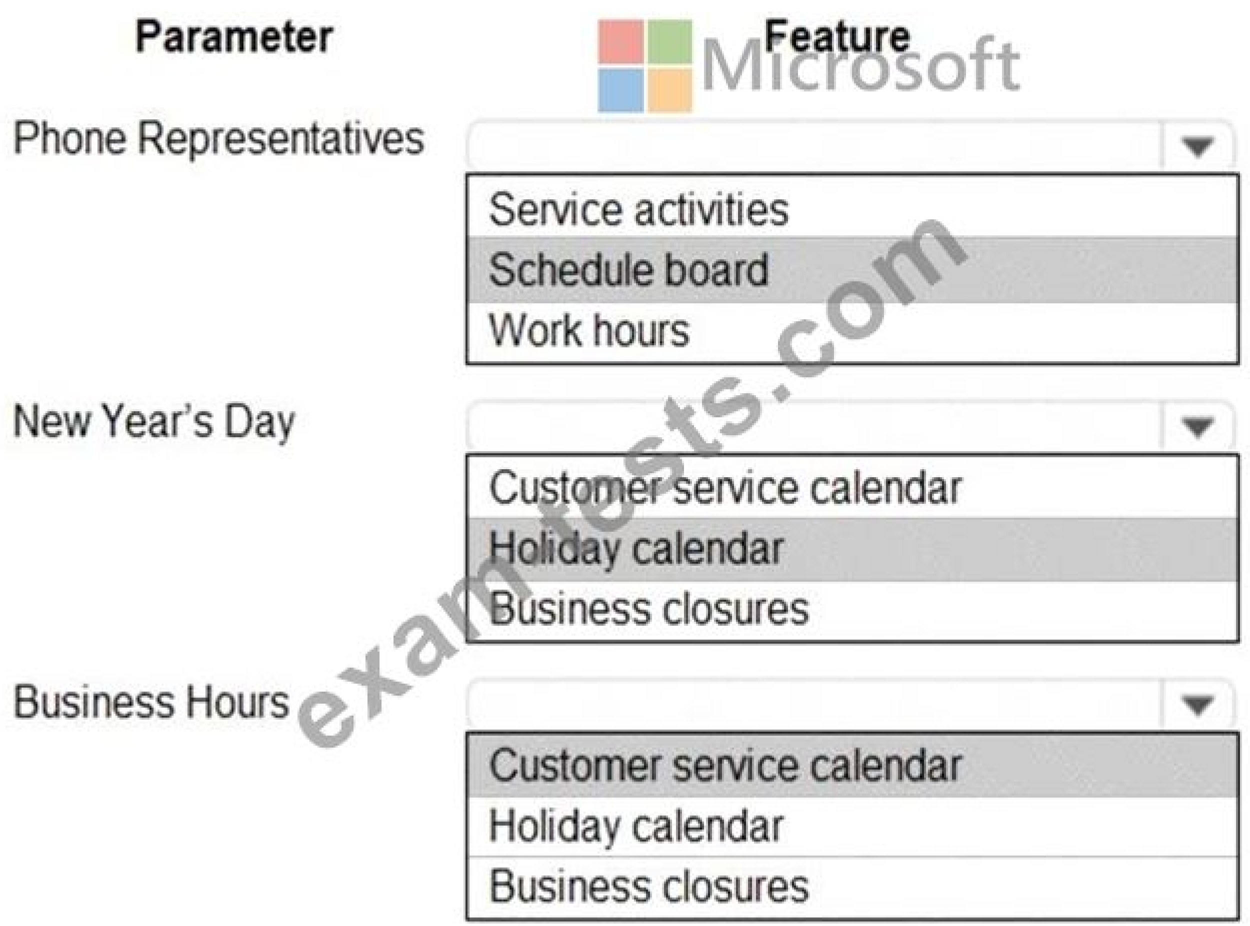
Parameter	Feature
Phone Representatives	Service activities Schedule board Work hours
New Year's Day	Customer service calendar Holiday calendar Business closures
Business Hours	Customer service calendar Holiday calendar Business closures

Answer:

Parameter	Feature
Phone Representatives	Service activities Schedule board Work hours
New Year's Day	Customer service calendar Holiday calendar Business closures
Business Hours	Customer service calendar Holiday calendar Business closures

Explanation

Graphical user interface, text, application Description automatically generated



Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-operating-hours

NEW QUESTION: 39

Drag and Drop Question

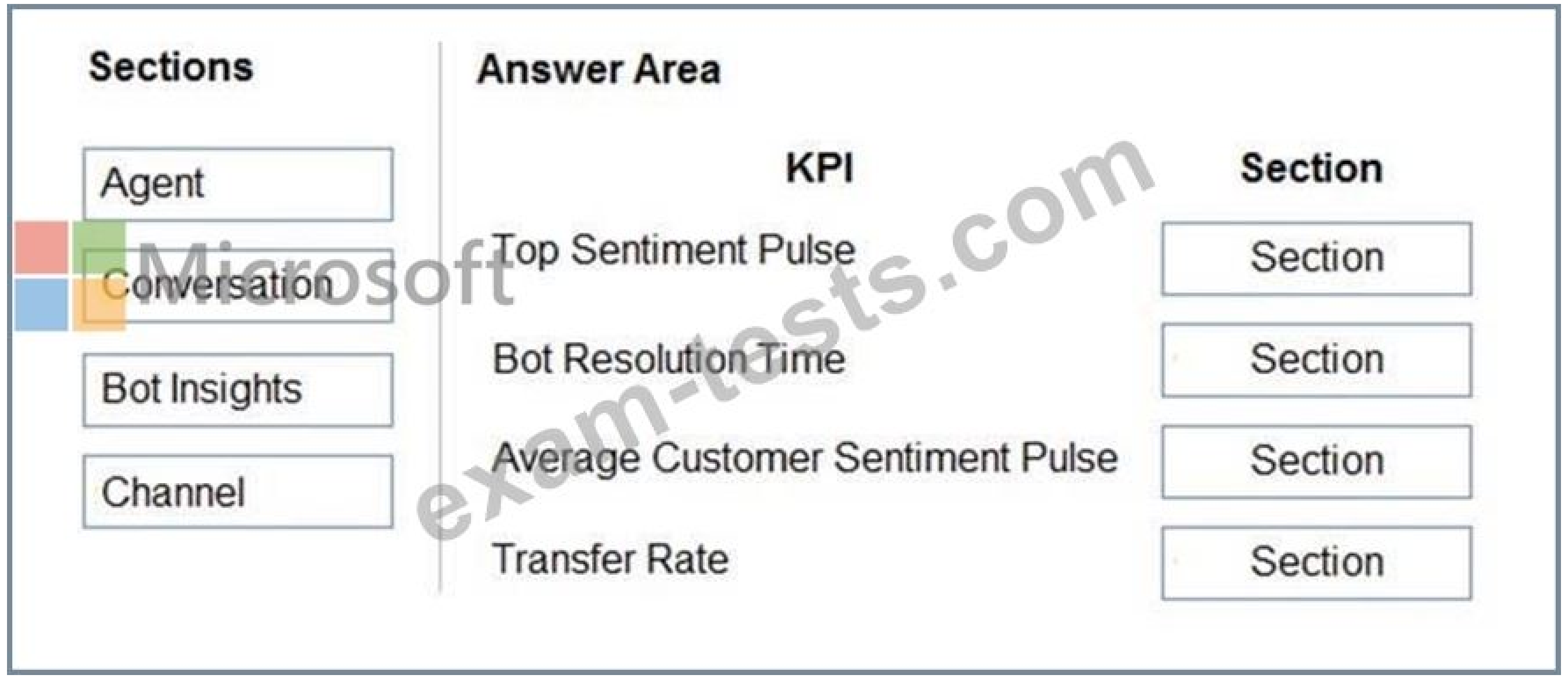
You are an Omnichannel supervisor for a company.

The company wants to deploy an Omnichannel Insights dashboard.

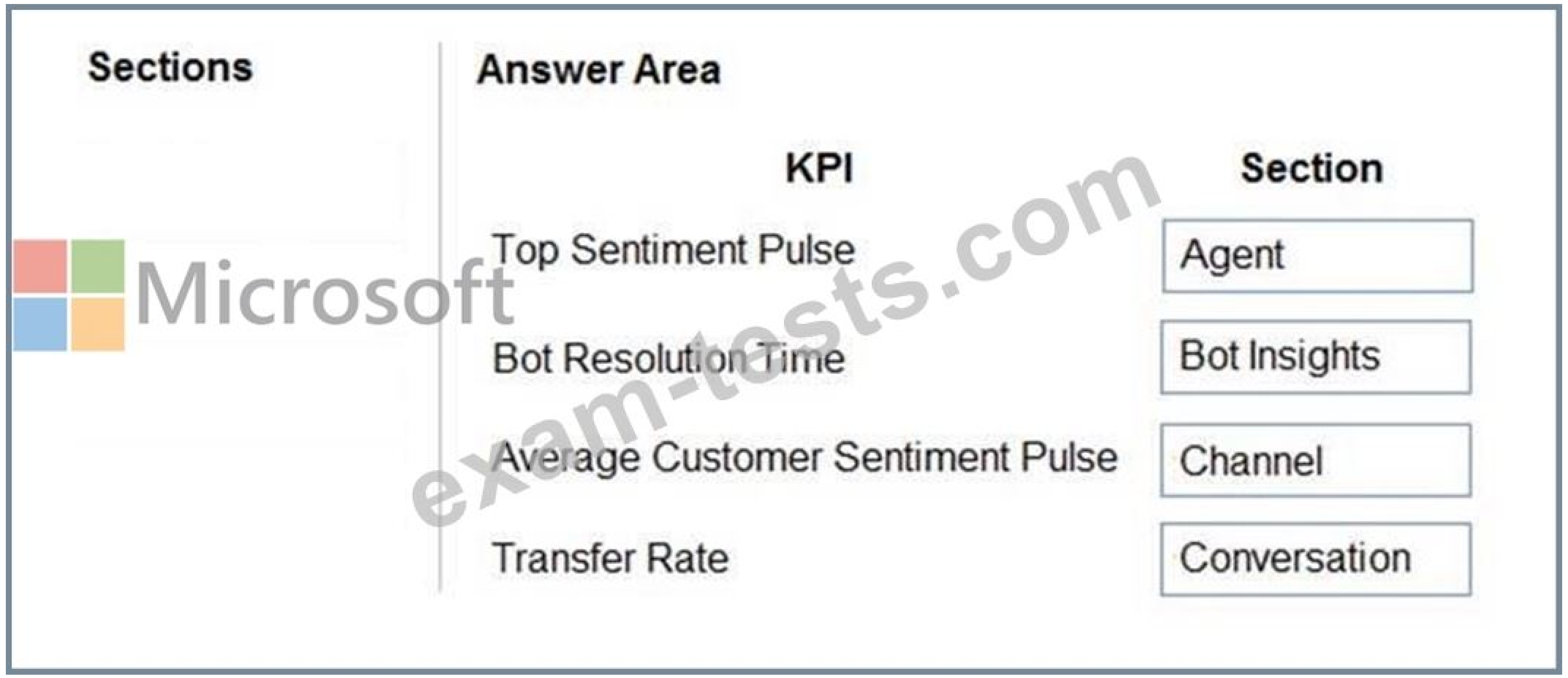
You need to set up and monitor KPIs.

In which section is each KPI located? To answer, drag the appropriate sections to the correct KPIs. Each section may be used once, more than once, of 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.



Answer:



Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-insights-dashboard

NEW QUESTION: 40
A company uses Dynamics 365 Customer Service to provide product support to customers. Only employees are included in the company's Azure Active Directory.

You need to configure the system to meet the following requirements. You must minimize the effort required to complete any required configuration tasks.

* Create a website for external customers to open support tickets and see the status of open issues.
* Ensure that customers are set up to use this website.

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

NOTE: Each correct selection is worth one point.

Requirement	Configuration
Portal creation	Create a portal by using the Customer self-service template Create a portal by using the Community portal template Create and share a model-driven app with your customers Create and share a canvas app with your customers
Customer setup	Ensure that all customers have a contact record Ensure that all customers have an account record Ensure that the appropriate model-driven app is shared with each customer Ensure that the appropriate canvas app is shared with each customer

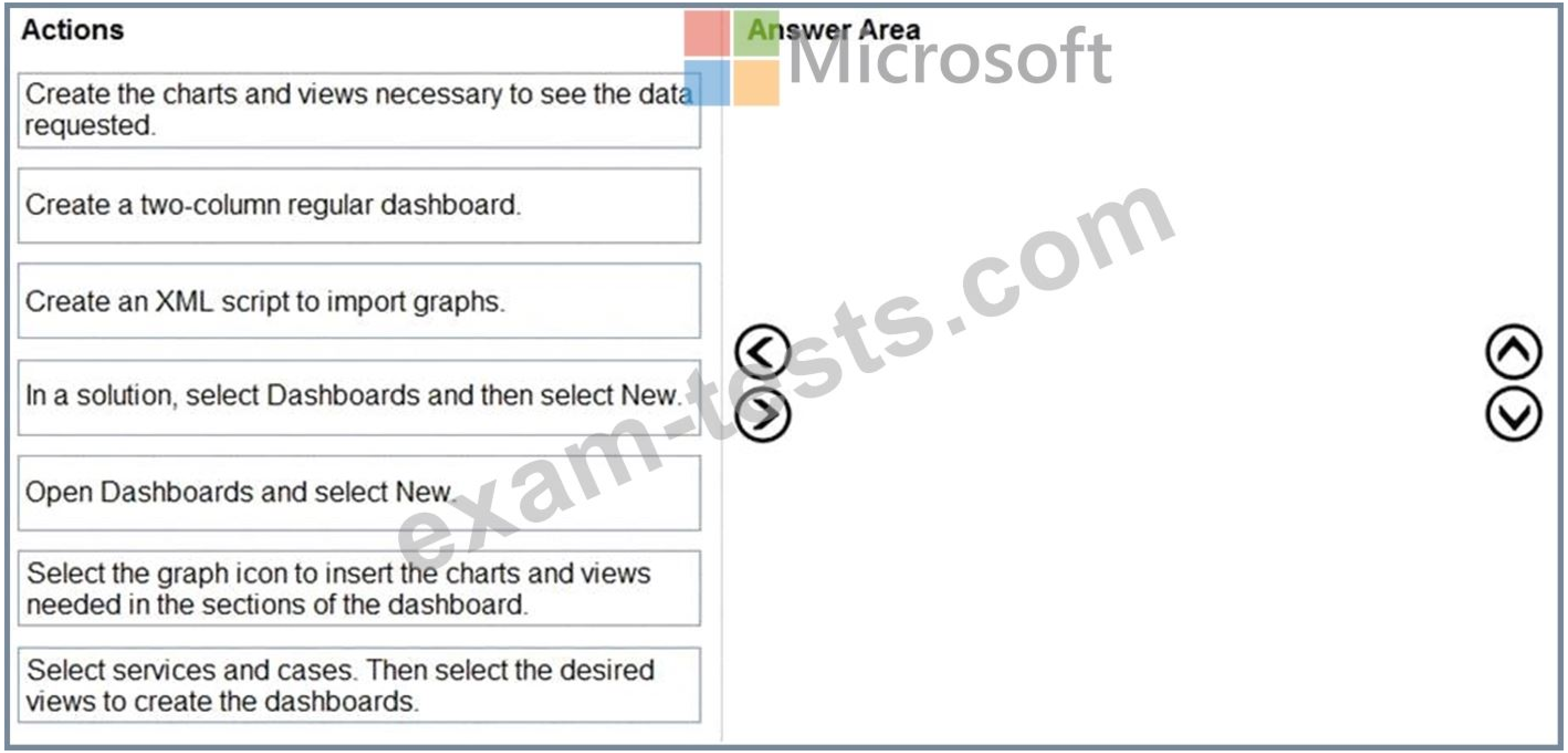
Answer:

Requirement	Configuration
Portal creation	Create a portal by using the Customer self-service template Create a portal by using the Community portal template Create and share a model-driven app with your customers Create and share a canvas app with your customers
Customer setup	Ensure that all customers have a contact record Ensure that all customers have an account record Ensure that the appropriate model-driven app is shared with each customer Ensure that the appropriate canvas app is shared with each customer

Explanation:
Box 1: Create a portal by using the Customer self-service template
Create a website for external customers to open support tickets and see the status of open issues.
The Customer portal is a Power Apps portals template that lets companies create an externally facing business-to-business (B2B) website for scenarios that are related to sales order processing.
Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback.
Its powerful self-service functionality guides customers to the answers they seek without human intervention or by connecting them to your most qualified agent for the task if the issue can't be resolved client-side autonomously.
Box 2: Ensure that all customers have an account record.
Ensure that customers are set up to use this website.
Note: Using the standard functionality, if I login to the Customer Service Portal I can create a new case linked either to myself as a Contact or to my related company as an Account (assuming that the Account is specificed on my contact record in Dynamics 365 CE).
Reference:
https://docs.microsoft.com/en-us/power-apps/maker/portals/portal-templates
https://docs.microsoft.com/en-us/dynamics365/supply-chain/sales-marketing/customer-portal-overview
https://readyxrm.blog/2019/07/04/dynamics-365-customer-self-service-powerapps-portals-creating-a-case-on-be

NEW QUESTION: 41

You need to build a personal dashboard that displays the following charts and views:
Charts:
Number of cases by owner and priority
Products with most cases opened
Views:
Display the number of cases opened in a seven-day period
Display the number of escalated cases
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.



Answer:

Actions

- Create the charts and views necessary to see the data requested.
- Create a two-column regular dashboard.
- Create an XML script to import graphs.
- In a solution, select Dashboards and then select New.
- Open Dashboards and select New.
- Select the graph icon to insert the charts and views needed in the sections of the dashboard.
- Select services and cases. Then select the desired views to create the dashboards.

Answer Area

1. Create the charts and views necessary to see the data requested.
2. Open Dashboards and select New.
3. Create a two-column regular dashboard.
4. Select the graph icon to insert the charts and views needed in the sections of the dashboard.

Explanation

A picture containing application Description automatically generated

Create the charts and views necessary to see the data requested.

Open Dashboards and select New.

Create a two-column regular dashboard.

Select the graph icon to insert the charts and views needed in the sections of the dashboard.

Reference:
https://docs.microsoft.com/en-us/powerapps/user/track-your-progress-with-dashboard-and-charts

NEW QUESTION: 42

A company is implementing Omnichannel for Customer Service.

You must set up the system to minimize human error and automate actions. The requirements to set up the system are as follows:

* Representatives must create a new support record when a customer contacts them through chat.
* Knowledge base articles must open in a separate tab when representatives research answers.
* When a knowledge base article resolves a customer issue, representatives must send the article to the customer via chat.

You need to set up the macros.

Which macro type should you use? To answer, drag the appropriate macro types to the correct requirements.

Each macro 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.

Macro types

- Flow connector
- Session connector
- Omnichannel connector
- Productivity automation

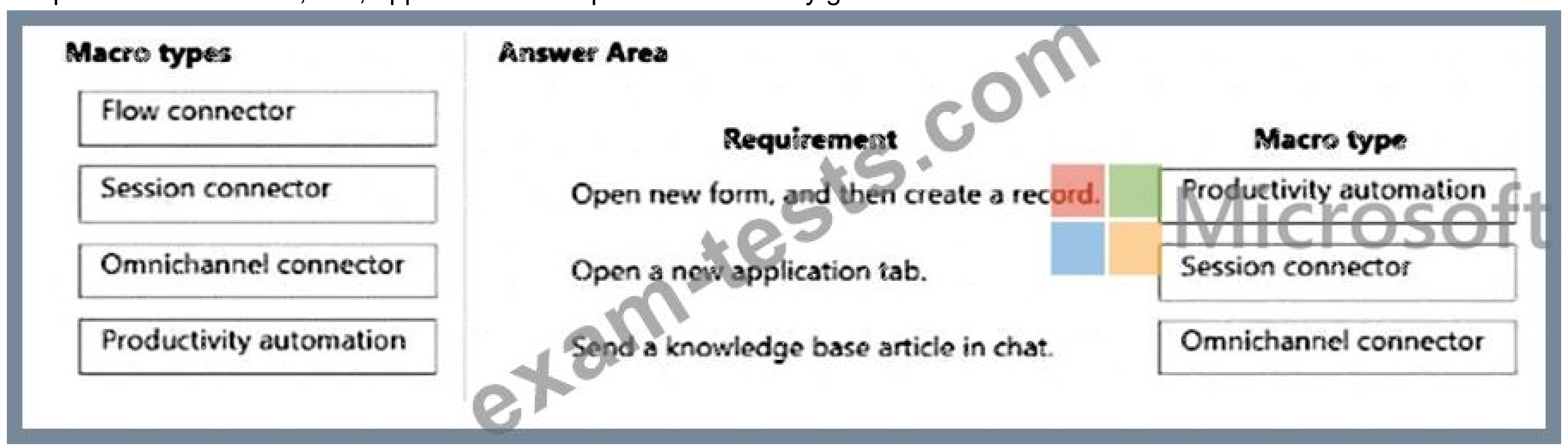
Answer Area

Requirement	Macro type
Open new form, and then create a record.	
Open a new application tab.	
Send a knowledge base article in chat.	

Answer:

Explanation

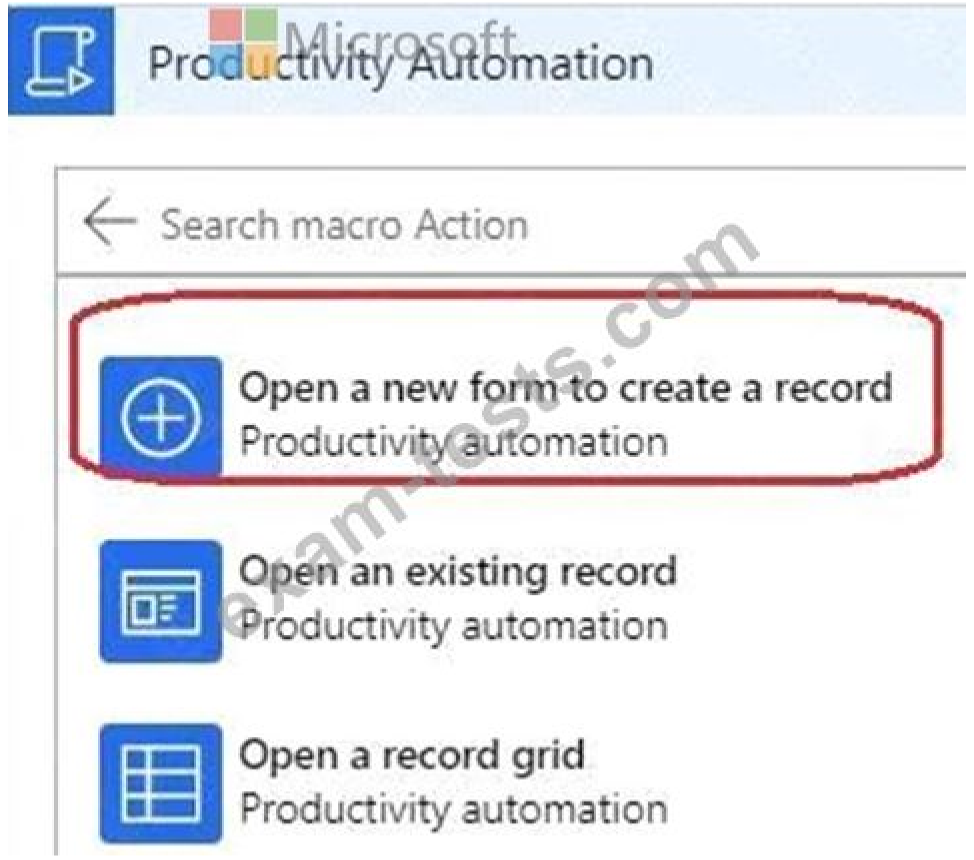
Graphical user interface, text, application Description automatically generated



Box 1: Productivity automation

Productivity automation

As an administrator, you can use the actions any number of times across different macros to automate and perform model-driven app operations.

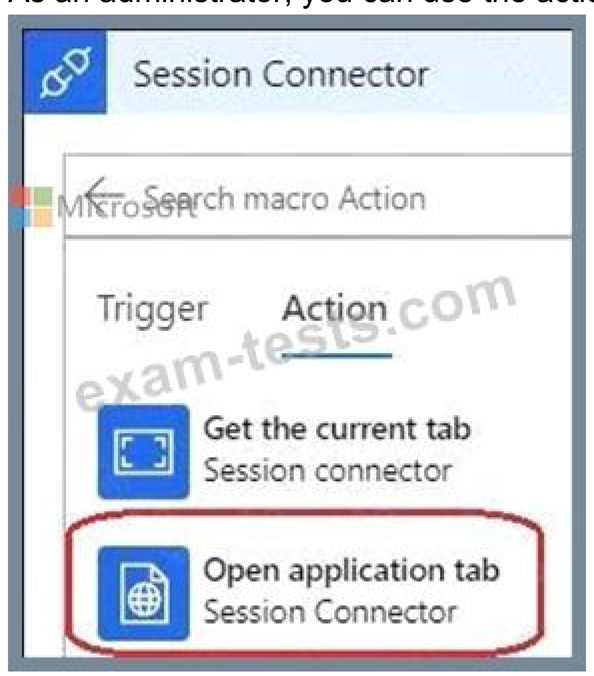


The following screenshot shows the actions that are explained in the subsequent sections.

Box 2: Session connector

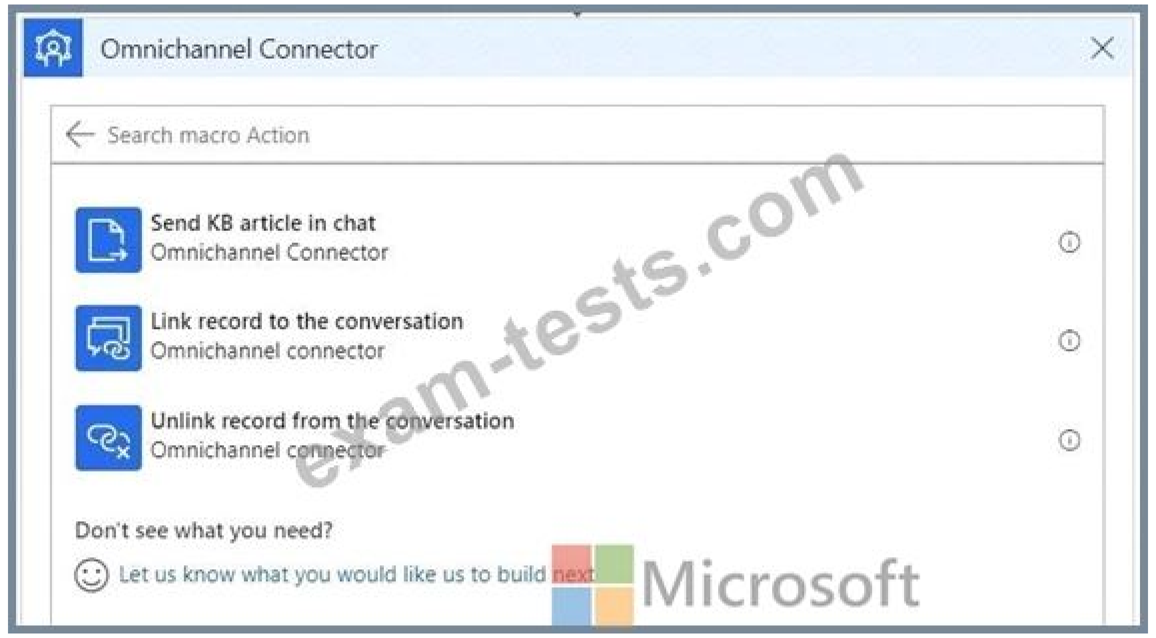
Session connector

As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to a session in Customer Service workspace.



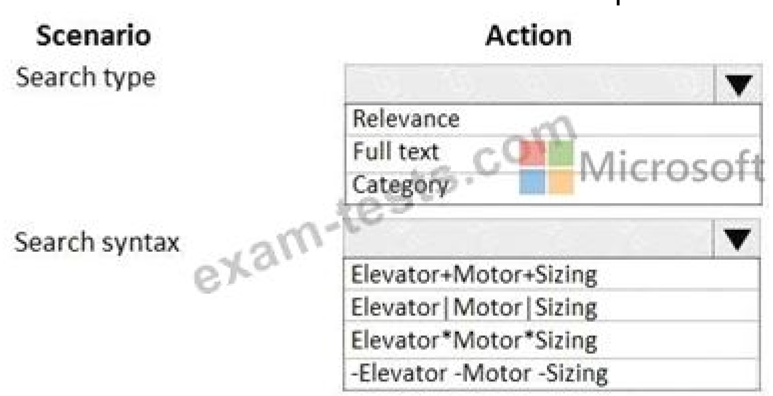
Graphical user interface, application Description automatically generated Box 3: Omnichannel connector Omnichannel connector As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to Omnichannel for Customer Service.

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



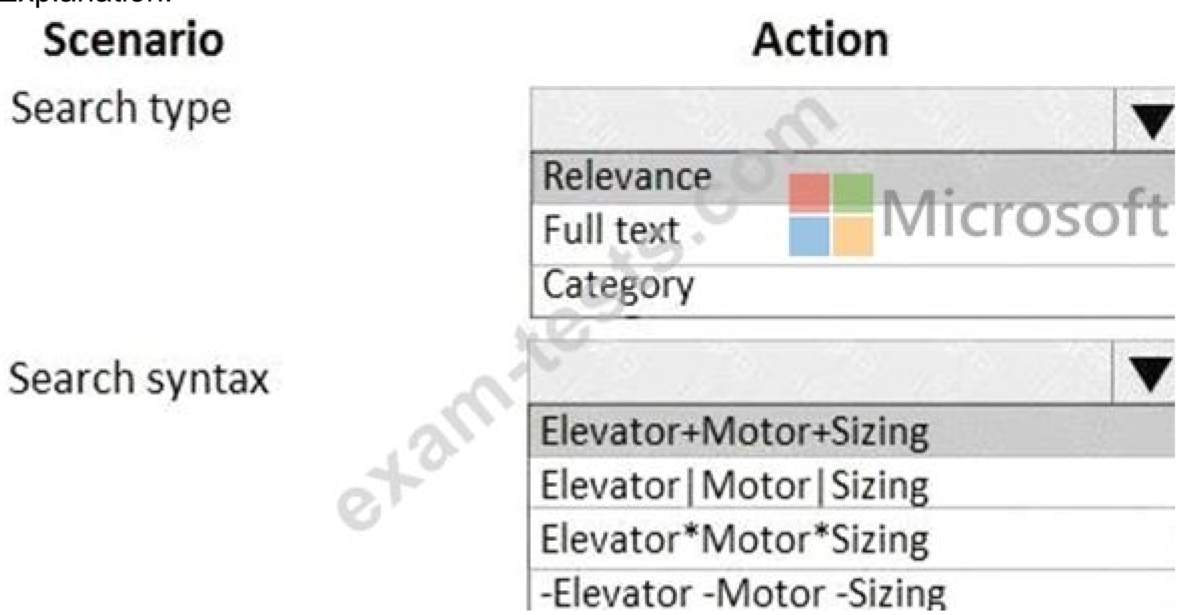
Reference:
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros

NEW QUESTION: 43
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:

Explanation:



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

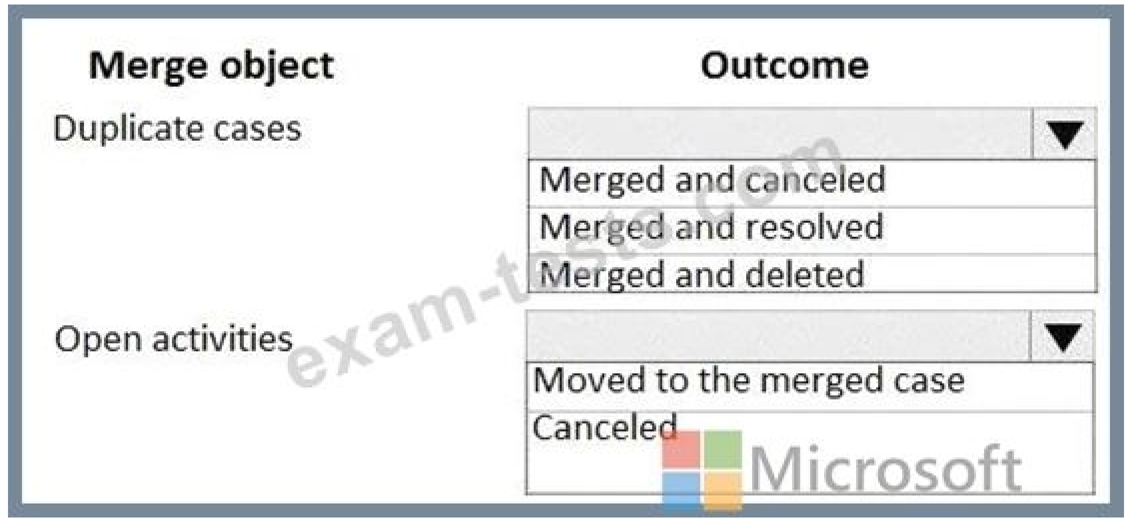
NEW QUESTION: 44

You use Dynamics 365 for Customer Service.

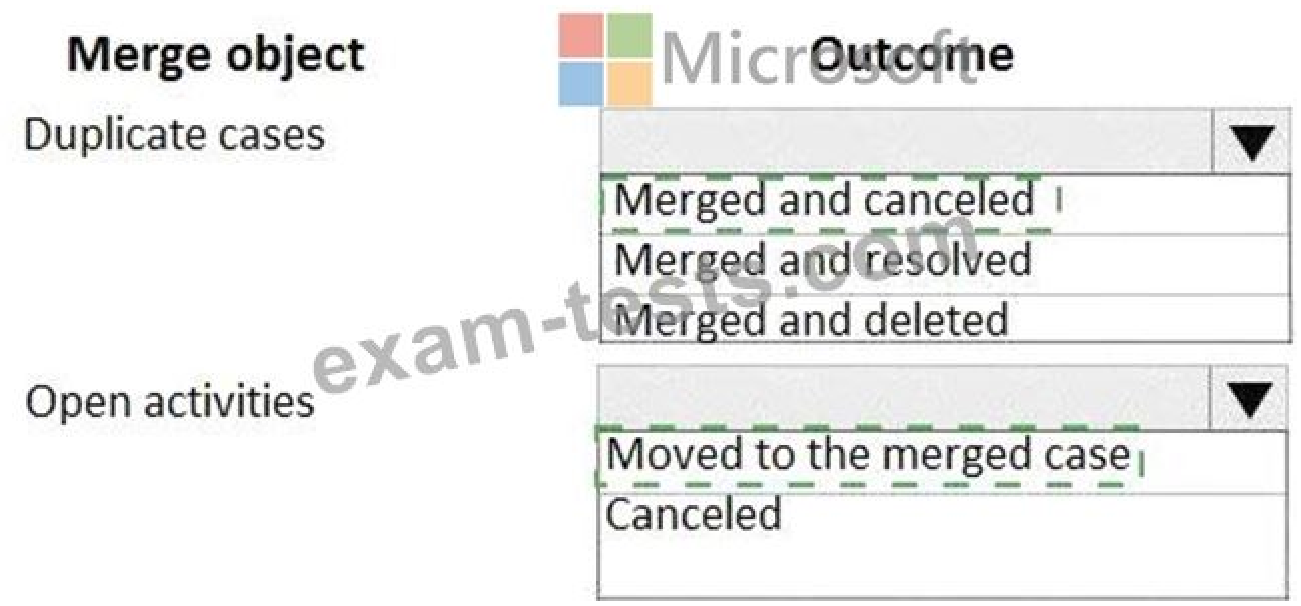
You need to merge cases.

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

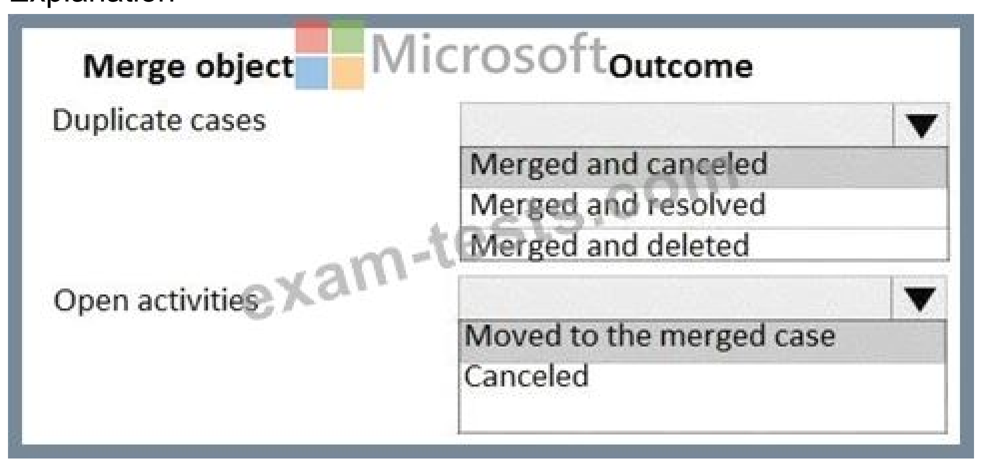
NOTE: Each correct selection is worth one point.



Answer:



Explanation



NEW QUESTION: 45

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.	The routing rule is deleted The routing rule does not change The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	Create a column in a spreadsheet named RouteCase and add the value No for all records Create a column in a spreadsheet named RouteCase and add the value No routing for all records Save the spreadsheet as a delimited file for import Manually add each record

Answer:

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	Create a column in a spreadsheet named RouteCase and add the value No for all records

NEW QUESTION: 46

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

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

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

NOTE: Each correct selection is worth one point.

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

Answer:

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

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

NEW QUESTION: 47

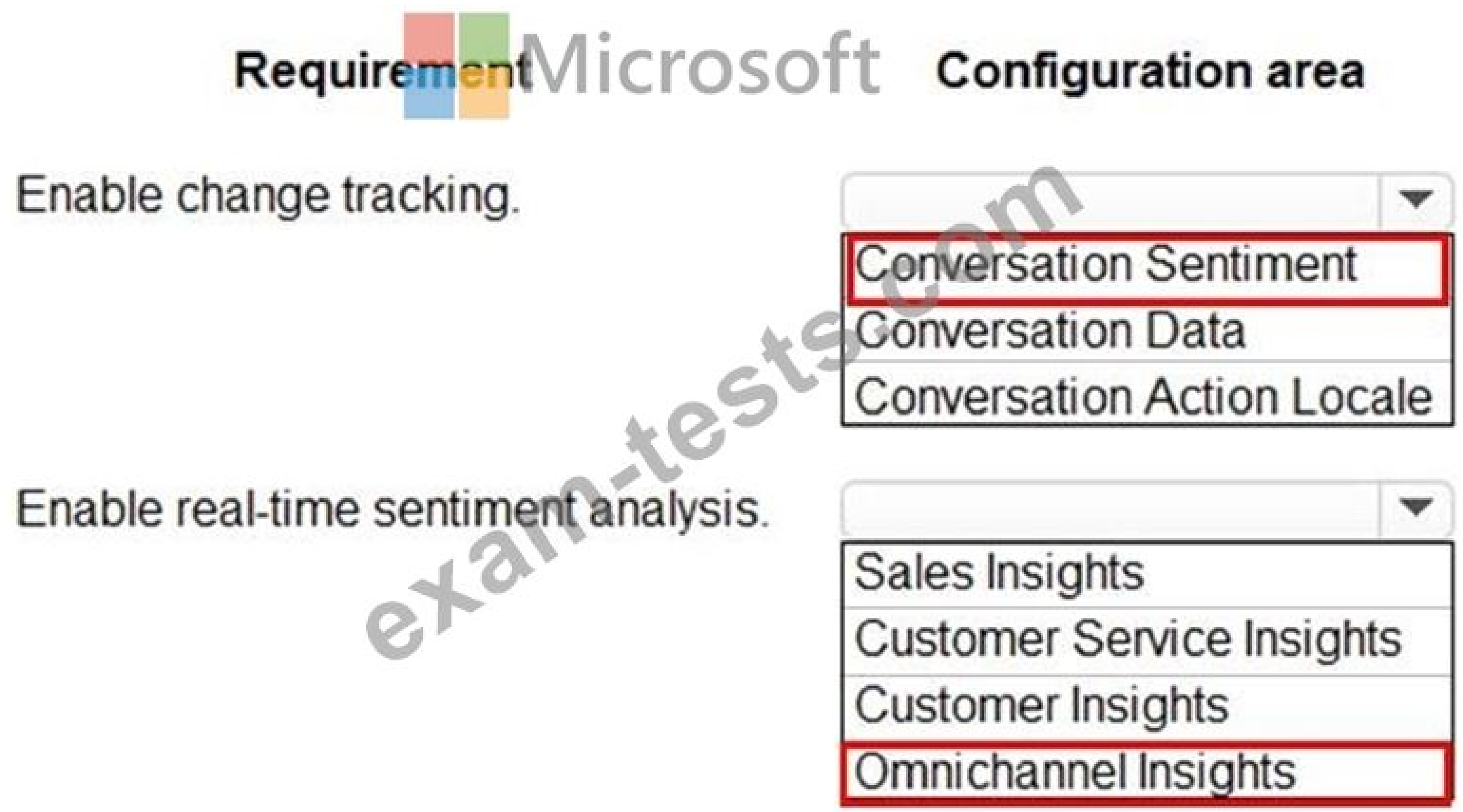
You are an Omnichannel supervisor for an inbound call center.

The call center's customer service rating has decreased over the past few months.

You need to enable analysis to view real-time customer sentiment.

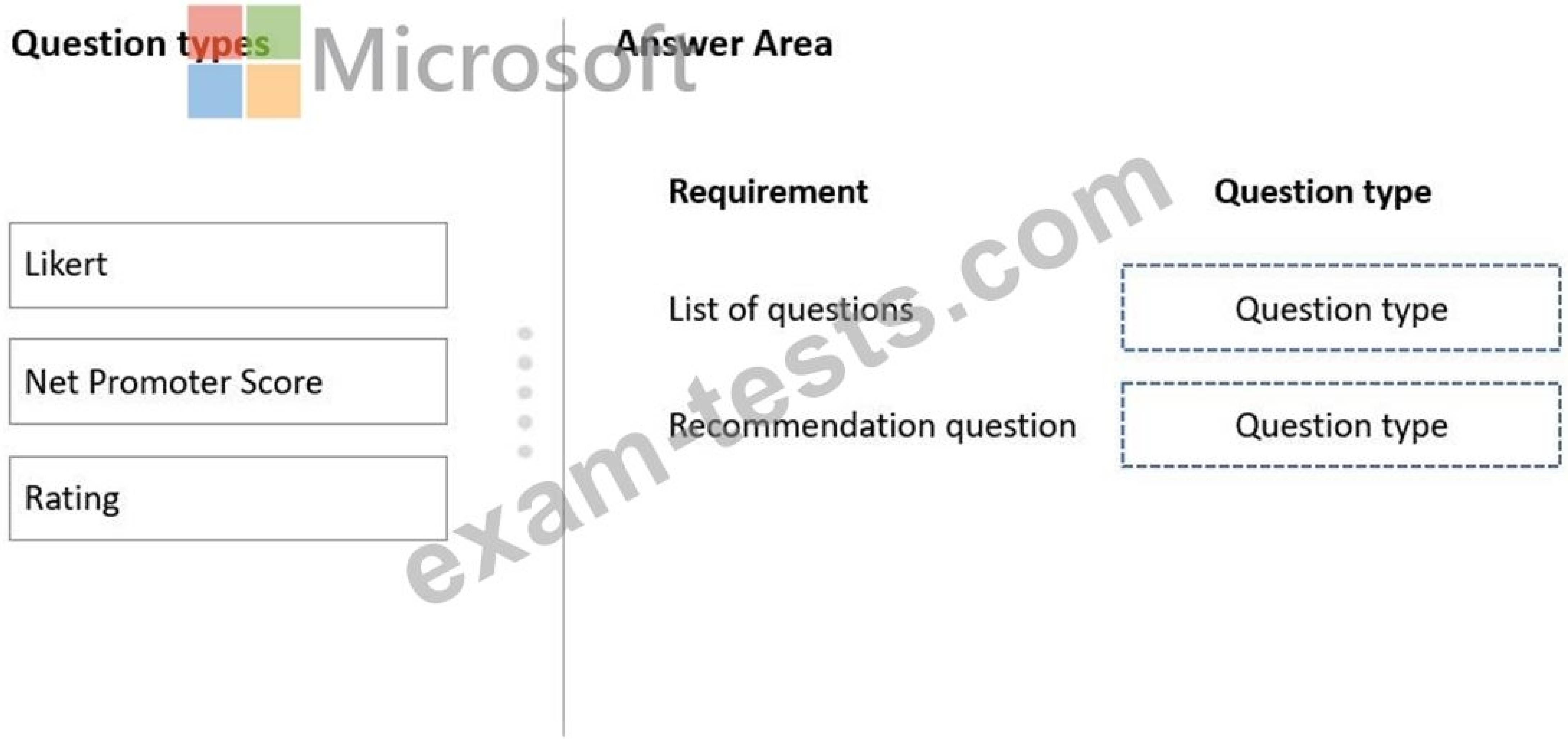
In which configuration area should you enable each requirement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

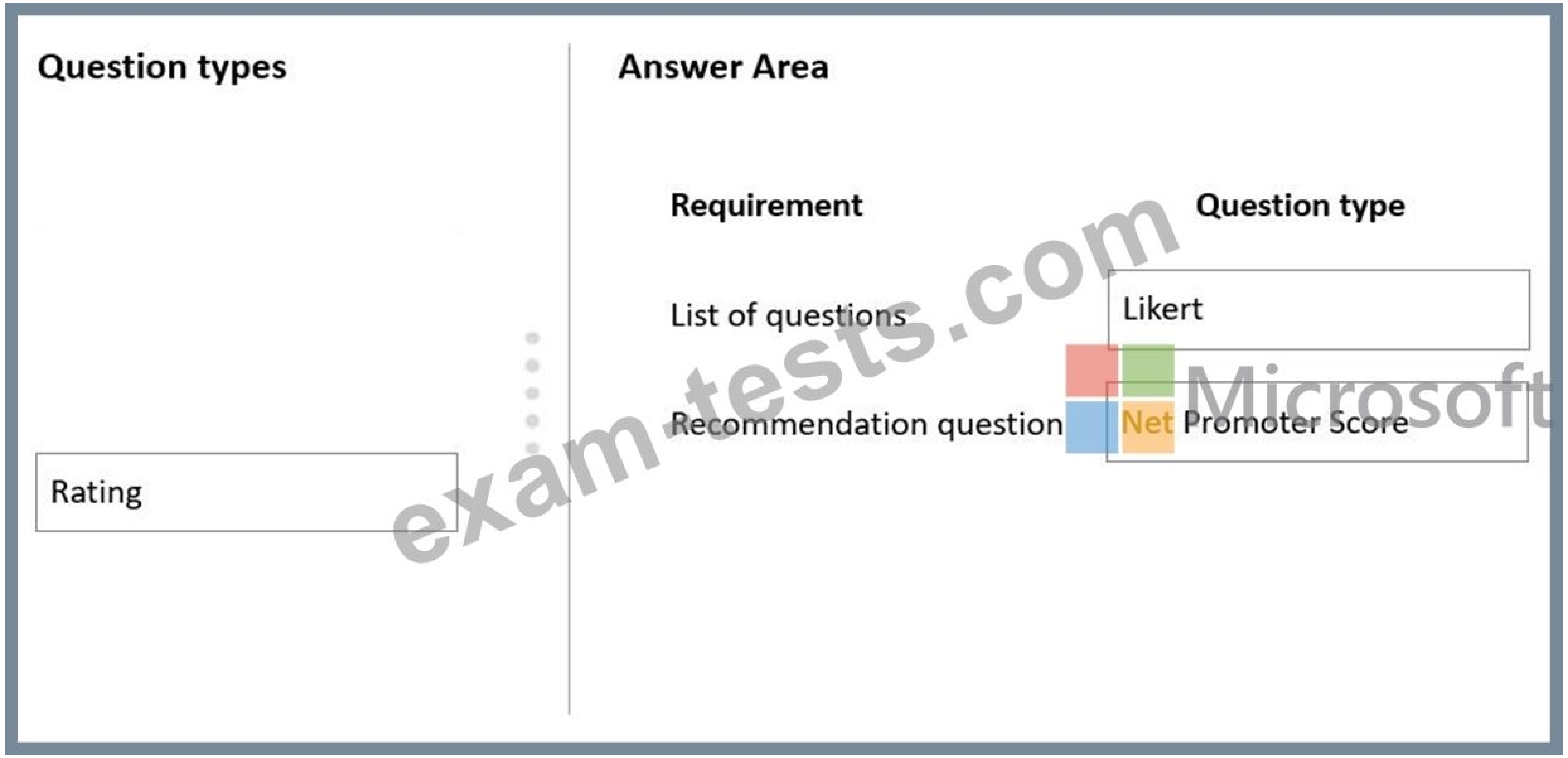


NEW QUESTION: 48
Drag and Drop Question
Your company uses Dynamics 365 Customer Service.

The company wants to send a customer survey to each customer when a case is closed. The survey must include the following:
- An area with a list of questions that rate the answers as poor,
average, or great.
- A question that rates whether the customer would recommend your
company to others.
The company wants to exclude symbols from any of the question types.
You need to configure the question types.
Which question type should you use? To answer, drag the appropriate question type to the correct requirement. Each question 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.



Answer:



NEW QUESTION: 49

A company uses Omnichannel for Customer Service.

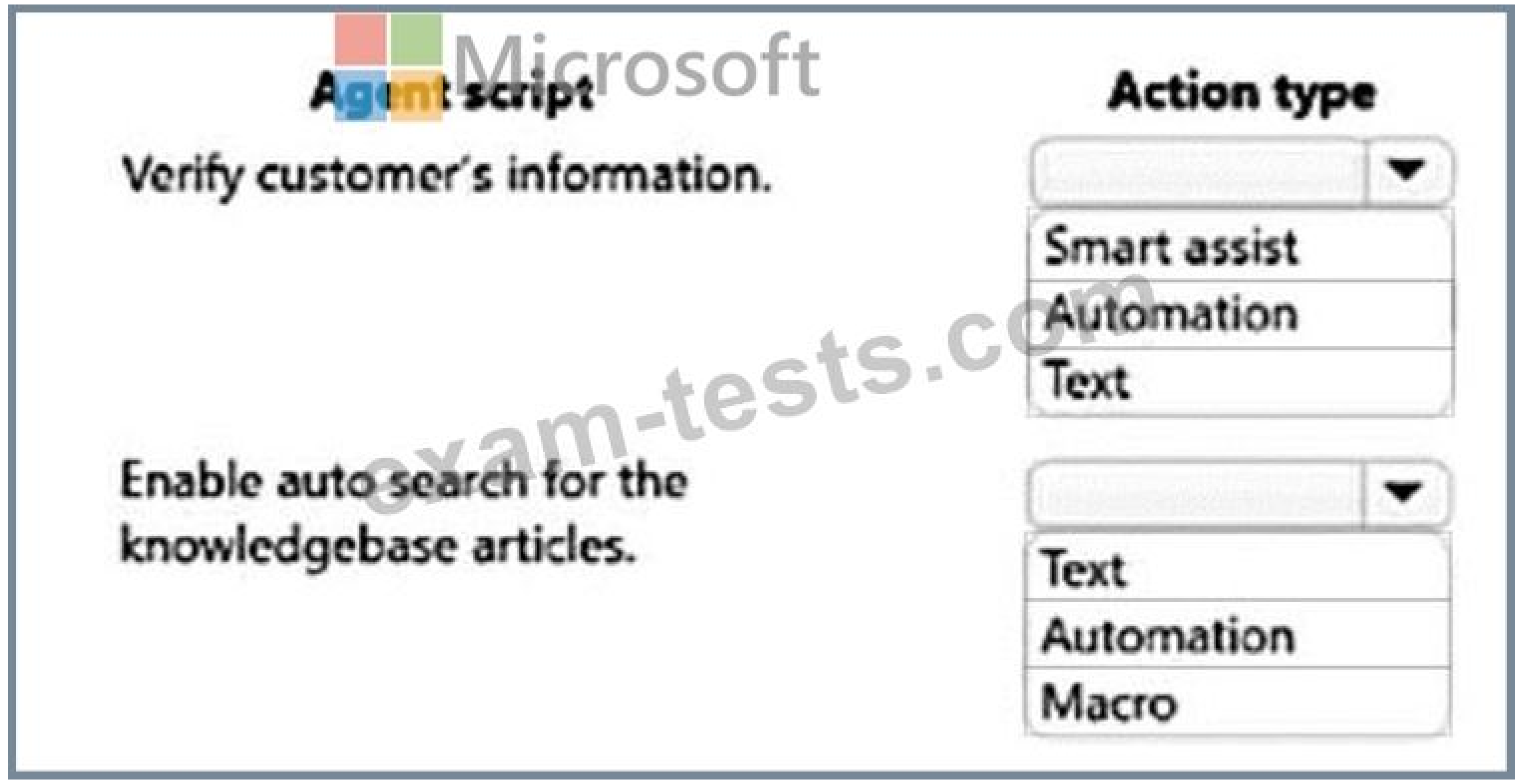
The company has the following requirements for their agents' conversations with customers:

Agents must verify a customer's information when a chat starts.

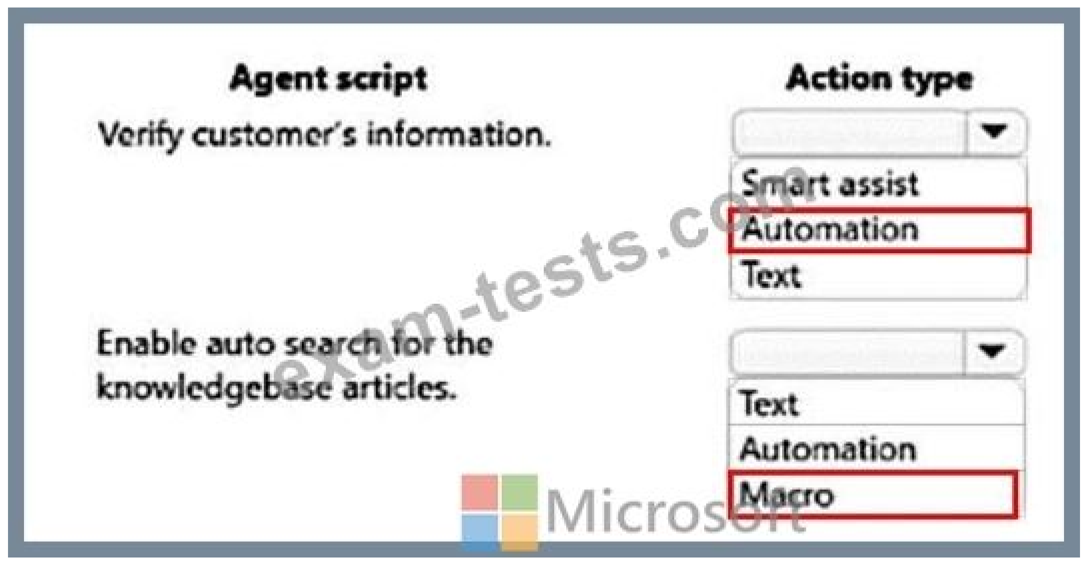
Auto search must be enabled for knowledgebase articles based on case title.

You need to enable agent scripts.

Which action types should you use? To answer, select the appropriate options in the answer are a.



Answer:



Reference:
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/automation-dictionary-keys
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/smart-assist

NEW QUESTION: 50
You need to implement service-level agreements.
Which type of agreements should you implement?
A. Contact
B. Standard
C. Enhanced
D. On-demand

Answer: C (LEAVE A REPLY)

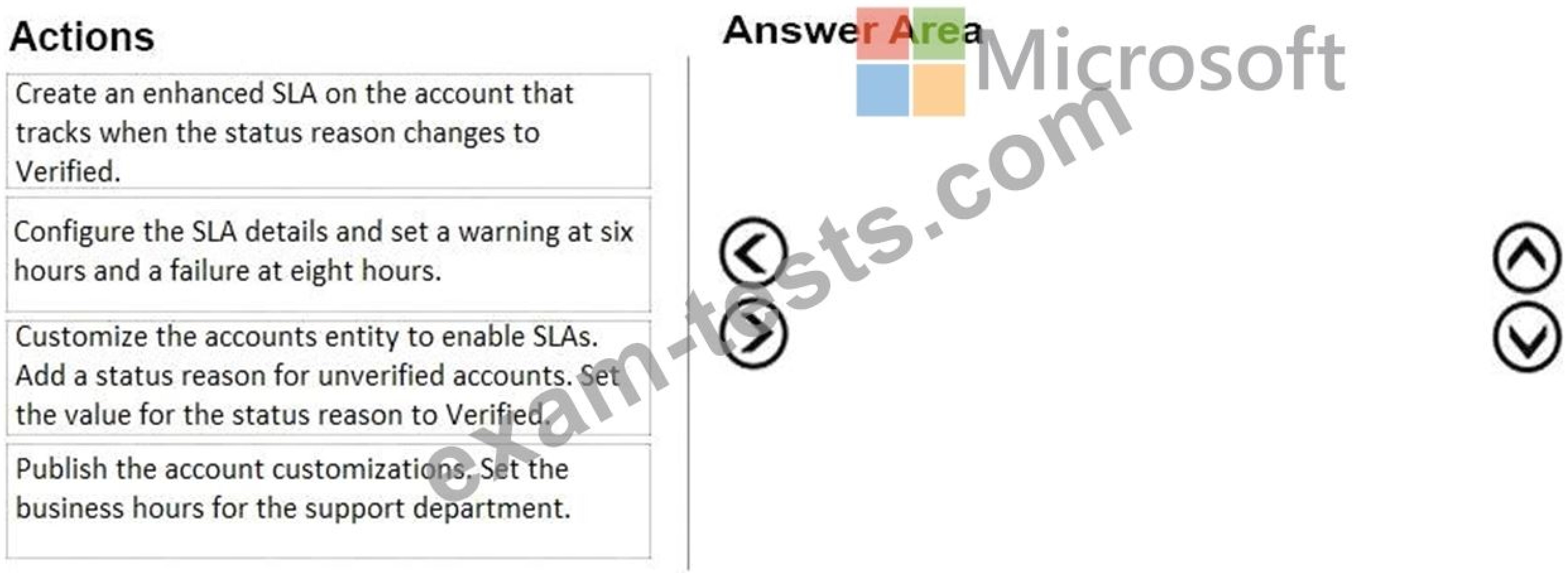
NEW QUESTION: 51

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

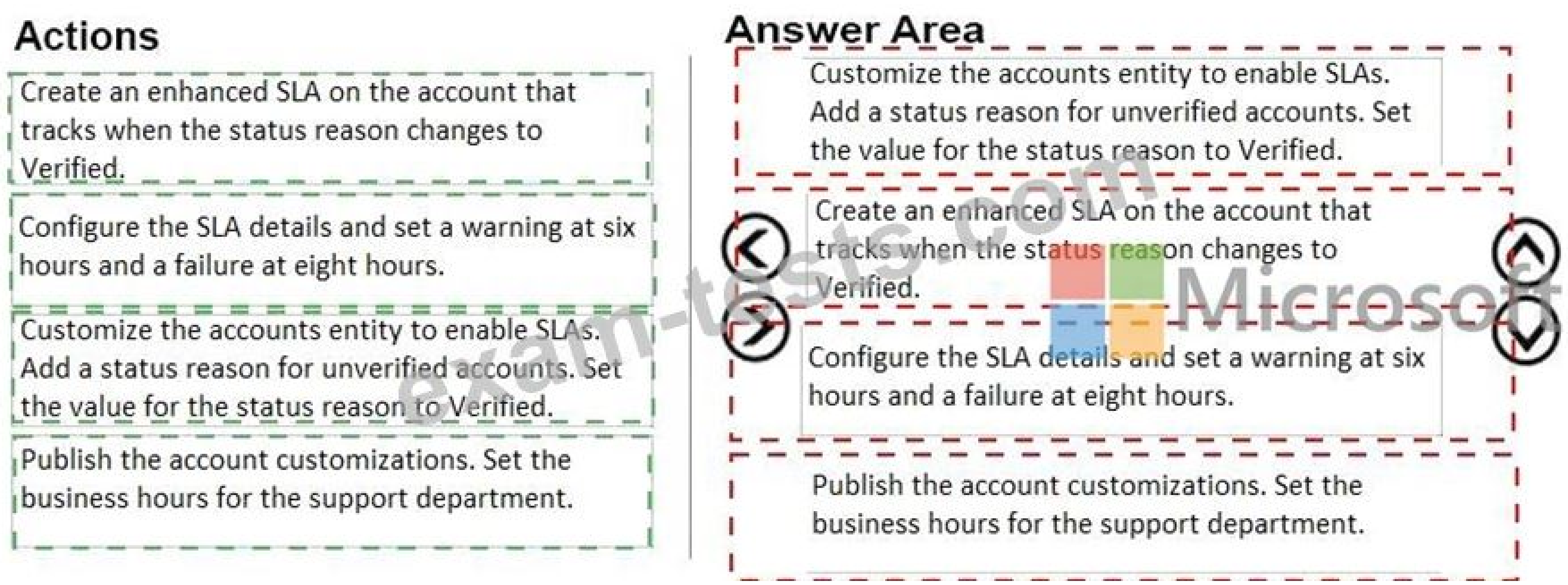
You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.

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.



Answer:



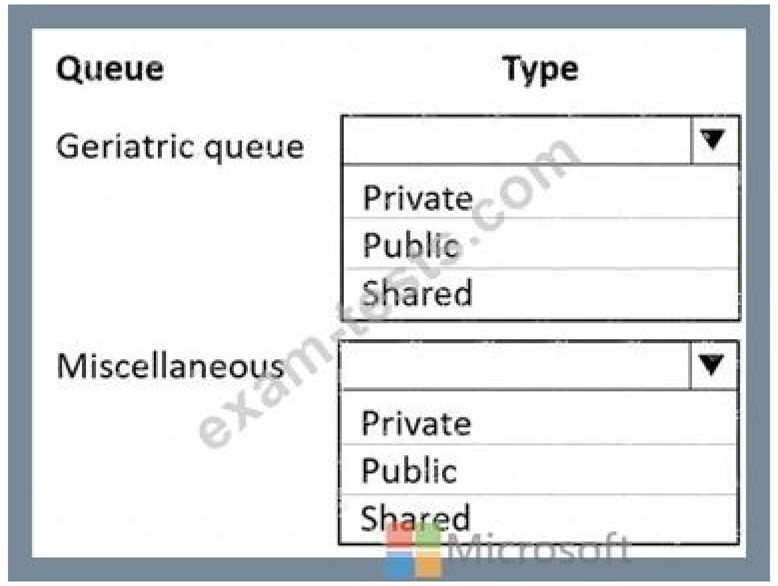
Explanation

NEW QUESTION: 52

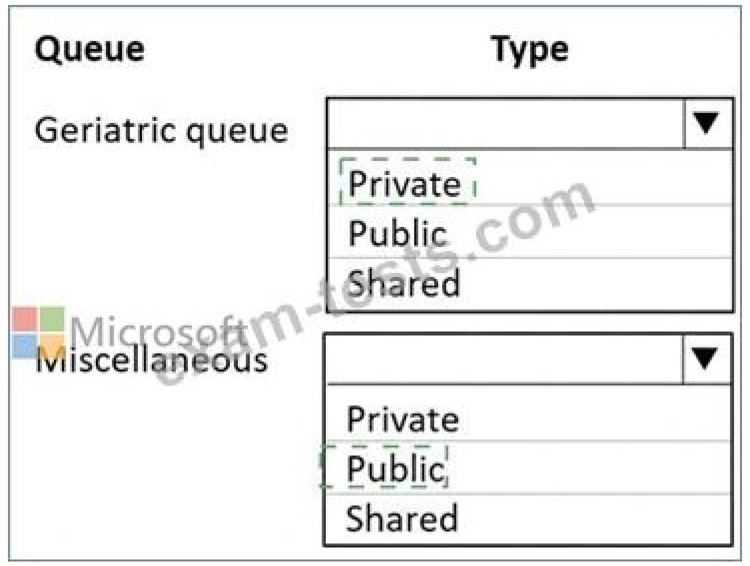
You need to determine the type of queues to create.

How should access to the queues be configured? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



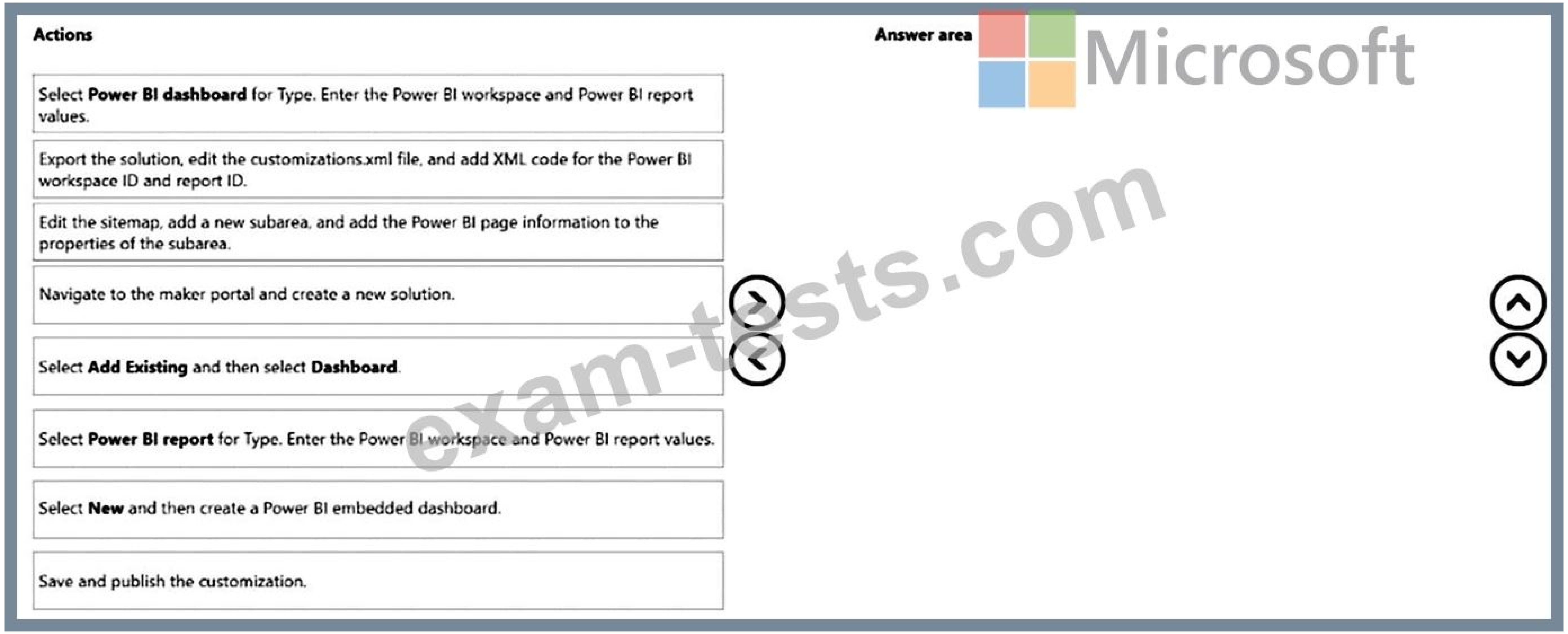
Answer:



Explanation:
Box 1: Private
Miscellaneous queues must be visible to everyone
The other queues must be visible only to the appropriate department.
In Customer Service, you can create two types of queues:
Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.
Public queues: Create to let everyone in the organization view the queue and all of its items.
Box 2: Public
Miscellaneous queues must be visible to everyone.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

NEW QUESTION: 53
A company creates a single-page Power BI visualization to show how a Power Virtual Agents chatbot is performing.
Users must be able to navigate to the charts from anywhere within the Customer Service workspace.
You need to add the Power BI information to the Customer Service workspace app.

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.



Answer:

Actions

- Select **Power BI dashboard** for Type. Enter the Power BI workspace and Power BI report values.
- Export the solution, edit the customizations.xml file, and add XML code for the Power BI workspace ID and report ID.
- Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea.
- Navigate to the maker portal and create a new solution.
- Select **Add Existing** and then select **Dashboard**.
- Select **Power BI report** for Type. Enter the Power BI workspace and Power BI report values.
- Select **New** and then create a Power BI embedded dashboard.
- Save and publish the customization.

Answer area

- Navigate to the maker portal and create a new solution.
- Select **Add Existing** and then select **Dashboard**.
- Select **Power BI dashboard** for Type. Enter the Power BI workspace and Power BI report values.
- Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea.
- Save and publish the customization.

Explanation

Table Description automatically generated

Step 1: Navigate to the maker portal and create a new solution.

Step 2: Select Add Existing and then select Dasbhoard.

Step 3: Select Power BI Report for type. Enter the Power BI workspace and Power BI report values.

Note: Get the embedding parameter values

To embed your content, you need to obtain certain parameter values. The table below shows the required values, and indicates if they're applicable to the service principal authentication method, the master user authentication method, or both.

Before you embed your content, make sure you have all the values listed below. Some of the values will differ, depending on the authentication method you're using.

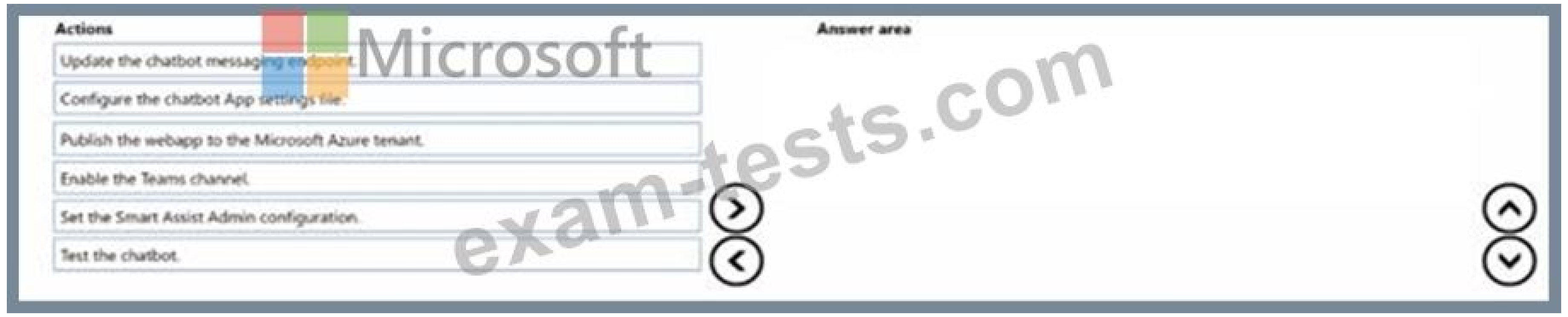
Table Description automatically generated

Parameter	Service principal	Master user
Client ID	✓	✓
Workspace ID	✓	✓
Report ID	✓	✓
Client secret	✓	✗
Tenant ID	✓	✗
Power BI username	✗	✓
Power BI password	✗	✓

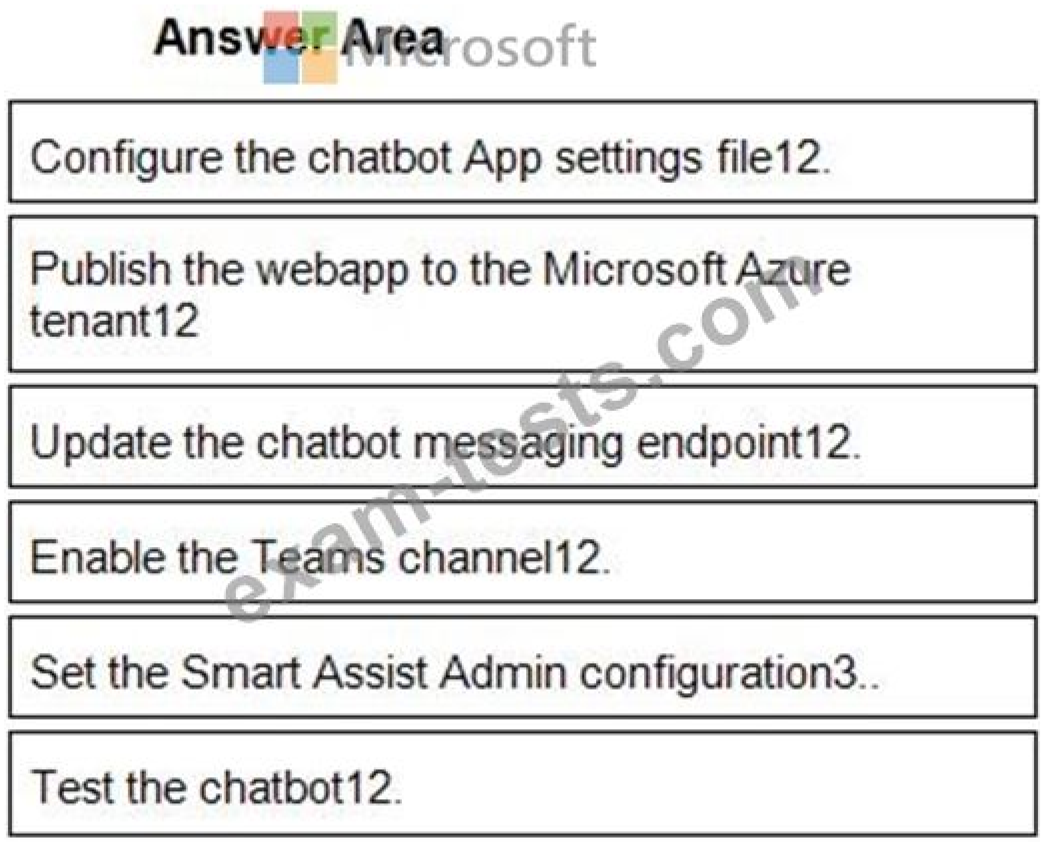
Step 4: Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea Edit the default site map Your environment comes with a default site map. This site map is supported for both custom business apps and Dynamics 365 for Outlook.
In the Dynamics 365 - custom app, go to Settings > Customizations.
Select Customize the System.
In the solution window, under Components, select Client Extensions.
Double-click to select the site map that has the display name Site Map and is in a Managed state. You can also select the site map, and then on the toolbar, select Edit.
The site map opens in the site map designer.
Add an area to the site map.
Add a group to the site map.
Add a subarea to a group in the site map.
Select Save.
Select Publish.
Step 5: Save and publish the customization
Reference:
https://docs.microsoft.com/en-us/power-bi/developer/embedded/embed-sample-for-customers

NEW QUESTION: 54
A company uses Dynamics 365 Customer Service and Microsoft Teams.

A project requires the creation of an automated tool to provide recommendations when addressing specific client needs. The tool must be interactive and allow agents to best serve their client base. All communications will be run through Teams chat You need to configure the smart assist chatbot In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



1 - Configure the chatbot App settings file12.
2 - Publish the webapp to the Microsoft Azure tenant12
3 - Update the chatbot messaging endpoint12.
4 - Enable the Teams channel12.
5 - Set the Smart Assist Admin configuration3..
6 - Test the chatbot12.

NEW QUESTION: 55
Hotspot Question
You are an Omnichannel supervisor for a company.
The manager wants to improve response times and customer satisfaction.
You need to configure Omnichannel queues using standard functionality.

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

Answer Area

Capability area	Capability
Queue Management	
Queue Routing	

Queue Management

- Show the customer the total time in the queue.
- Show the customer the average wait time.
- Show the customer the average time in a chat.
- Show the customer the total number of chats in progress.

Queue Routing

- Route the chat based on agent location.
- Route the chat based on bookable resource booking.
- Route the chat based on agent skill.
- Route the chat based on work order type.

Answer:

Answer Area

Capability area — **Capability**

Queue Management

- Show the customer the total time in the queue.
- **Show the customer the average wait time.**
- Show the customer the average time in a chat.
- Show the customer the total number of chats in progress.

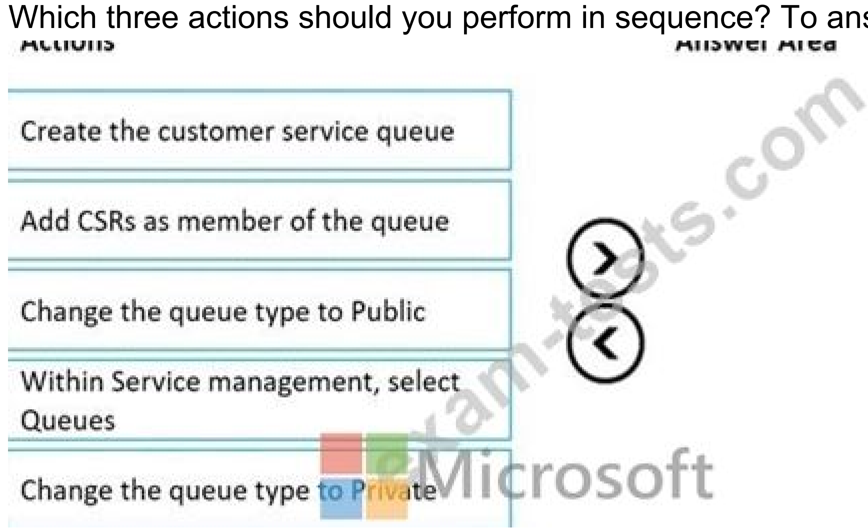
Queue Routing

- Route the chat based on agent location.
- Route the chat based on bookable resource booking.
- **Route the chat based on agent skill.**
- Route the chat based on work order type.

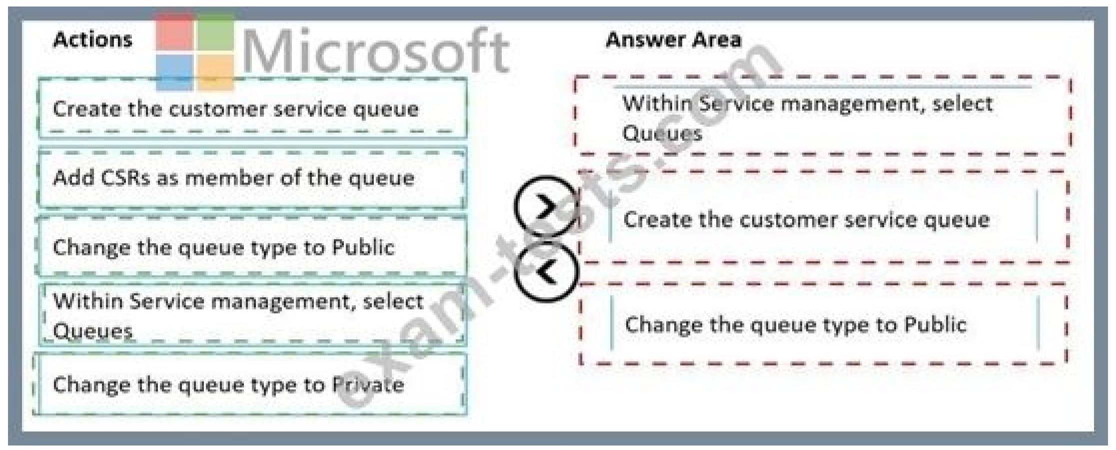
NEW QUESTION: 56
An organization uses Dynamics 365 Customer Service. The customer service queue is not implemented.
Customer service representatives (CSRs) are unable to keep up with an influx of email inquiries. Other employees must read and respond to messages that are routed to a customer service queue.

You need to create a queue for customer service emails.

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.

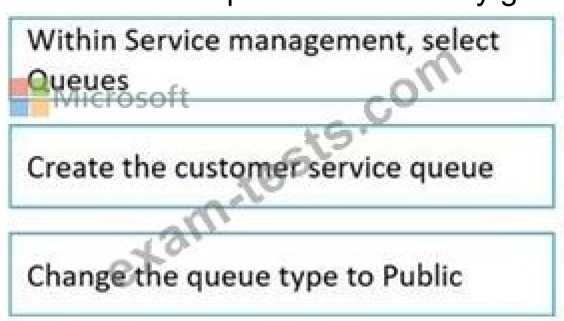


Answer:



Explanation

Timeline Description automatically generated with medium confidence



Create a queue in Customer Service app

To create or edit a queue

Go to Settings > Service Management.

Select Queues. (Step 1)

To create a new queue, select New. (Step 2)

Fill in the details.

Select Save.

Step 3: Change the queue type to Public

Other employees must read and respond to messages that are routed to a customer service queue.

In Customer Service, you can create two types of queues:

Public queues: Create to let everyone in the organization view the queue and all of its items.
Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.

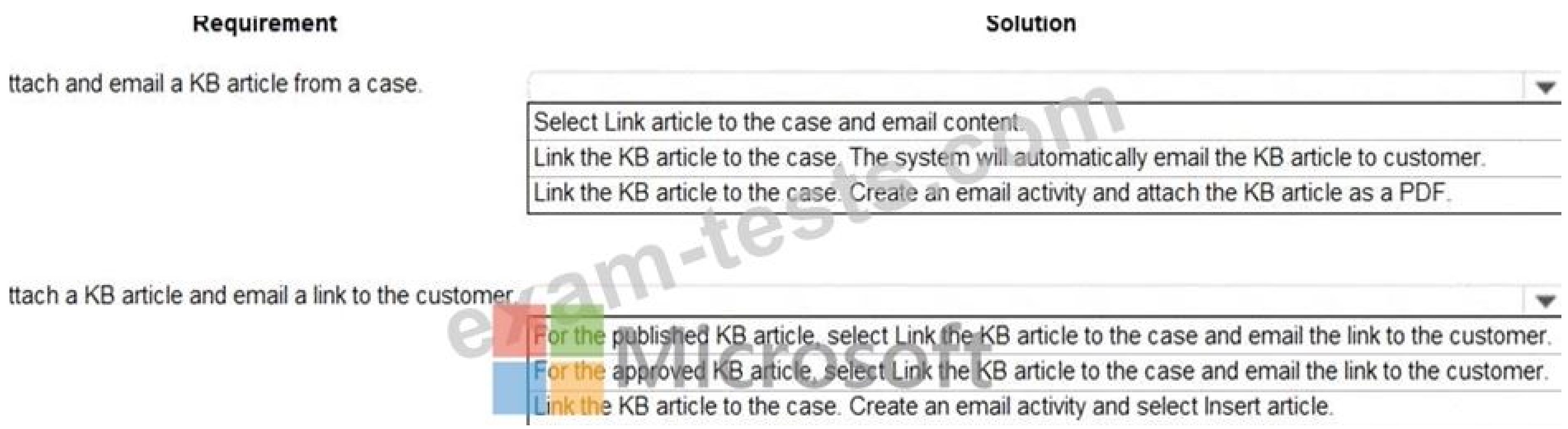
NEW QUESTION: 57
You are a customer service representative working with cases in Dynamics 365 for Customer Service.
You need to manage multiple lists of cases.
Which actions should you perform? To answer, select the appropriate configuration in the answer area.
NOTE: Each correct selection is worth one point.

Case scenario	Value
Create a list of cases that are one month old.	Create a system view Create a personal view
View multiple lists on a single screen.	Configure the group by on an editable grid Create an interactive experience dashboard

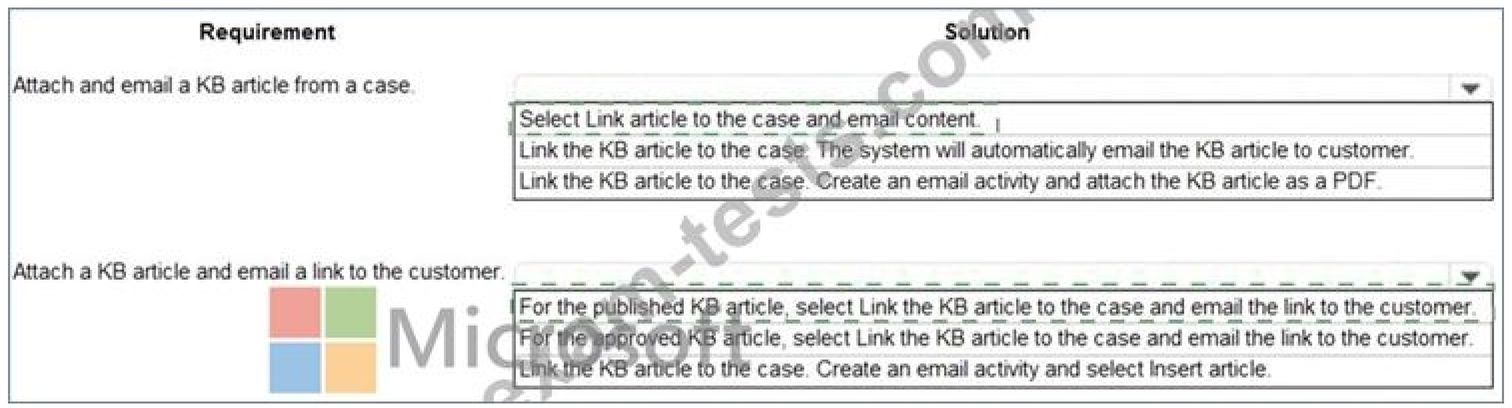
Answer:

Case scenario	Value
Create a list of cases that are one month old.	Create a system view Create a personal view
View multiple lists on a single screen.	Configure the group by on an editable grid Create an interactive experience dashboard

NEW QUESTION: 58
You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.
You need to link the article to the case and share the article with the customer.
What is the solution for each requirement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

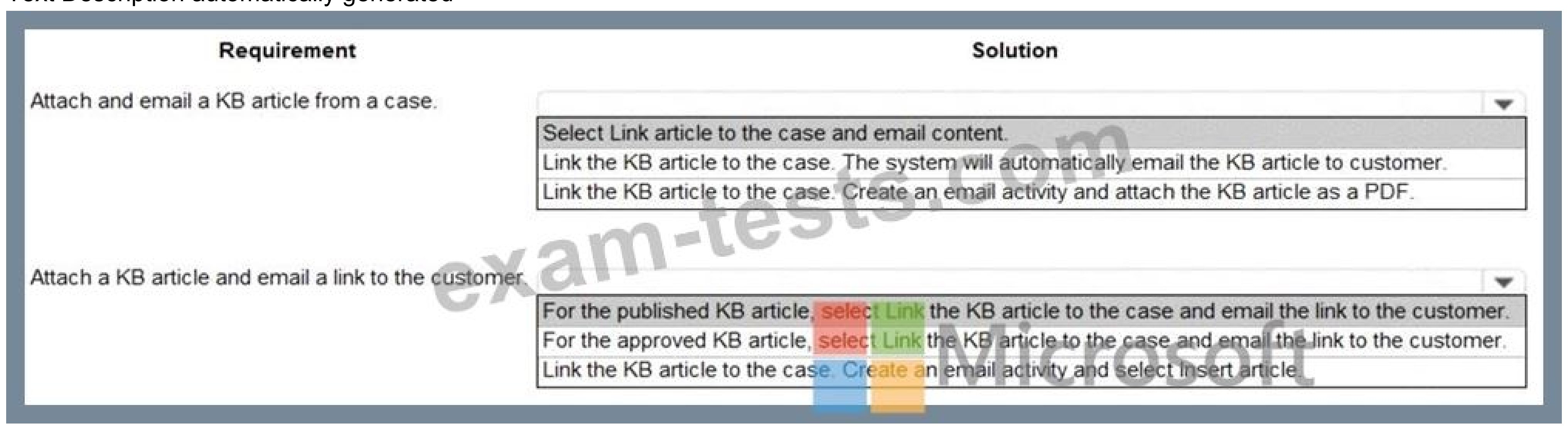


Answer:



Explanation:

Text Description automatically generated



Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within-record-dynamic

NEW QUESTION: 59

Hotspot Question

A company uses Omnichannel for Customer Service.

The company experiences increased incoming live chats from the company website regarding several product recalls. To handle these calls, the company designates agents who have specialized training to manage the conversations.

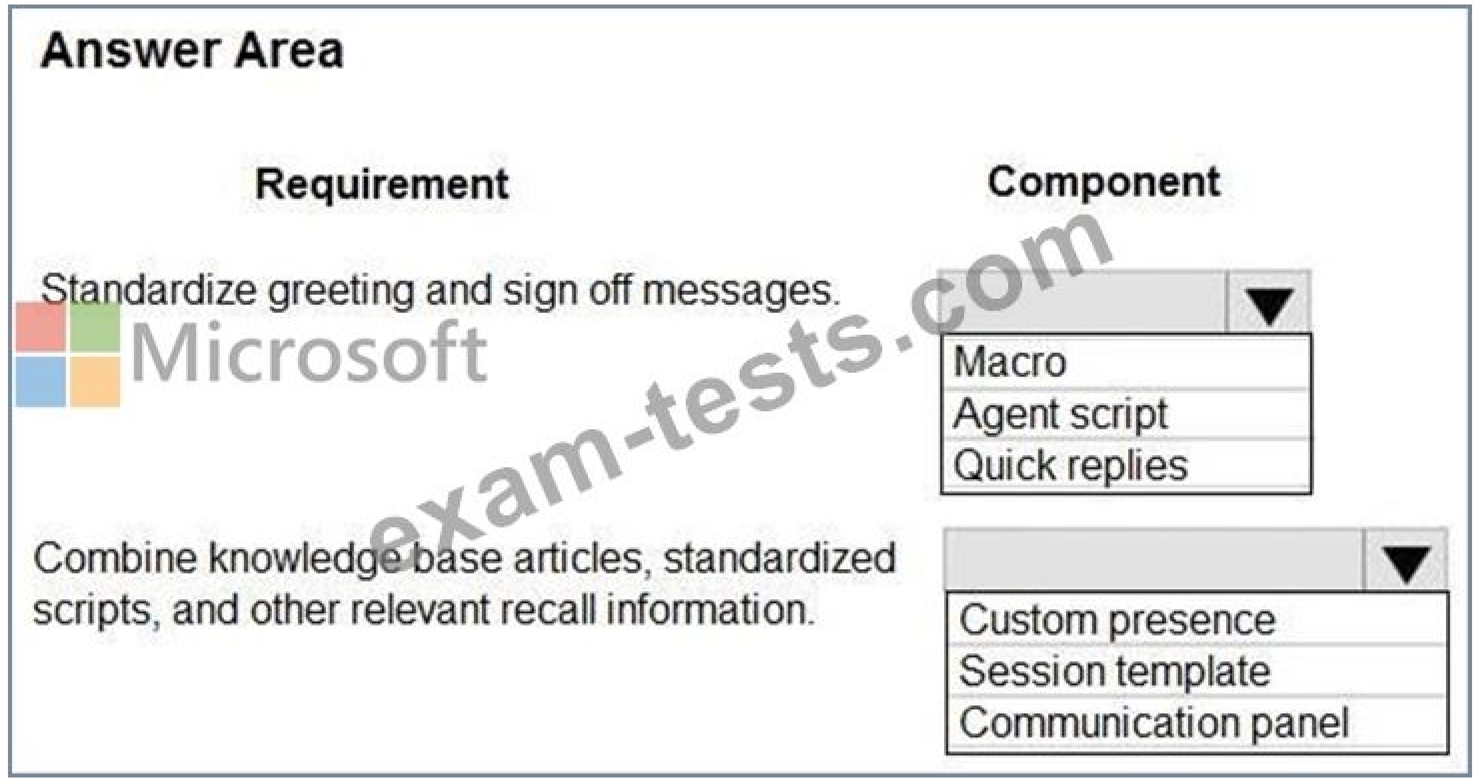
The conversations must meet the following requirements:

- Calls must be routed to the designated agents.
- Agents must follow legally approved standardized answers to customer questions.
- Agents must be able to reference several knowledge base articles associated with the recalls quickly.
- Greeting and sign off messages must be standardized.

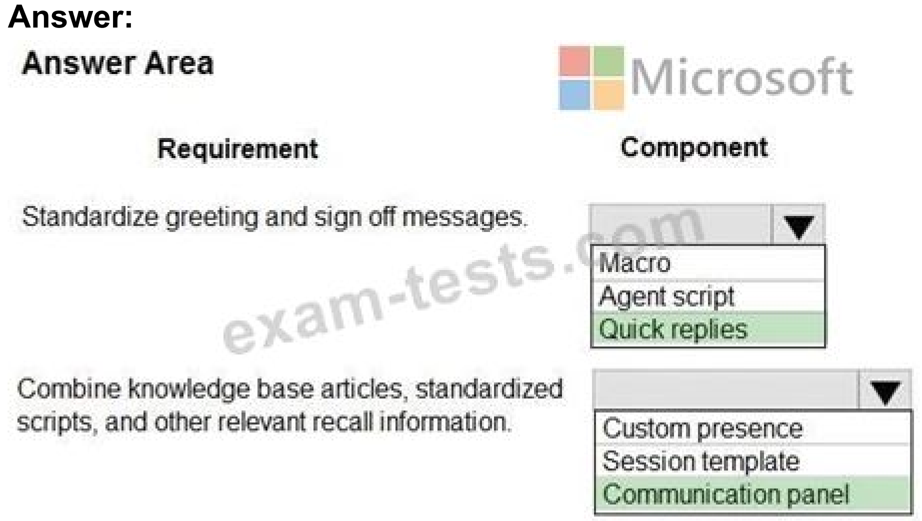
You need to configure the system.

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

NOTE: Each correct selection is worth one point.



Answer:



NEW QUESTION: 60

You need to decide which action is applicable in the SLA.

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

NOTE: Each correct selection is worth one point.

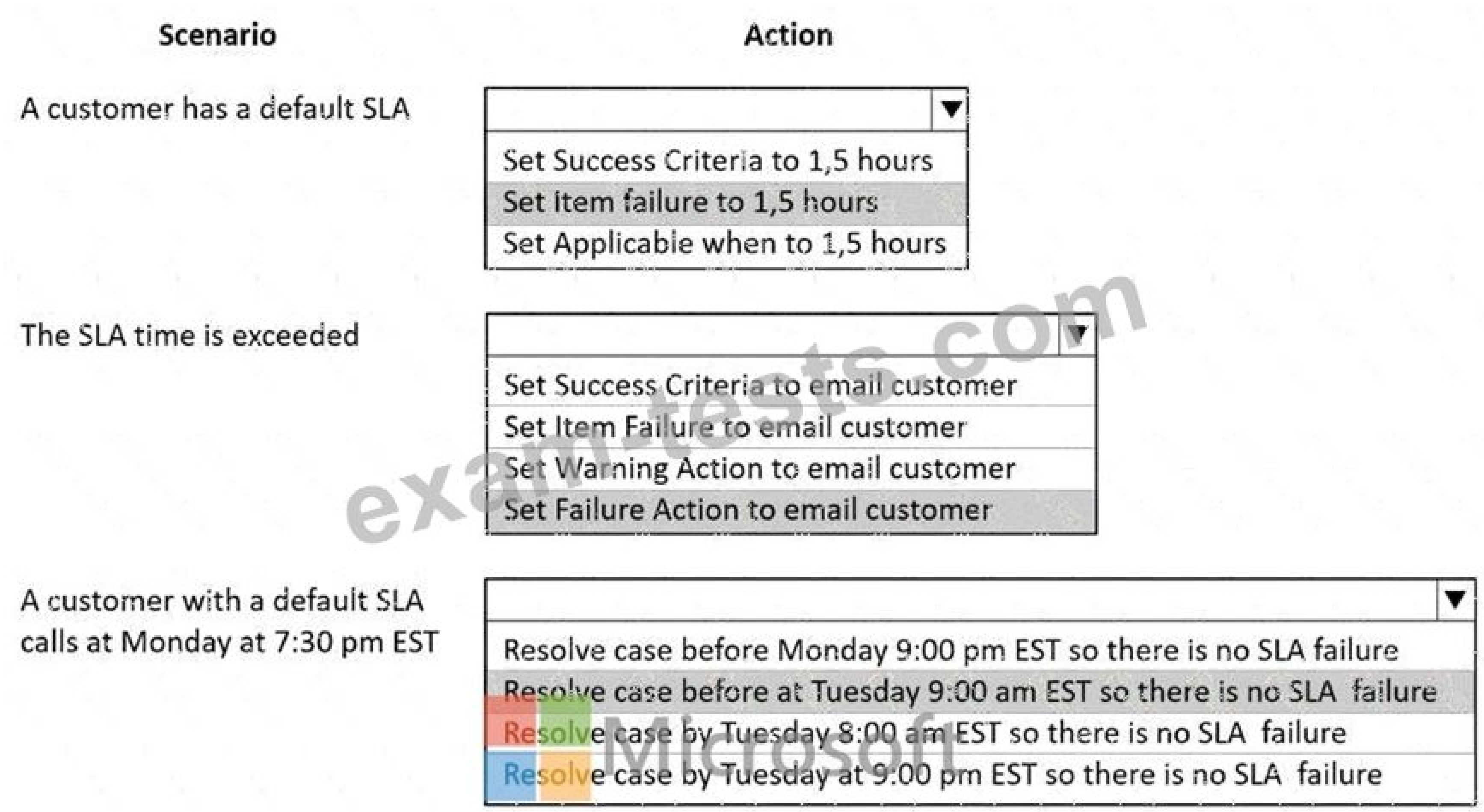
Scenario	Action
A customer has a default SLA	Set Success Criteria to 1,5 hours Set Item failure to 1,5 hours Set Applicable when to 1,5 hours
The SLA time is exceeded	Set Success Criteria to email customer Set Item Failure to email customer Set Warning Action to email customer Set Failure Action to email customer
A customer with a default SLA calls at Monday at 7:30 pm EST	Resolve case before Monday 9:00 pm EST so there is no SLA failure Resolve case before at Tuesday 9:00 am EST so there is no SLA failure Resolve case by Tuesday 8:00 am EST so there is no SLA failure Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure

Answer:

Scenario	Action
A customer has a default SLA	Set Success Criteria to 1,5 hours Set Item failure to 1,5 hours Set Applicable when to 1,5 hours
The SLA time is exceeded	Set Success Criteria to email customer Set Item Failure to email customer Set Warning Action to email customer Set Failure Action to email customer
A customer with a default SLA calls at Monday at 7:30 pm EST	Resolve case before Monday 9:00 pm EST so there is no SLA failure Resolve case before at Tuesday 9:00 am EST so there is no SLA failure Resolve case by Tuesday 8:00 am EST so there is no SLA failure Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure

Explanation

Graphical user interface, text, application Description automatically generated



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

NEW QUESTION: 61
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)
Section: Topic 1, Perform Configuration
Explanation/Reference:
References:
https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-action- business-process-flow

NEW QUESTION: 62

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

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

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

NOTE: Each correct selection is worth one point.

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

Answer:

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

Explanation:

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

References:

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

NEW QUESTION: 63

You are implementing Dynamics 365 for Customer Service.

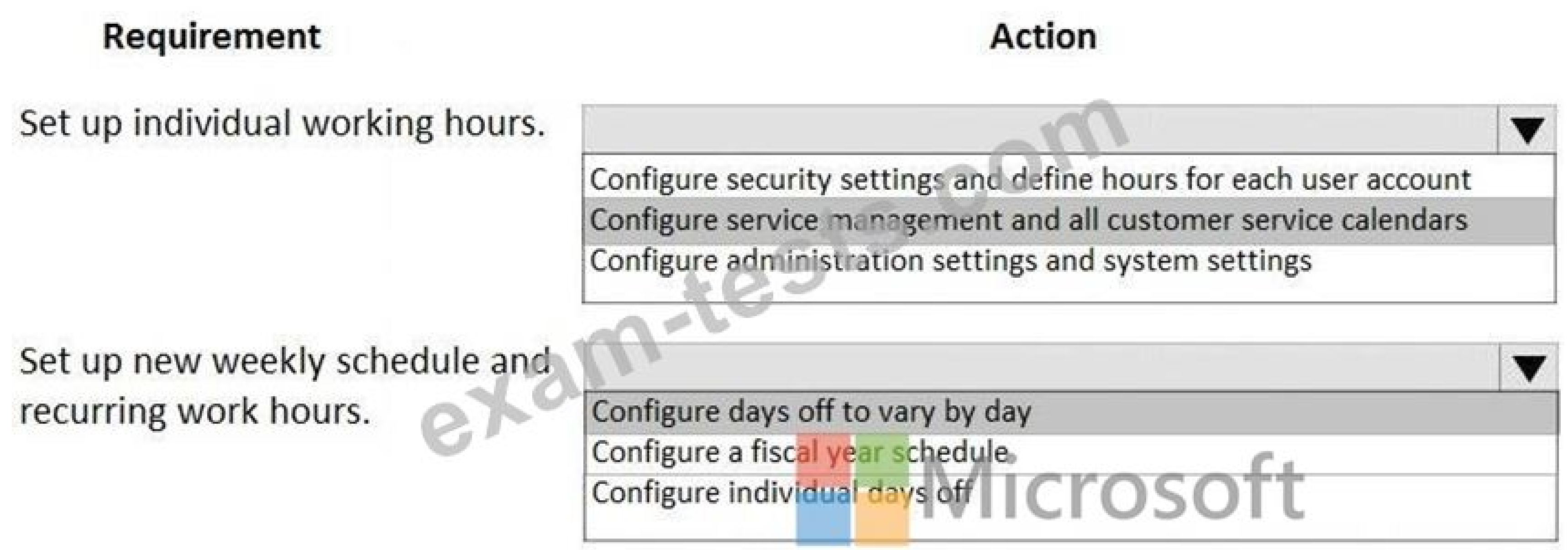
You need to set up available working hours to help desk representatives who have varying schedules.

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

NOTE:Each correct selection is worth one point.

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:



NEW QUESTION: 64

Hotspot Question

A company that manufactures industrial heating, ventilation, and air conditioning units (HVAC) implements Dynamics 365 Customer Service.

Following each installation, customers must be surveyed about their satisfaction of the installation and the conduct of the installers.

You need to recommend the appropriate question types.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Question type
A group of questions scoring the installation experience from 0-5.	Likert Rating Ranking Net Promoter Score
A question where the responder selects a smiley symbol that represents overall satisfaction.	Rating Ranking Real-time customer sentiment
A question asking the customer to specify an order of preference for future communications.	Likert Rating Ranking Choice

Answer:

Answer Area

Requirement	Question type
A group of questions scoring the installation experience from 0-5.	Likert Rating Ranking Net Promoter Score
A question where the responder selects a smiley symbol that represents overall satisfaction.	Rating Ranking Real-time customer sentiment
A question asking the customer to specify an order of preference for future communications.	Likert Rating Ranking Choice

NEW QUESTION: 65

You need to configure the system so that an email is sent to a manager about the SLAs according to the requirements.

What should you configure?

A. Failure Action

B. Warning Action

C. Applicable When

D. Success Criteria

E. Success Action

Answer: A (LEAVE A REPLY)

Reference:

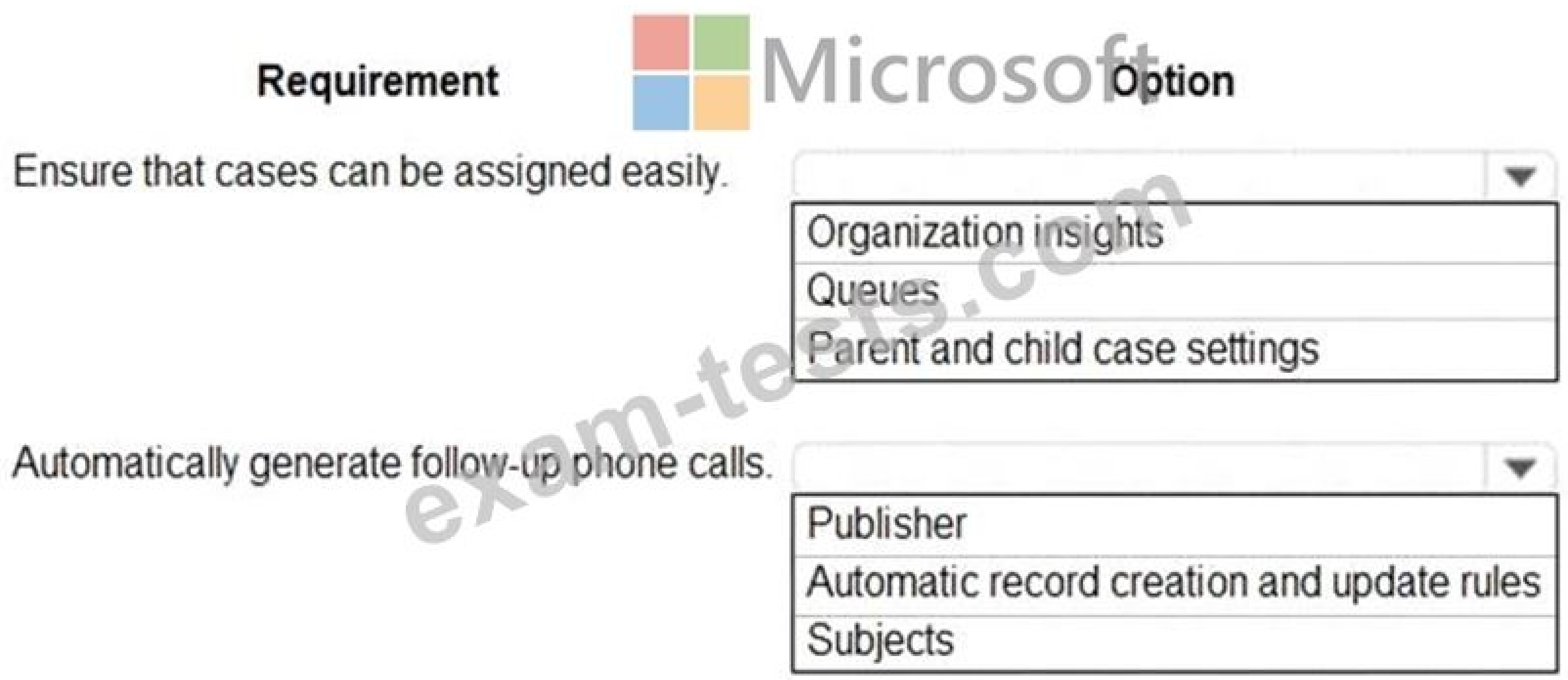
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

NEW QUESTION: 66

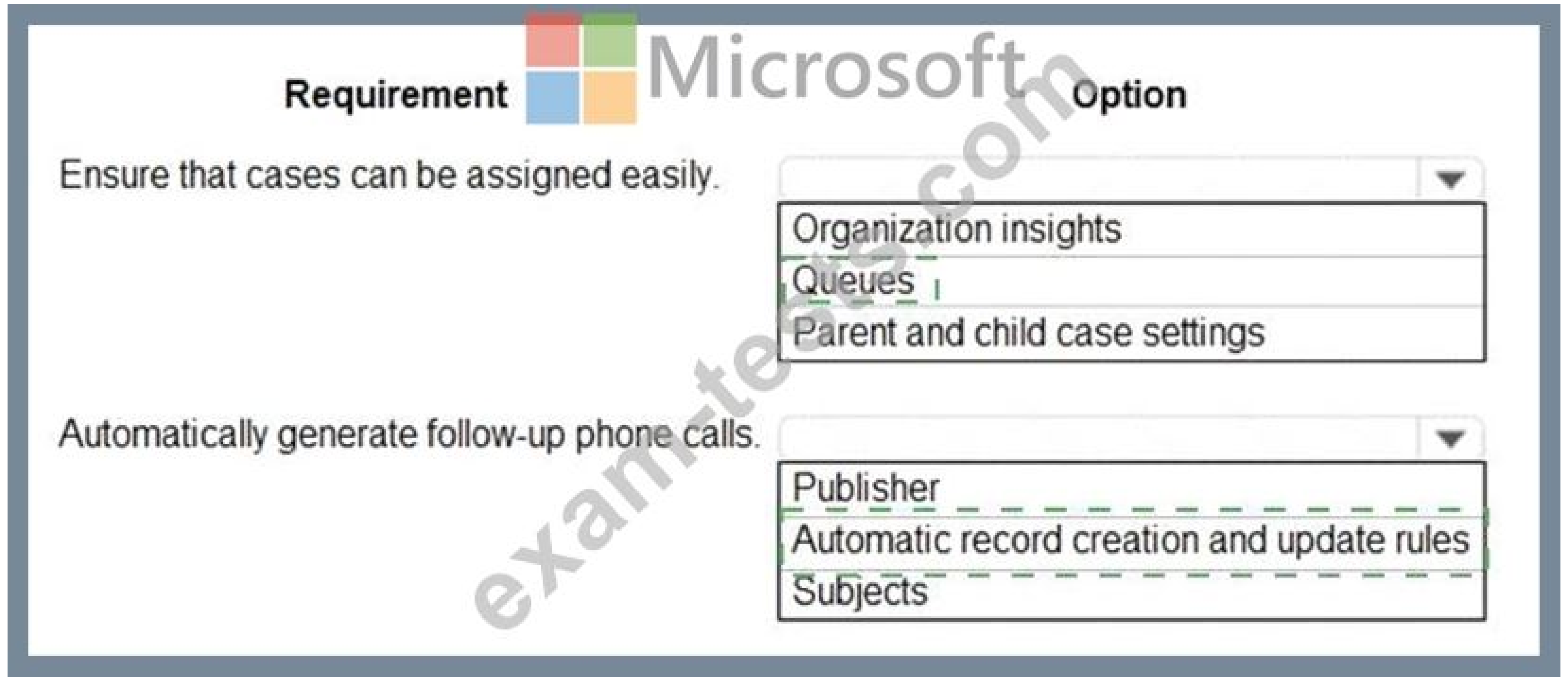
You are a system administrator for Dynamics 365 for Customer Service.

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: 67
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:



Explanation

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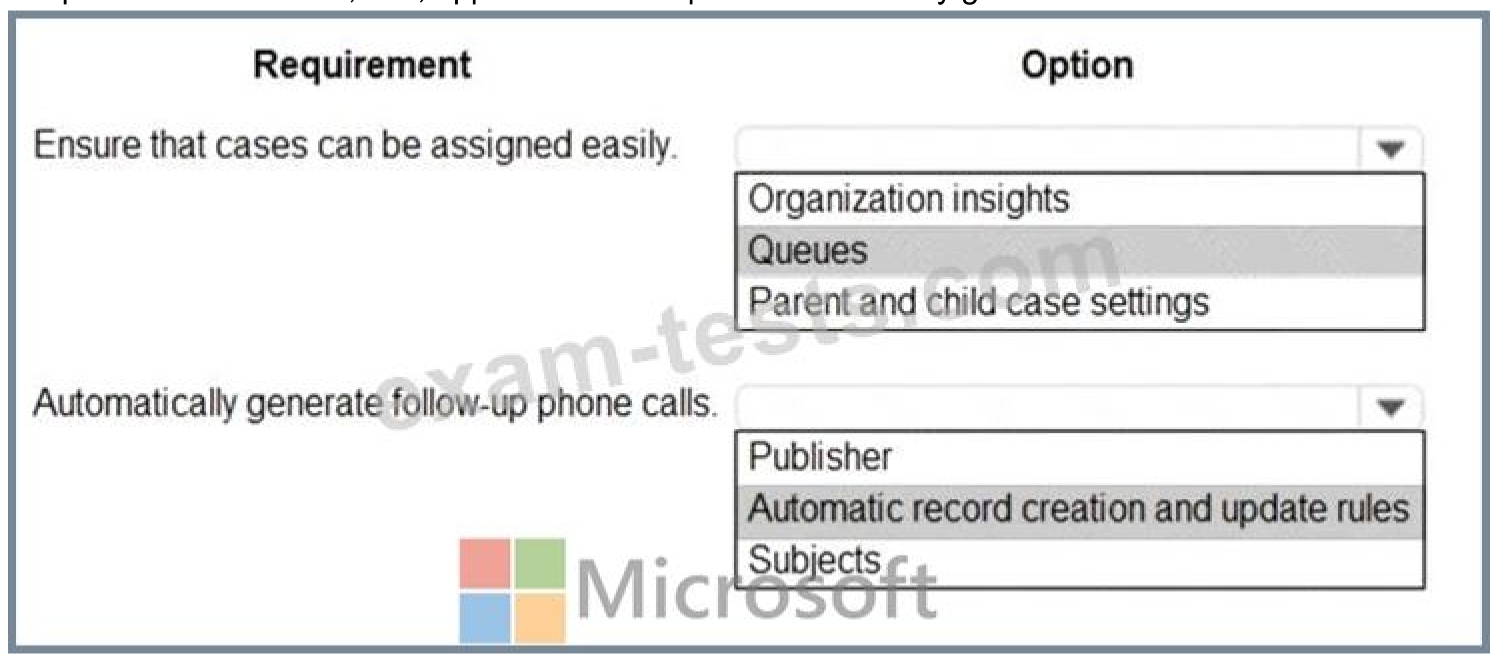


NEW QUESTION: 68

You need to create the dashboards.

Which dashboard types should you use? To answer, drag the appropriate dashboard types to the correct scenario. Each dashboard 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.

Dashboard types

- multi-stream dashboard only
- single-stream dashboard only
- multi-stream or single-stream dashboards

Answer Area

Scenario	Dashboard type
Dashboard for managers with streams for cases, activities, and representatives	
Dashboard for cases only	
Dashboard for representatives	
Dashboard for the week	

Answer:

Dashboard types

- multi-stream dashboard only
- single-stream dashboard only
- multi-stream or single-stream dashboards

Answer Area

Scenario	Dashboard type
Dashboard for managers with streams for cases, activities, and representatives	multi-stream dashboard only
Dashboard for cases only	multi-stream dashboard only
Dashboard for representatives	multi-stream or single-stream dashboards
Dashboard for the week	multi-stream or single-stream dashboards

Explanation:

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

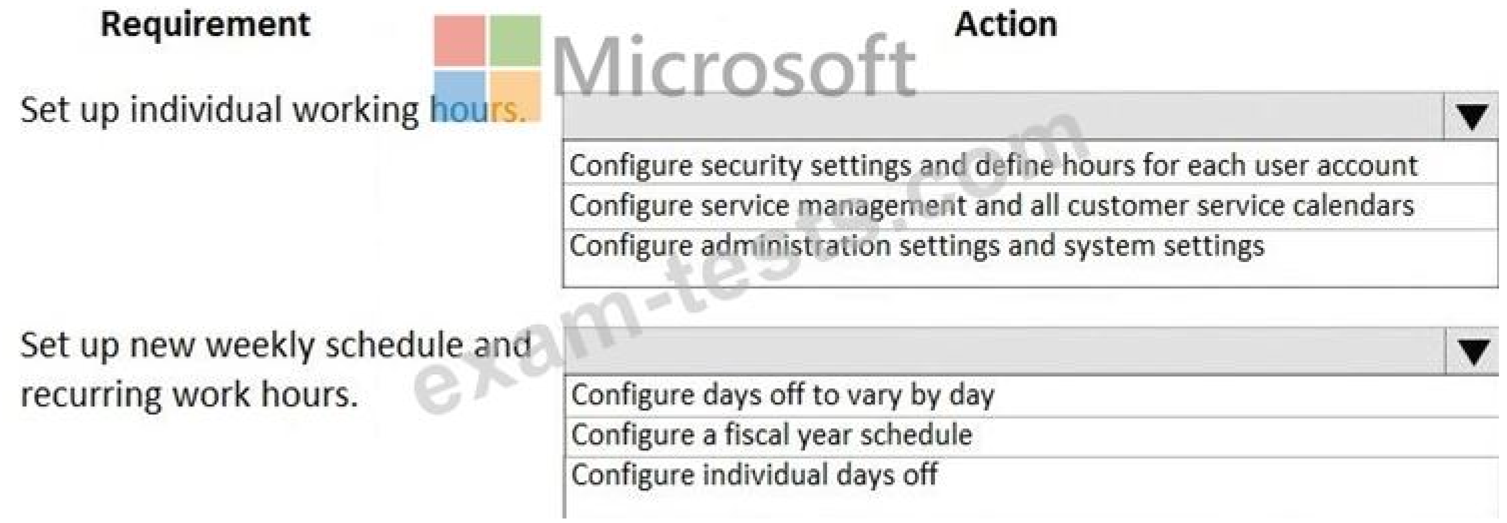
Scenario	Dashboard type
Dashboard for managers with streams for cases, activities, and representatives	multi-stream dashboard only
Dashboard for cases only	multi-stream dashboard only
Dashboard for representatives	multi-stream or single-stream dashboards
Dashboard for the week	multi-stream or single-stream dashboards

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

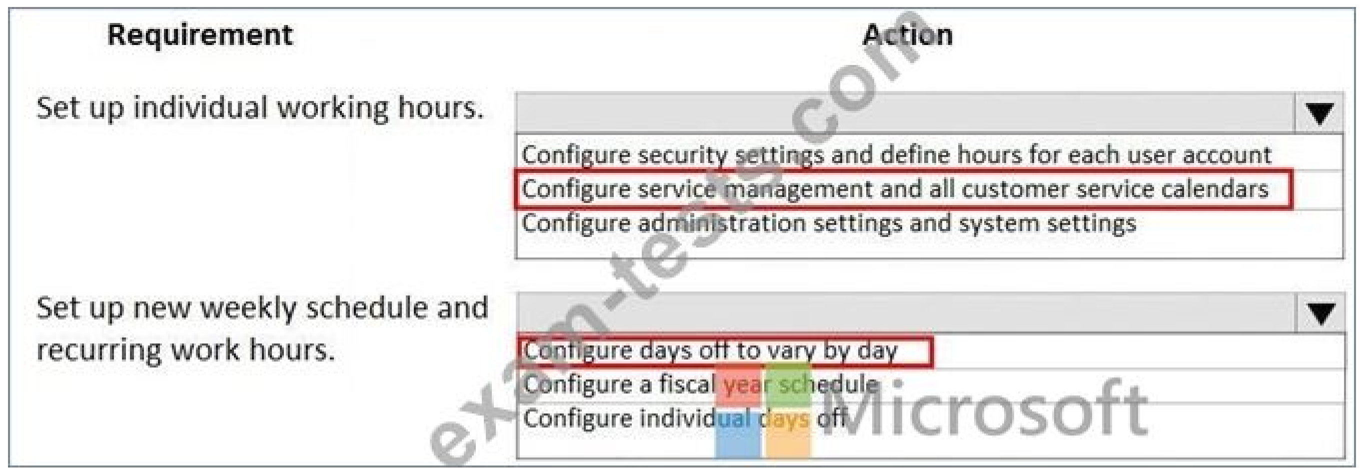
NEW QUESTION: 69
You are a Dynamics 365 system administrator.
The customer service desk needs to be able to apply service level agreements (SLAs) on demand to customers that do not have SLAs.
You need to determine how SLAs on demand can be assigned.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.
A. Use an existing customer SLA and change the conditions after assigning the SLA to the customer record.
B. Create a new SLA for each case that does not have a customer SLA.
C. Go into the SLA configuration and assign it to a customer.
D. Automatically apply SLAs to records based on business logic.
E. Assign SLAs manually to records.
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements#apply-slas-on-demand

NEW QUESTION: 70
You are implementing Dynamics 365 for Customer Service.
You need to set up available working hours to help desk representatives who have varying schedules.
What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Answer:



NEW QUESTION: 71

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

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

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

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

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

Does the solution meet the goal?

A. Yes

B. No

Answer: (SHOW ANSWER)

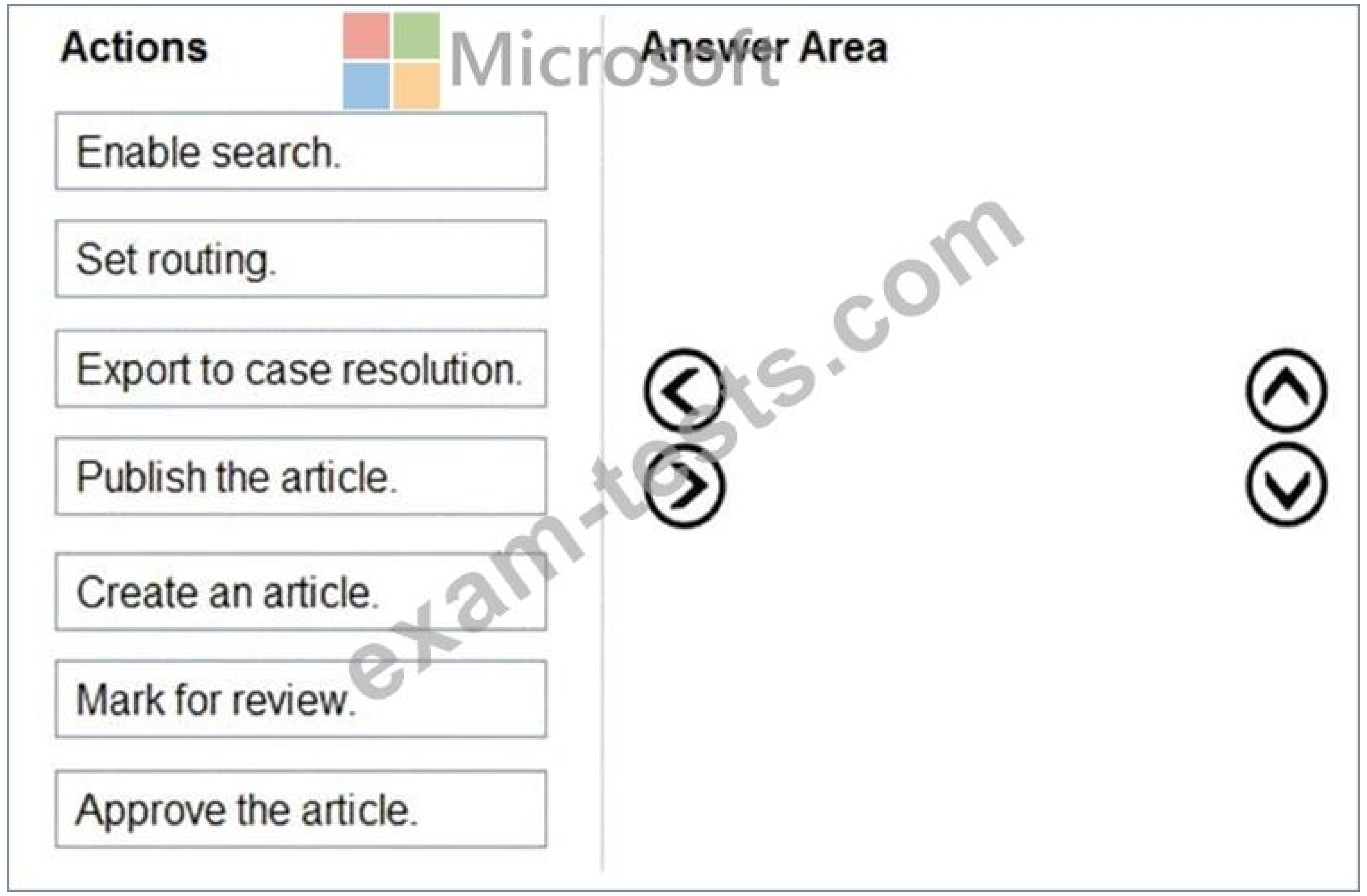
References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/automatically-createcase-from-email

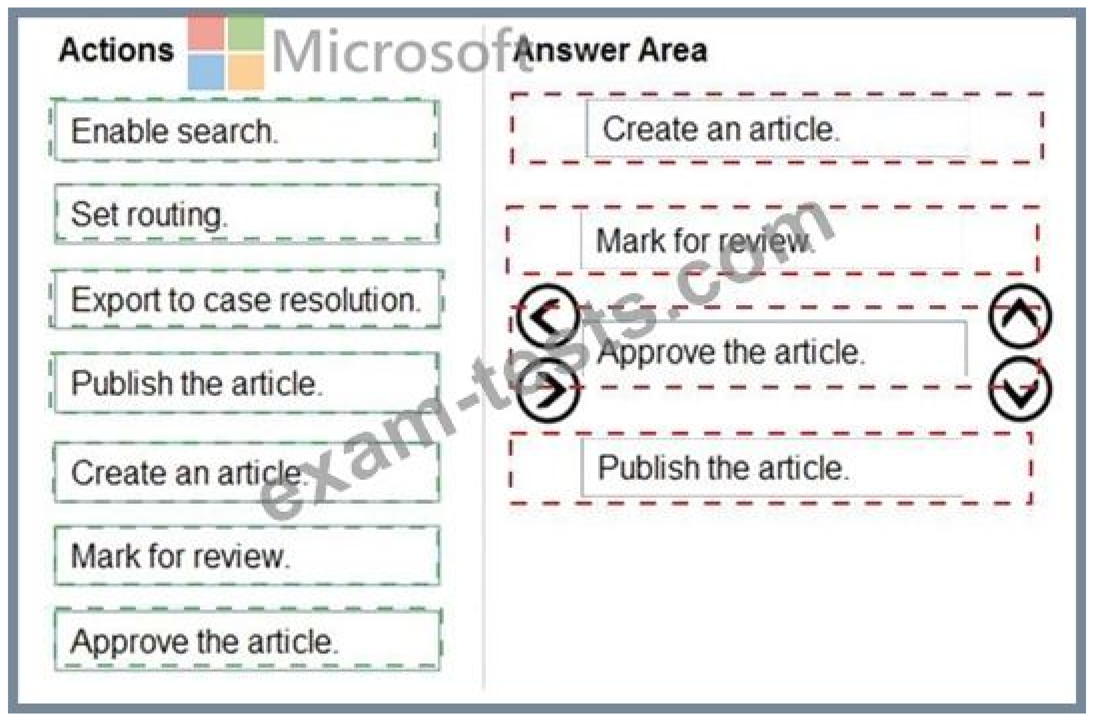
NEW QUESTION: 72

You need to configure the system to store answers about claims.

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



Answer:

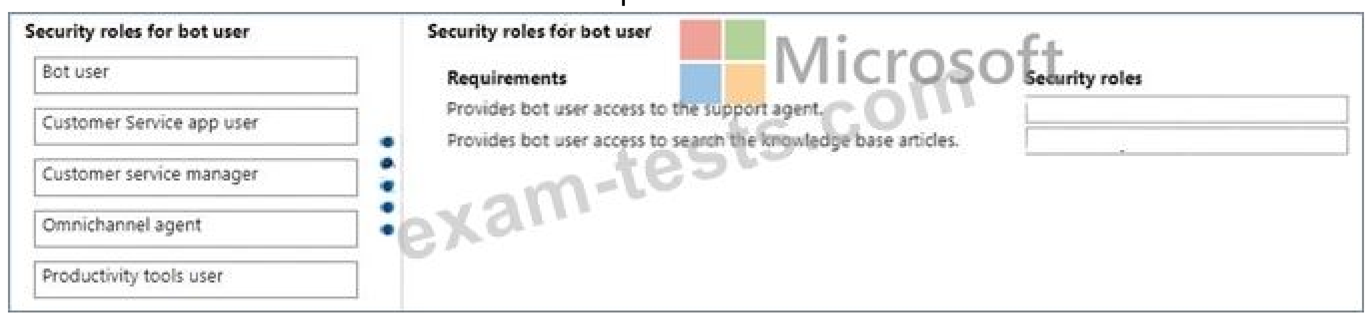


Explanation

Graphical user interface, text, application Description automatically generated

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-ar

NEW QUESTION: 73
A company uses Customer Service.
The company plans to enable a customer service agent in Omnichannel.
You need to identify the security roles that are required for the bot user.
What should you identify? To answer, move the appropriate security roles to the correct requirements. You may use each security role once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.



Answer:

Explanation:

NEW QUESTION: 74

You are setting up Omnichannel for Customer Service.

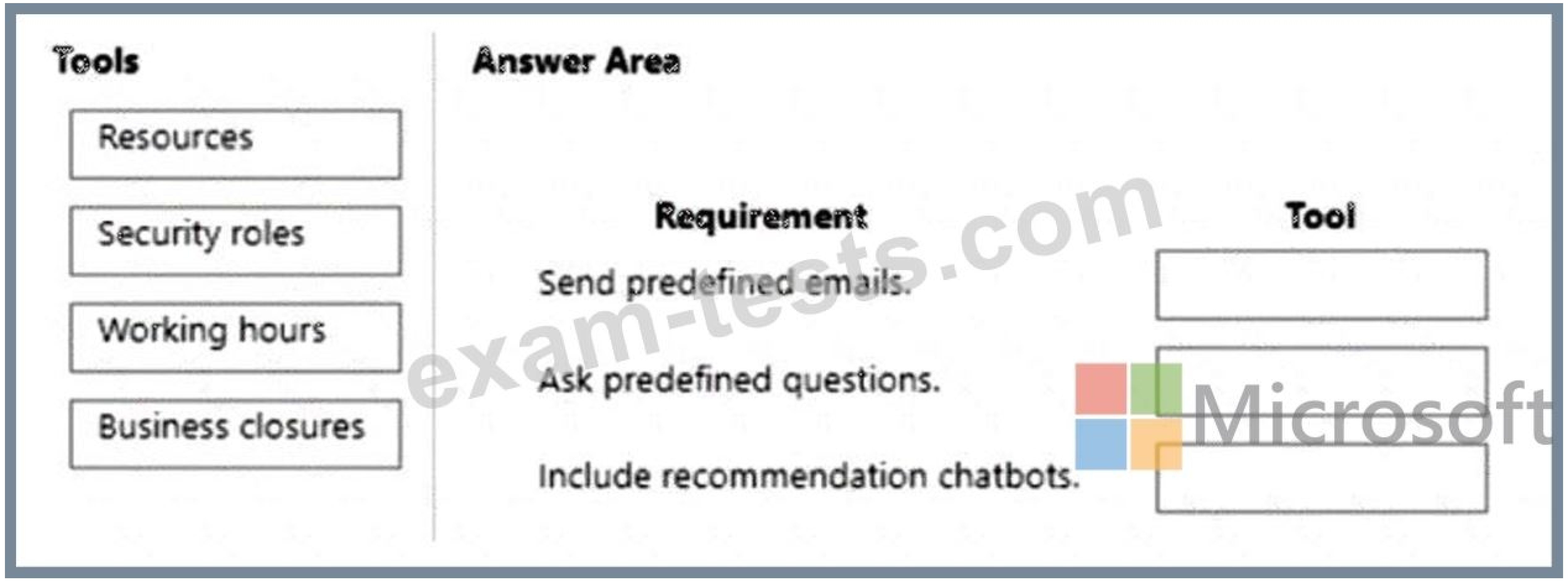
You need to automate the following tasks to make it easier and quicker for representatives to assist customers:

Establish a one-step process to send a predefined email to customers once a representative is done helping them.

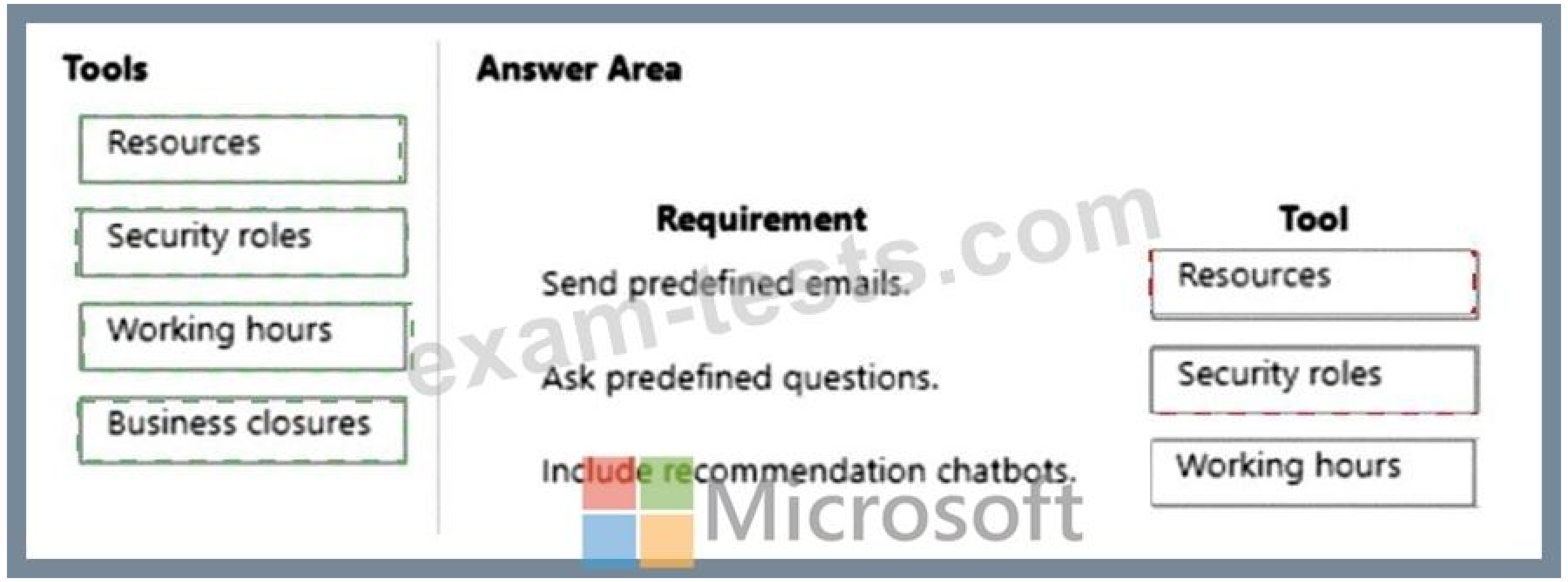
Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.

Have chatbots available to help make recommendations in typed conversations.

Which tools should you use? To answer, drag the appropriate tools to the correct requirements. Each tool 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.

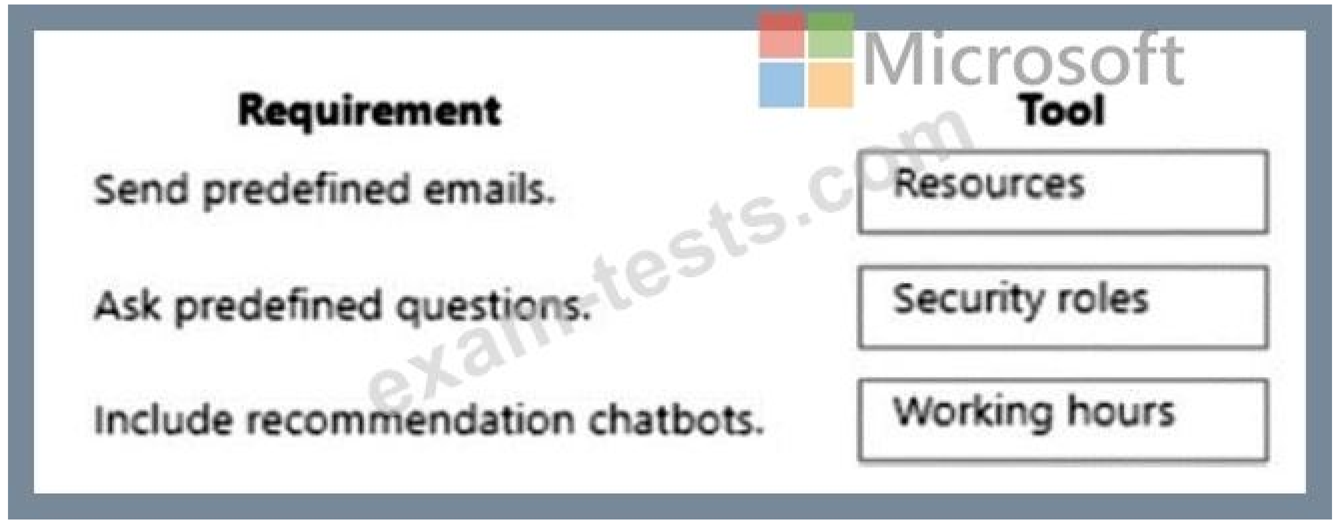


Answer:



Explanation

Graphical user interface, application Description automatically generated with medium confidence



Box 1: Resources

Establish a one-step process to send a predefined email to customers once a representative is done helping them.

Box 2: Security roles

Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.

Assign a security role

Security roles control a user's access to data through a set of access levels and permissions. The combination of access levels and permissions that are included in a specific security role sets limits on the user's view of data and on the user's interactions with that data.

Box 3: Working hours

Have chatbots available to help make recommendations in typed conversations.

Operating hours define the hours when your organization's customer support team is active and available to serve customers. By setting up operating hours, you help your customers and your organization work together to resolve issues.

The operating hour schedules cater to the following scenarios:

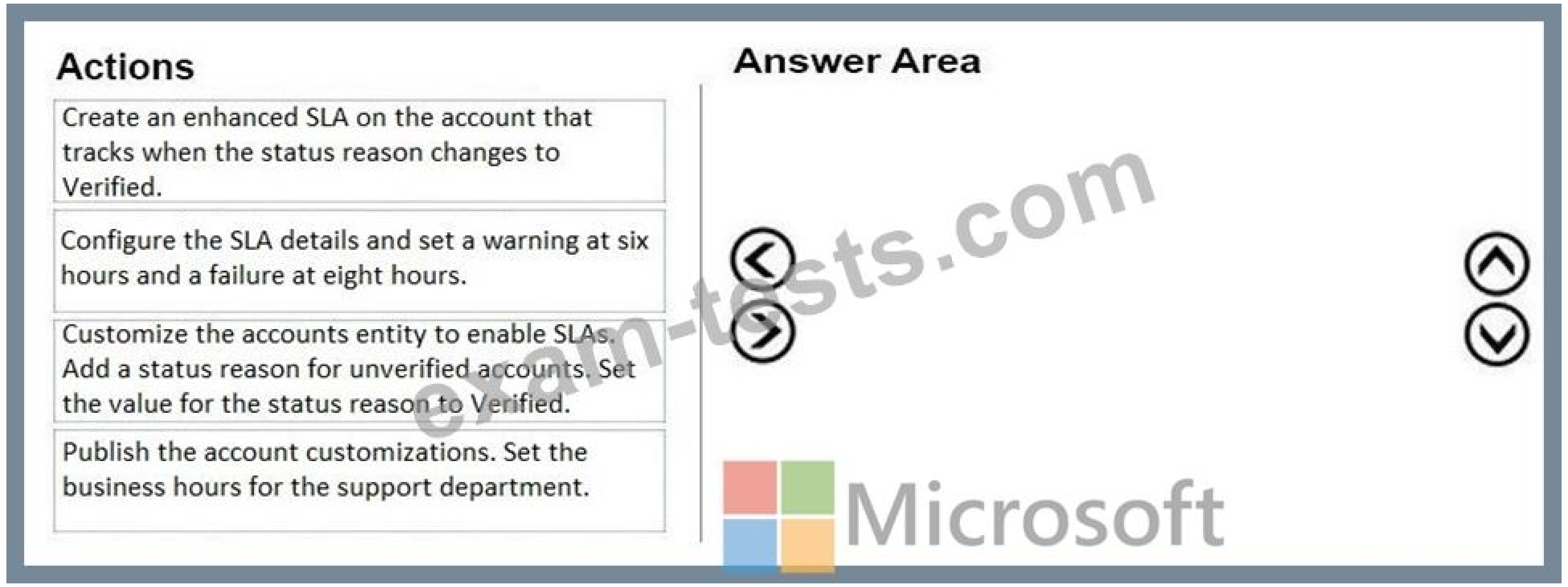
Display the non-availability of customer support on public holidays that are otherwise operating hours.

Accommodate change of calendar timings for daylight saving time twice an year for timezones that have implemented the daylight saving time.

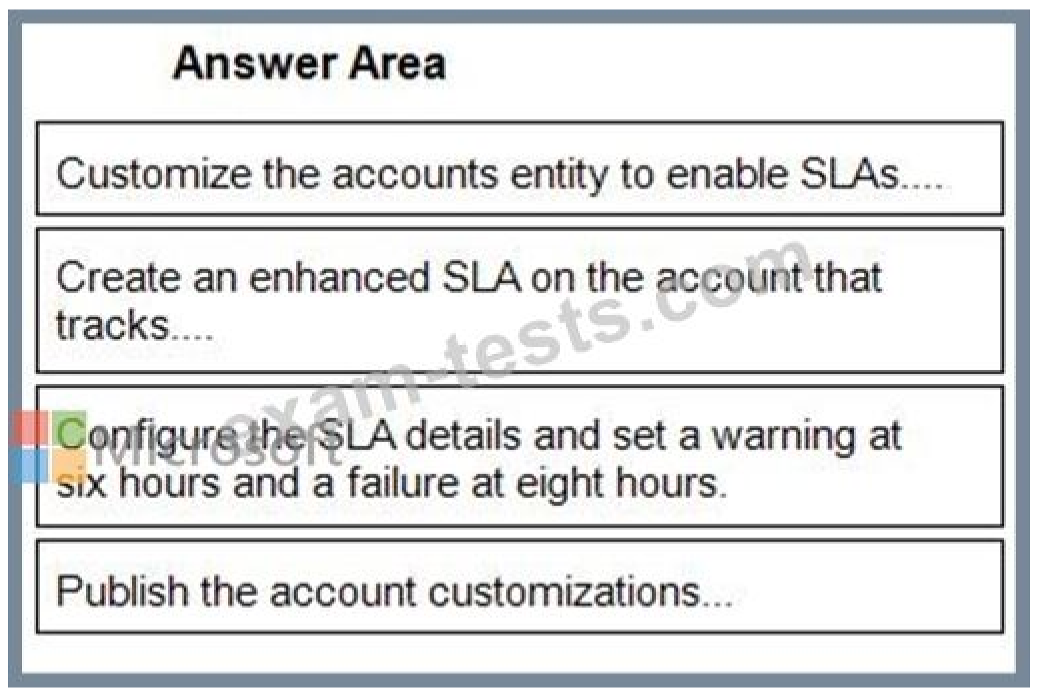
*-> Set up separate schedules for agents, bots, and queues to cater to different business scenarios and product lines seamlessly for any channel.

Define schedules to transition customer queues from bots to agents.
Customize the display and other settings of the chat widget during non-business hours.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/create-users
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-operating-hours?tabs=customerservicead

NEW QUESTION: 75
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.



Answer:



1 - Customize the accounts entity to enable SLAs....
2 - Create an enhanced SLA on the account that tracks....
3 - Configure the SLA details and set a warning at six hours and a failure at eight hours.
4 - Publish the account customizations...

NEW QUESTION: 76
You have a Microsoft Dynamics 365 environment.
You implement Field Service.
You need to check the work order instructions in the Field Service mobile app.
Which tab on the work order contains instructions?
A. Info
B. Other
C. Incidents
D. Booking
Answer: (SHOW ANSWER)

NEW QUESTION: 77
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

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: 78
Case Study 5 - Fourth Coffee
Background

You are the technology manager for Fourth Coffee. The company sells 20 types of coffees and five types of digital coffee makers.
Fourth Coffee uses Dynamics 365 Customer Service with Omnichannel for Customer Service.
Current environment
Queues
The company uses queues to service different types of customers. Each type of customer corresponds to one of the following queues:
- New customers
- Repeat customers
- Subscribers to the coffee of the month club
The company has a separate queue to manage customers who have coffee maker issues.
Current environment
Employees
The company has 50 call representatives across five call centers. Each representative can address five calls simultaneously. Overflow calls are transferred to the back office.
- The company uses two levels of representatives to help customers with coffee purchases: entry level and specialists.
- Supervisors monitor chats and live phone calls.
Requirements
Employees
Call representatives must be able to answer requests from phone calls, SMS messages, and chat. A ticket must be opened for each request.
Specialists must be assigned to coffee maker calls.
Specific representatives require a Dynamics 365 Customer Service workspace to perform the following activities:
- Open an assigned record in a new workspace tab.
- Use a predefined email template when representatives send an email.
- The system must notify supervisors when customers in a live session express negative feedback about a service or product.
Requirements
Configuration
- If a customer starts a chat during non-working business hours, the first representative that signs into the system must answer the chat; the customer must be able to continue the chat at any time.
- Chat sessions must start only when the customer selects the chat icon. Chat must only be available for reorders and coffee maker repairs.
- Subscribers and new orders must always go to a live representative unless the subscriber chooses the chat icon.
Customers must be able to download a separate app to their phone or tablet for ordering coffee.
The app must include only the customer's name, address, phone number, and issue information.
Requirements
Support
The solution must provide the following website features for external customers:
- Provide support to submit issues.
- Ensure they can log in.
The chatbot must have an option to allow users to escalate a conversation to a live representative.

Live representatives must be able to send a customer back to the chatbot.
Requirements
Distribution of calls
- Live chat must be available for cases.
- Cases that are escalated must be distributed to the next available agent.
- All other cases must wait for an agent to pick up the case.
- All work must be distributed evenly with no other conditions.
- The number of workstreams and routing rules must be minimized.
- Spanish-speaking customers must be sent to representatives who speak Spanish fluently.
- Tickets must be routed to the most qualified representative for the type of issue reported.
- All representatives must be rated on their specialty knowledge and backup specialty.
Requirements
Device telemetry
The solution must support the following:
- Remotely monitor coffee makers and contact a technician to help customers with coffee maker support contracts.
- Provide a place for IoT messages to flow to the device and back to the IoT hub.
- Automatically review messages from coffee makers and open a case when the system indicates an error with a coffee maker.
- Provide a place for the company technology to securely connect virtually with the coffee maker customer.
Requirements
Customers
- Customers must be able to sign into an external portal.
- Customers must be able to view their cases and case status information.
- Security must be as restrictive as possible.
Requirements
Surveys
The survey must include the following with minimum development effort:
- A list of questions that rate the service as poor, average, or great
- A question that rates whether the customer would recommend the company
- A question that asks if the customer would like to escalate a case
o If yes, the survey must collect an email address and phone number for the customer.
o If no, another set of questions asking about open issue details must display.

The solution must meet the following survey distribution requirements:
- Each survey must be standardized to include the company logo and colors.
- Surveys must be sent out after each ticket closes.
- Quarterly surveys must be sent out to those customers who rated the company poorly.
- Customer surveys must be available in several languages to support global distribution.

Hotspot Question

You need to set up the distribution of incoming service requests.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
Number of workstreams	One workstream Two workstreams Three workstreams Four workstreams
Number of routing rules	One routing rule per workstream Two routing rules per workstream Three routing rules per workstream Four routing rules per workstream

Answer:

Answer Area

Requirement	Configuration
Number of workstreams	One workstream Two workstreams Three workstreams Four workstreams
Number of routing rules	One routing rule per workstream Two routing rules per workstream Three routing rules per workstream Four routing rules per workstream

NEW QUESTION: 79

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

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

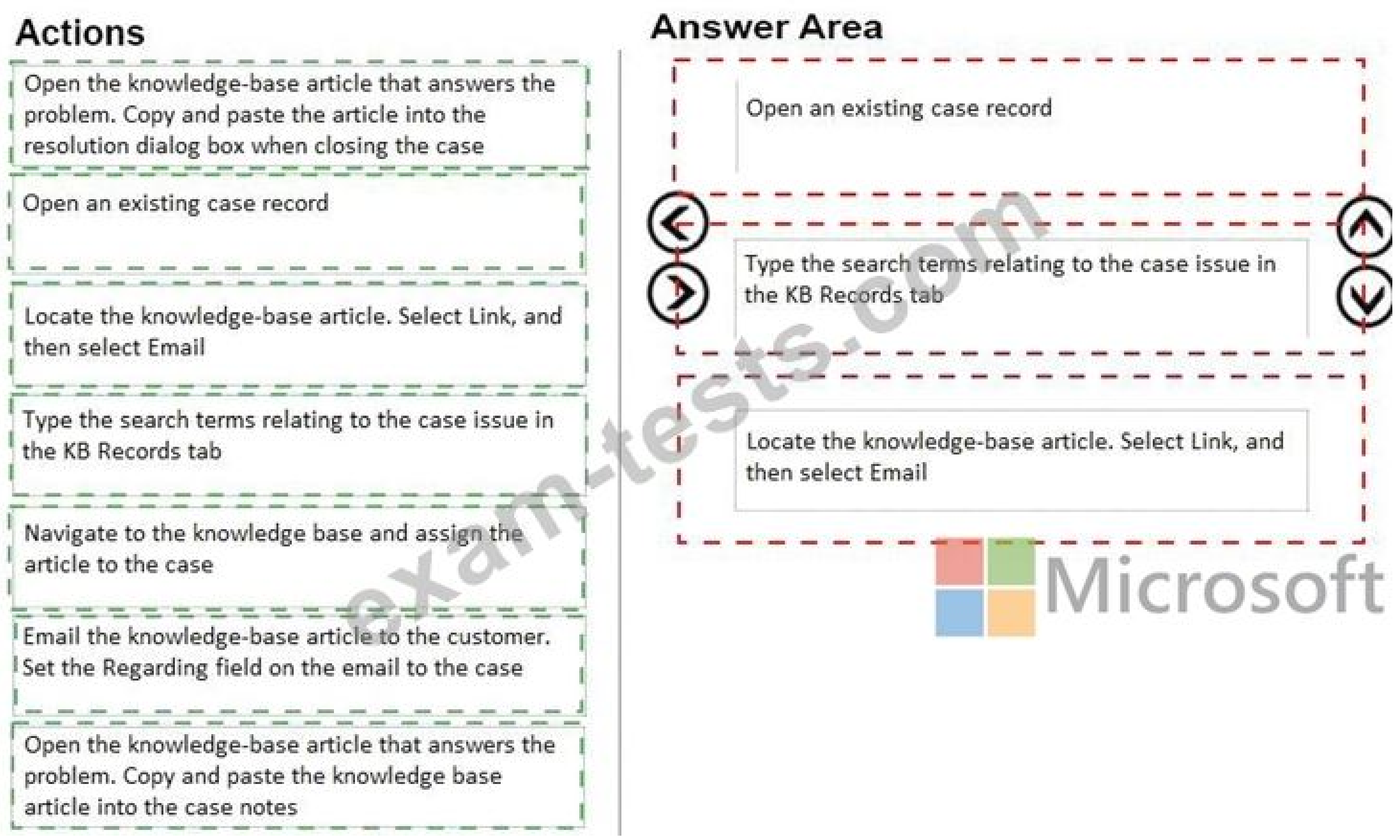
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in them correct order.

Actions

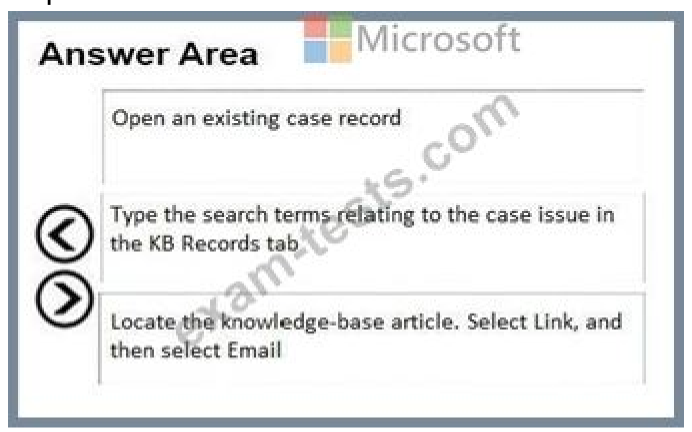
- Open the knowledge-base article that answers the problem. Copy and paste the article into the resolution dialog box when closing the case
- Open an existing case record
- Locate the knowledge-base article. Select Link, and then select Email
- Type the search terms relating to the case issue in the 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

Answer:



Explanation



NEW QUESTION: 80

Drag and Drop Question

You work for a company that installs residential security systems. The company uses Dynamics 365 Customer Service. The company wants to monitor all its installed devices.

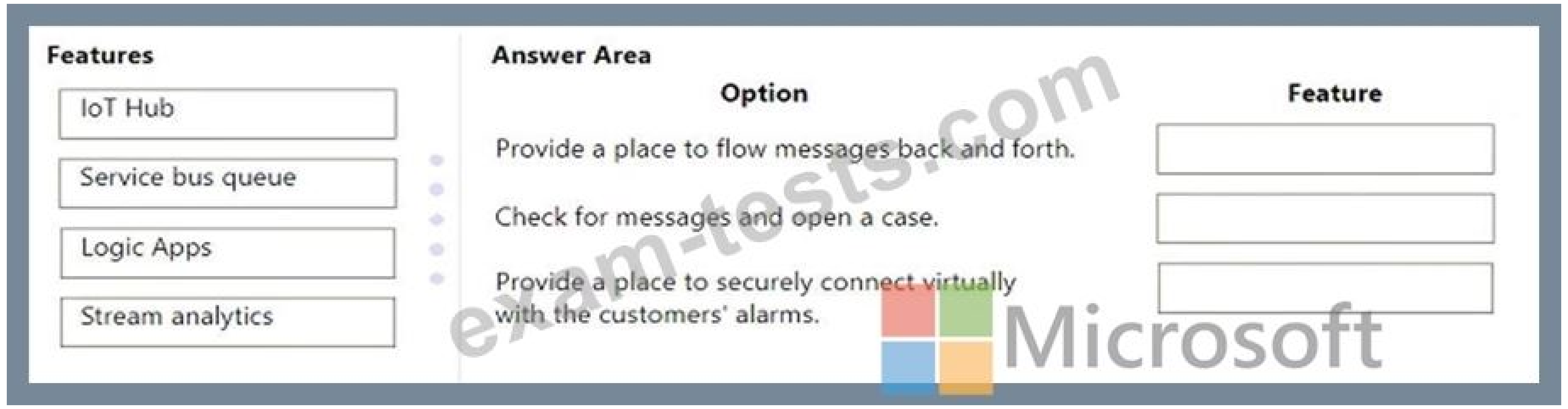
The company plans to deploy Connected Customer Service. The deployment must include the following:

- Provide a place for messages to flow back and forth for IoT messages to the IoT hub.
- Automate a way to check for messages and open a case when an error is detected.
- Provide a place for the back end to securely connect virtually with the customers' alarms.

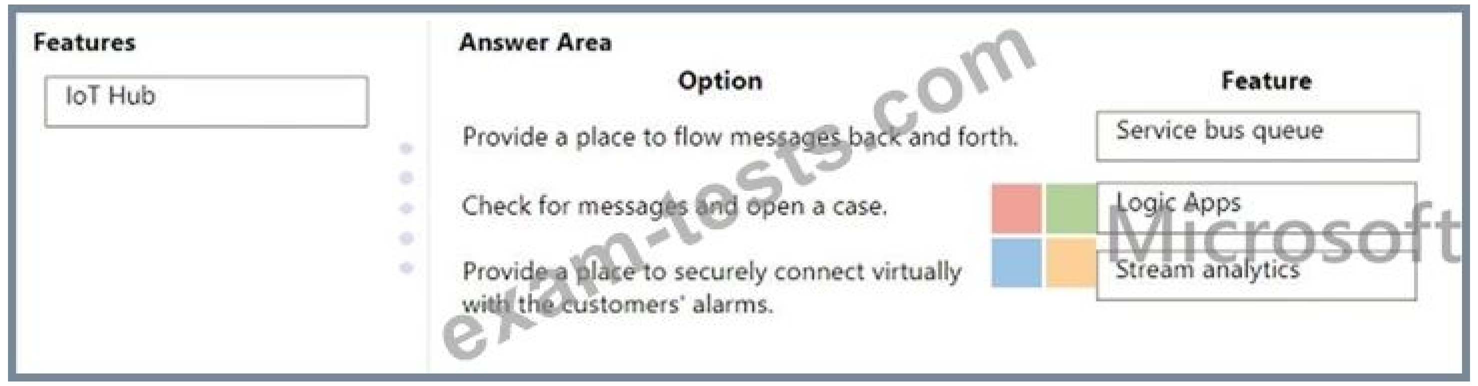
You need to choose which feature to configure to ensure the Connected Customer Service works correctly.

Which feature should you use? To answer, drag the appropriate features to the correct options.

Each feature 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.



Answer:



NEW QUESTION: 81

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:

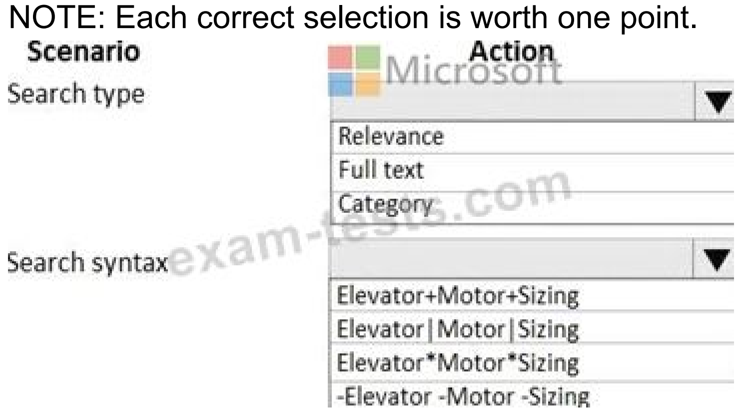
Elevator

Motor

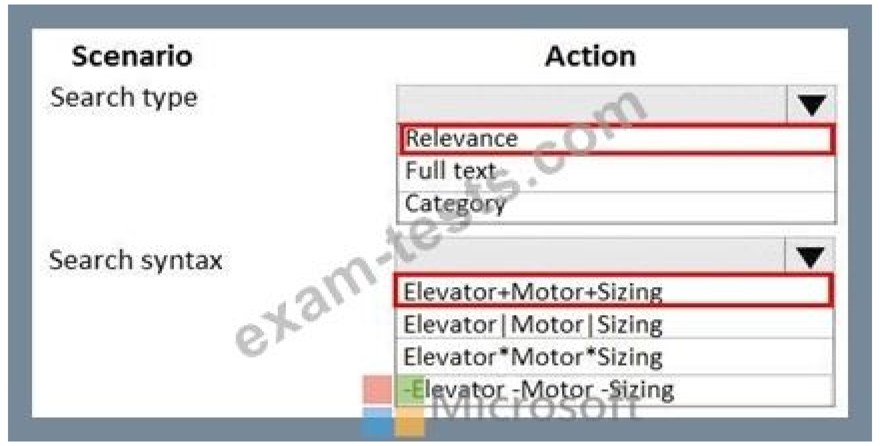
Sizing

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:



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

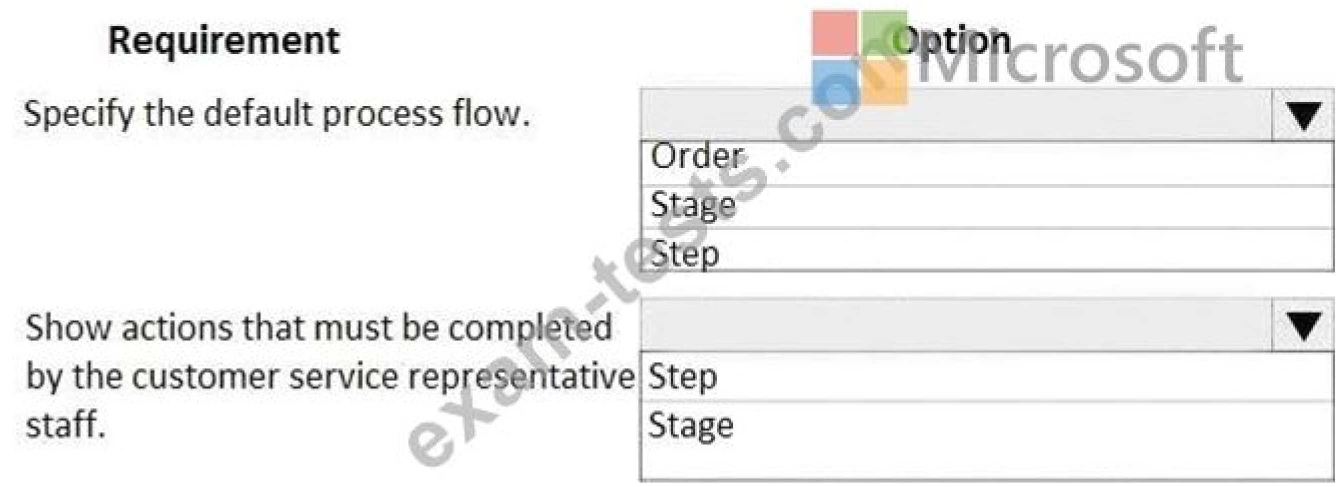
NEW QUESTION: 82

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

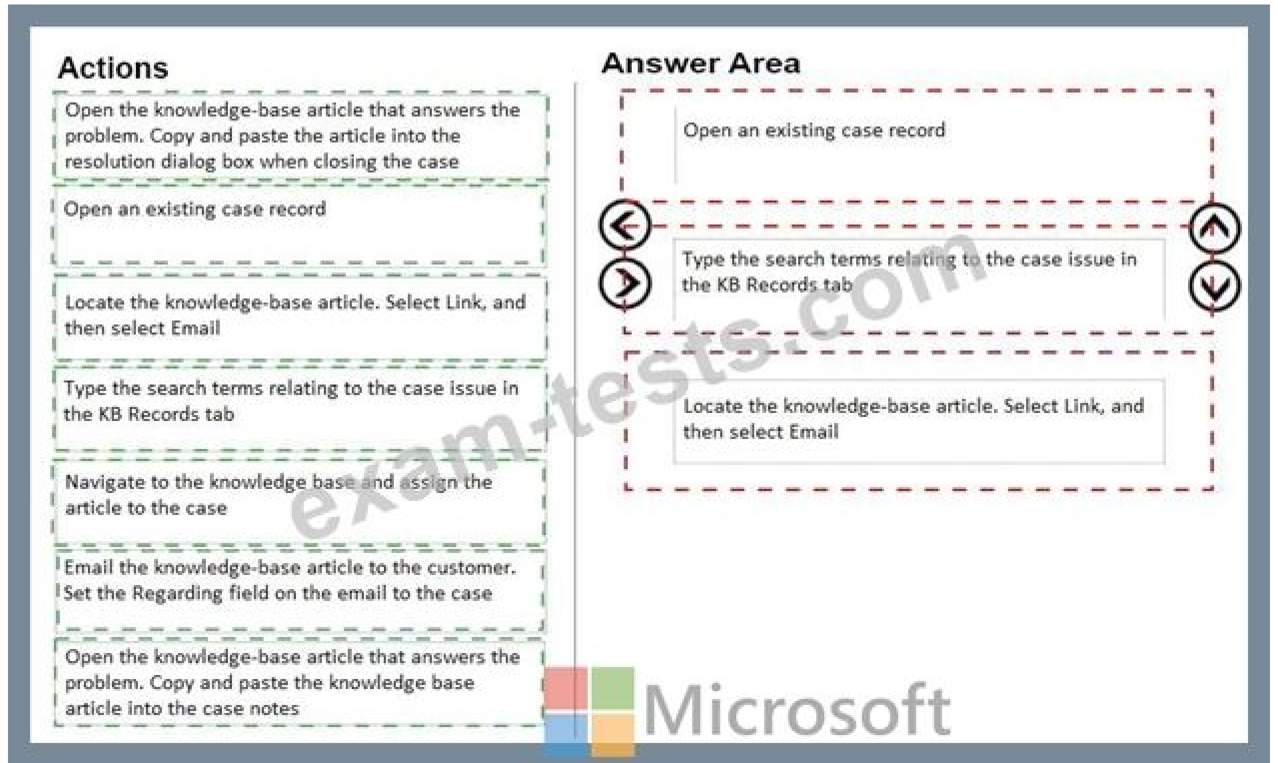
You need to manage business process flows.

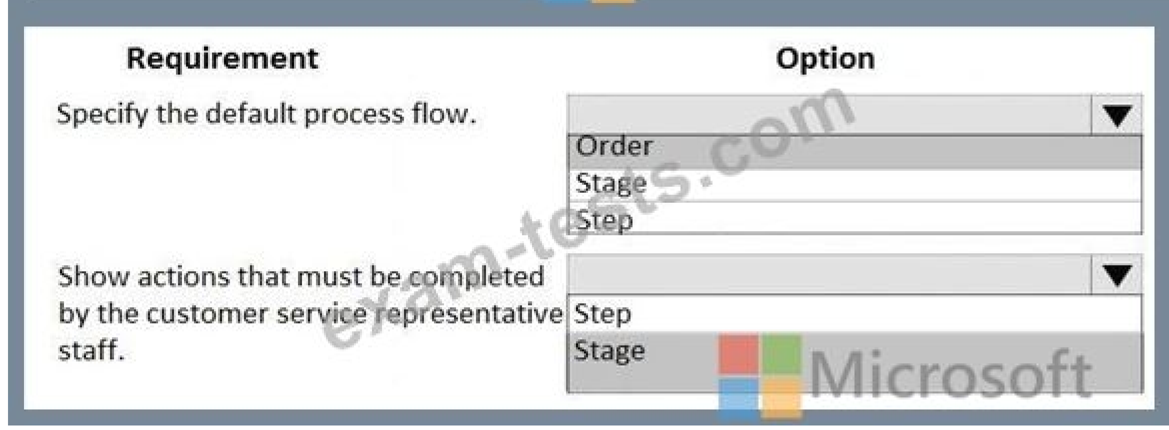
What should you configure? To answer, select the appropriate configuration in the answer area.

NOTE:Each correct selection is worth one point.



Answer:





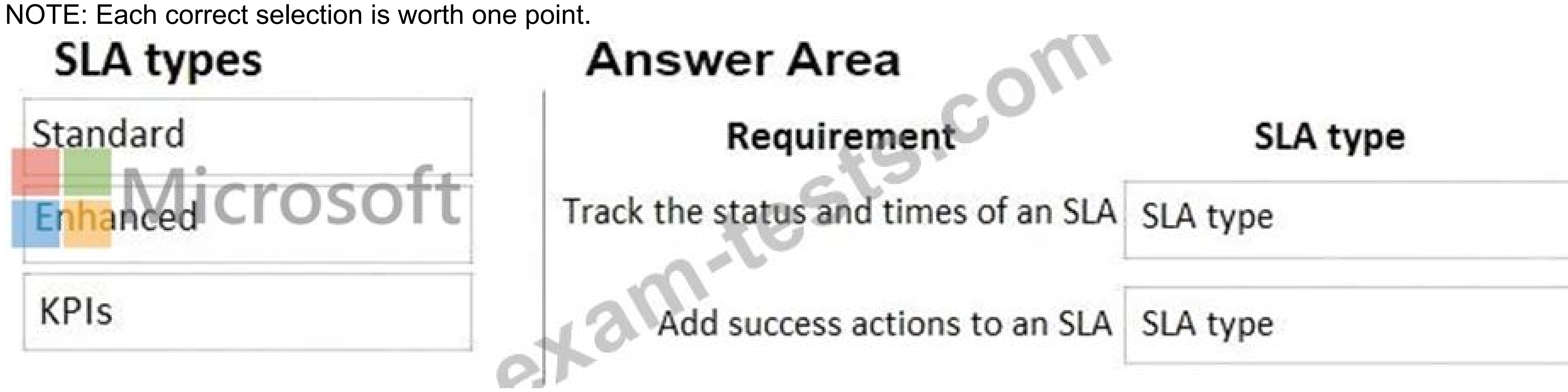
NEW QUESTION: 83

You are a Dynamics 365 for Customer Service system administrator.

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

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

NOTE: Each correct selection is worth one point.



Answer:

Explanation

References:

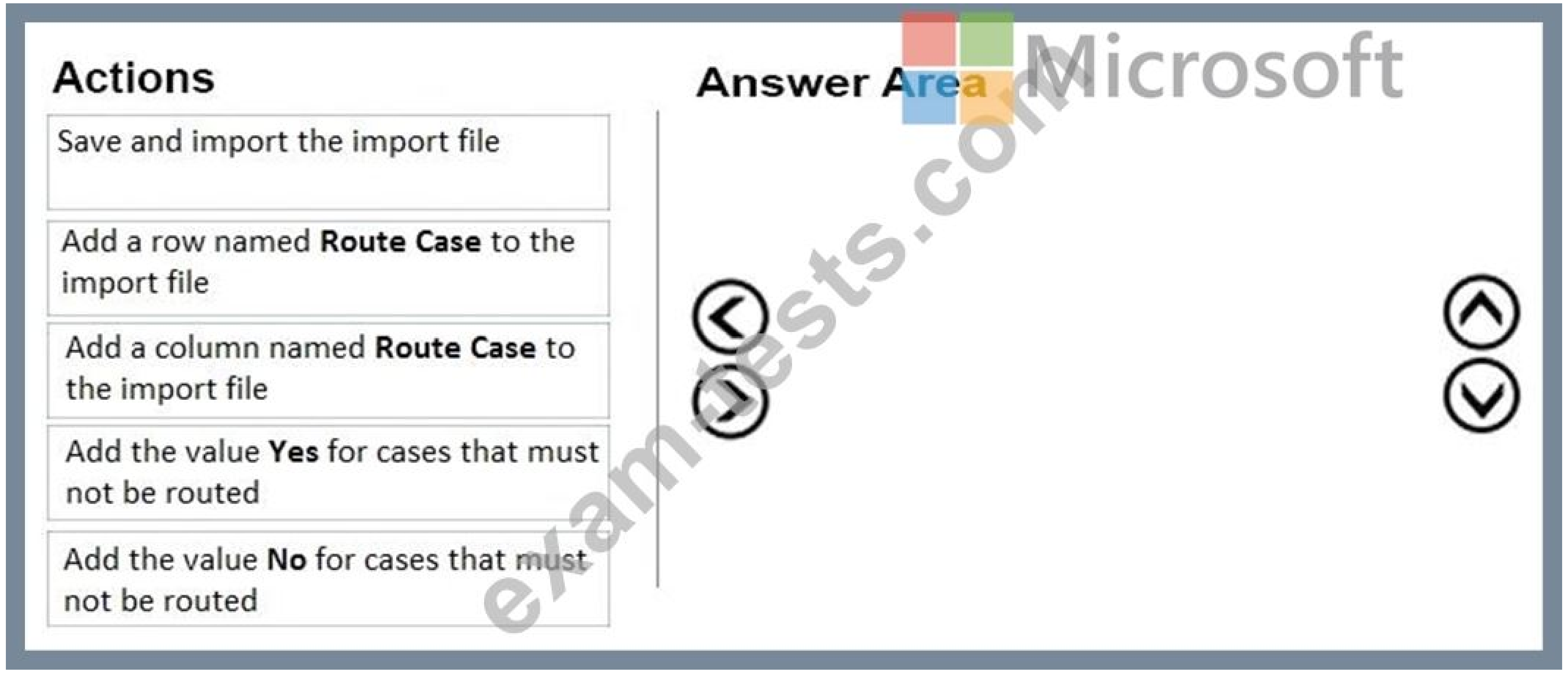
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-levelagree

NEW QUESTION: 84

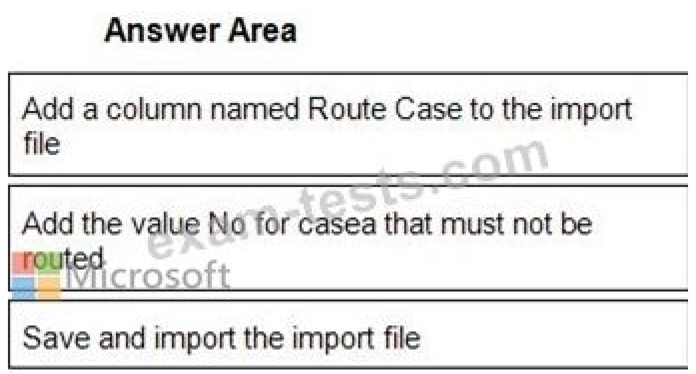
You are a Dynamics 365 for Customer Service administrator.

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.



Answer:



1 - Add a column named Route Case to the import file
2 - Add the value No for casea that must not be routed
3 - Save and import the import file

References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rulesautomatically-route-cases

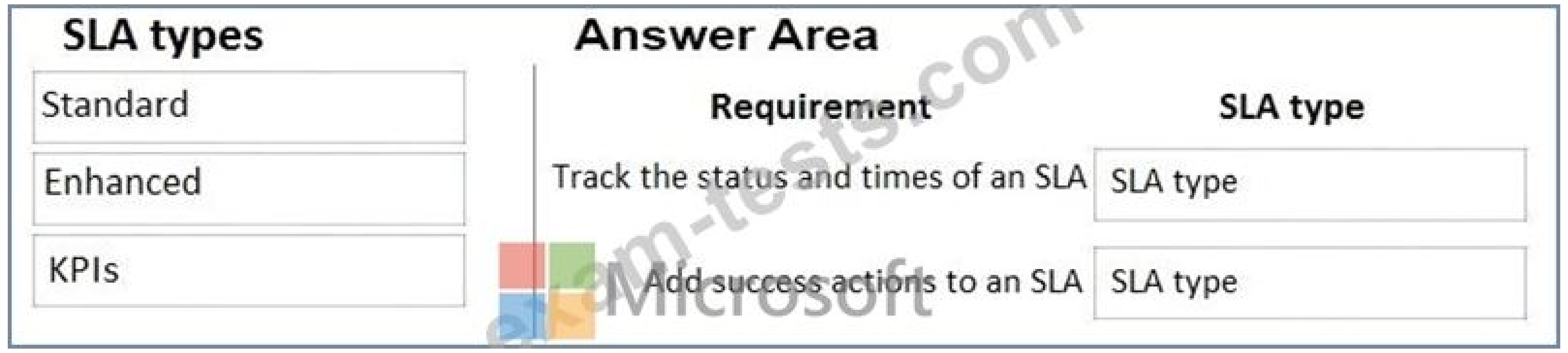
NEW QUESTION: 85

You are a Dynamics 365 for Customer Service system administrator.

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

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

NOTE: Each correct selection is worth one point.



Answer:

Reference:

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

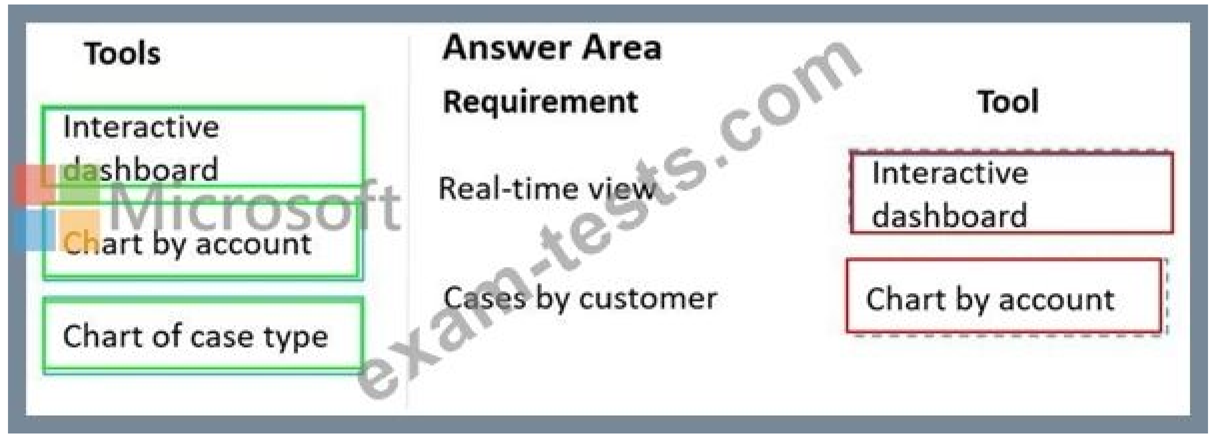
NEW QUESTION: 86

You need to choose which tools need to be created and configured to meet the following requirements.

Which tools should you configure? To answer, drag the appropriate tools to the correct requirements. Each tool 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.

Answer:



NEW QUESTION: 87

A credit card company uses Dynamics 365 Customer Service. Agents receive conversations through Omnichannel for Customer Service.

A browser-based internal application Drawees, a history of a customer's payments and credit scores, Vou create an application tab template for the internal application.

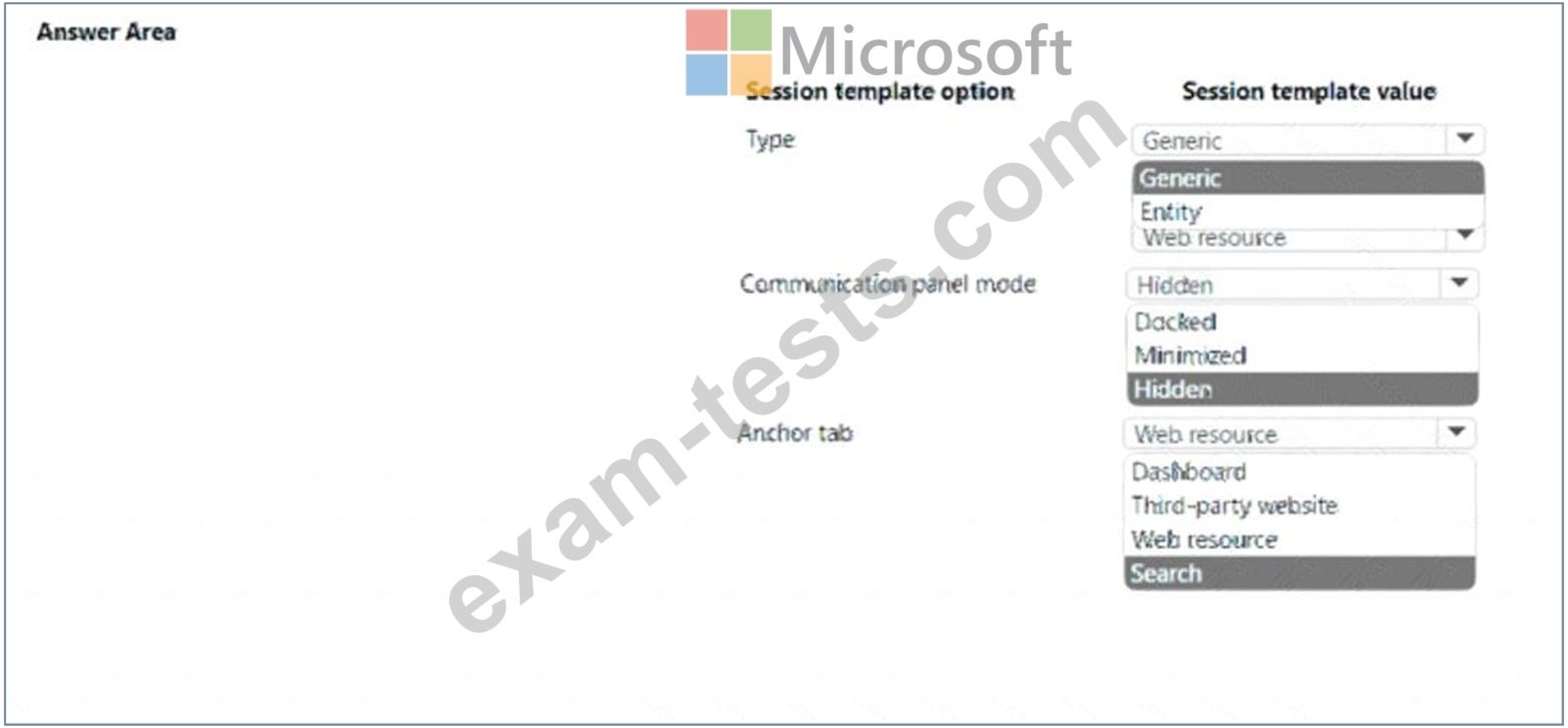
if a customer requests a credit limit increase, the agent must use the internal application within Omnichannel for Customer Service to determine eligibility.

Because the internal application requires; maximum) screen space, communications with customers must remain hidden. The internal application must be displayed on the anchor tab.

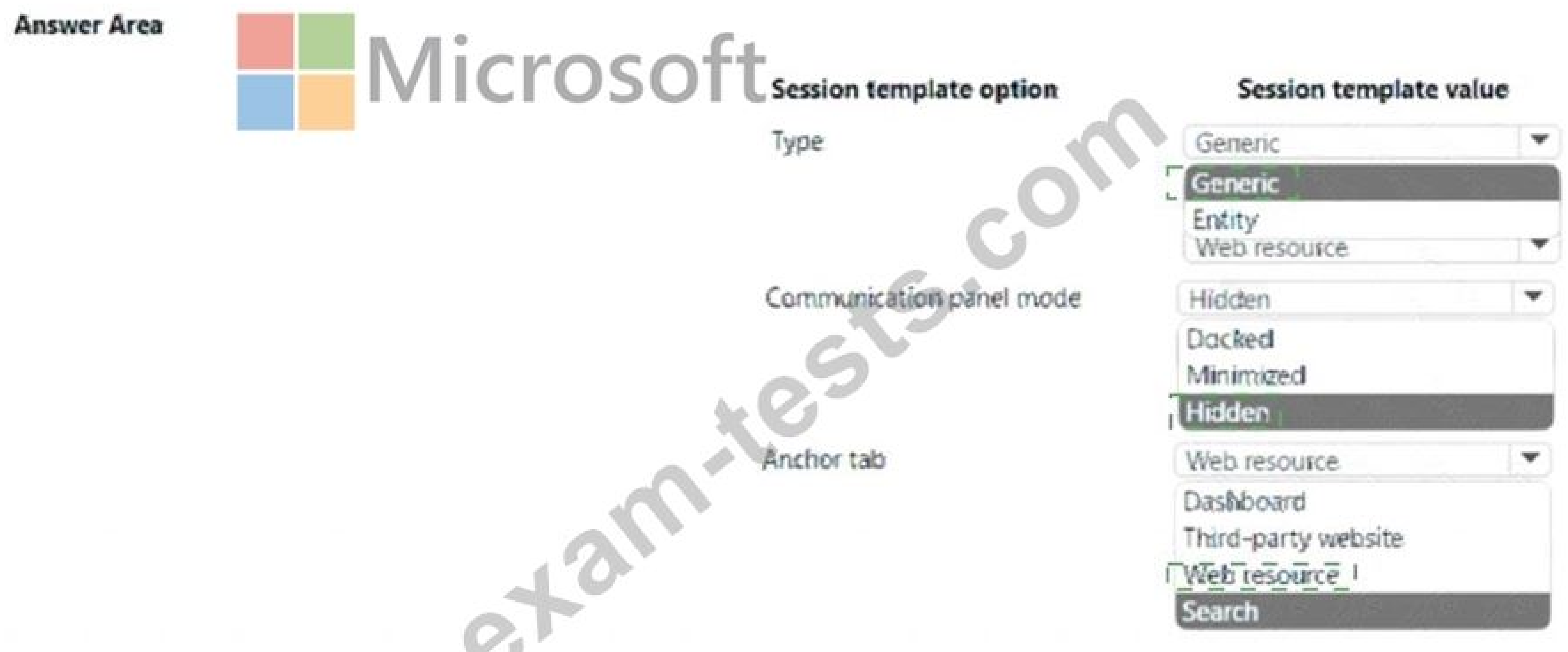
Once an eligibility check is performed the agent must be able To- chat with the customer again.

You need to create a session template for the company.

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


Answer Area
Session template option
Session template value
Type
Generic
Generic
Entity
Web resource
Communication panel mode
Hidden
Docked
Minimized
Hidden
Anchor tab
Web resource
Dashboard
Third-party website
Web resource
Search

Answer:



Explanation:

A picture containing text, font, receipt, screenshot Description automatically generated

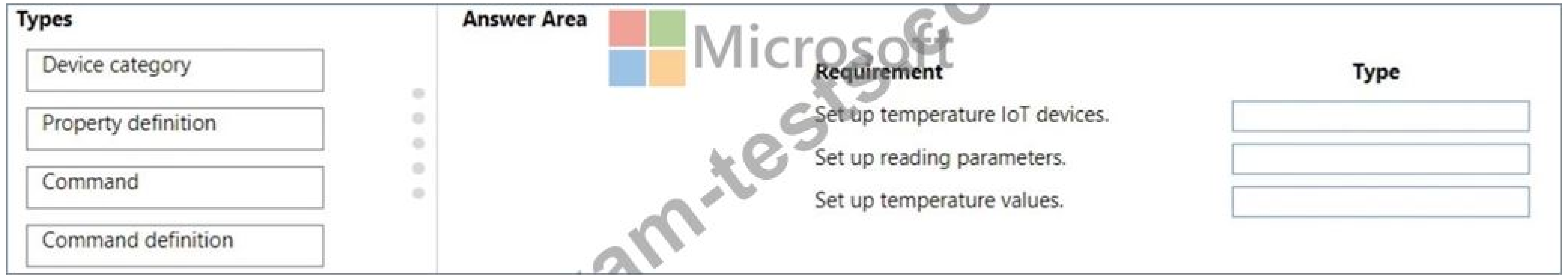
NEW QUESTION: 88

A company uses Dynamics 365 Customer Service.

A user is configuring IoT devices to record specific types of information, such as temperature, humidity, and air flow. Several types of devices require configuration for pre-set commands and ease of administration.

You need to configure the devices to generate the correct recordings.

NOTE: Each correct selection is worth one point.



Answer:

NEW QUESTION: 89

You are configuring a Dynamics 365 for Customer Service instance.

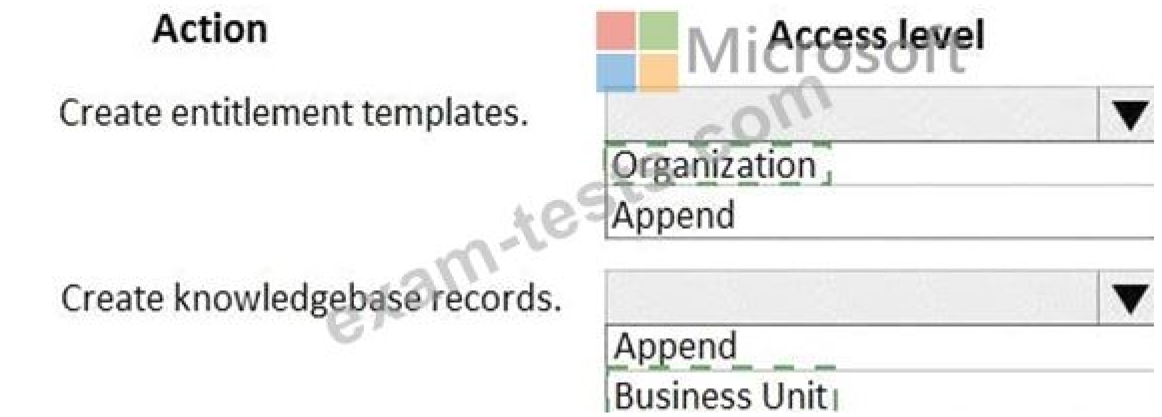
Customer service manager cannot create new entitlements for customer service representatives.

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

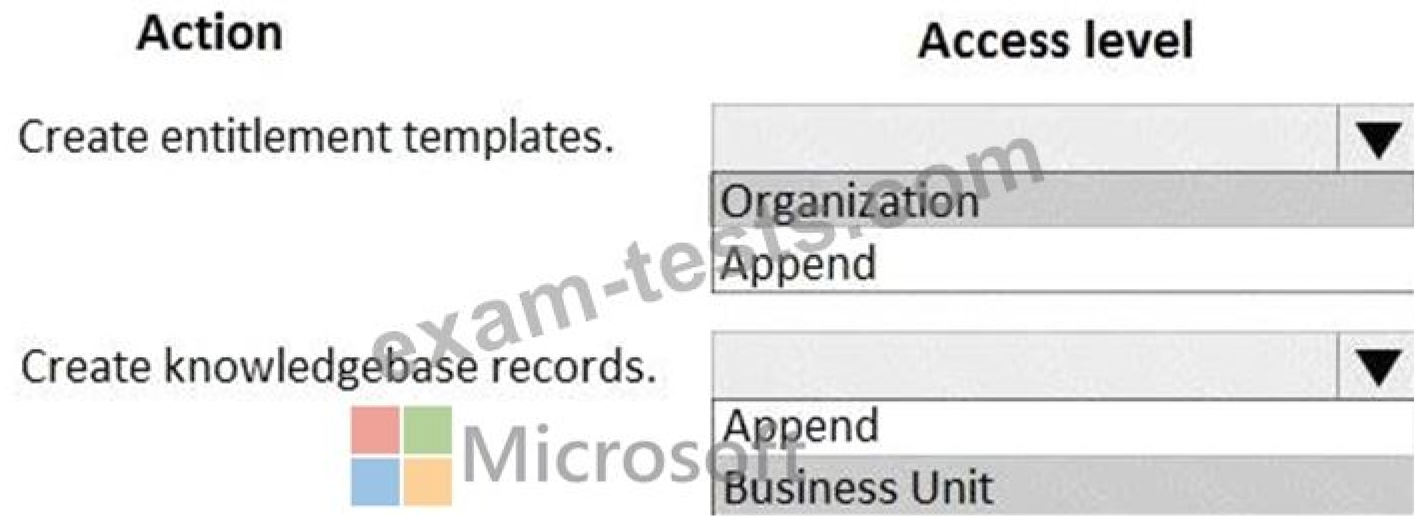
Which access levels should you apply? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:



Explanation



NEW QUESTION: 90

A company uses Dynamics 365 Customer Service.

The schedule shows working intervals of 45 minutes. The intervals cause customer service representatives to have too much free time during working hours. The company wants to change the intervals to every 30 minutes.

You need to configure the intervals.

What should you configure?

A. Schedule with travel time and distance

B. Fulfillment preferences

C. Resource crew scheduling

D. Requirement groups

E. Schedule within time constraints

Answer: (SHOW ANSWER)

Reference:

https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups

NEW QUESTION: 91

You need to ensure cases are handled correctly.

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

NOTE:Each correct selection is worth one point.

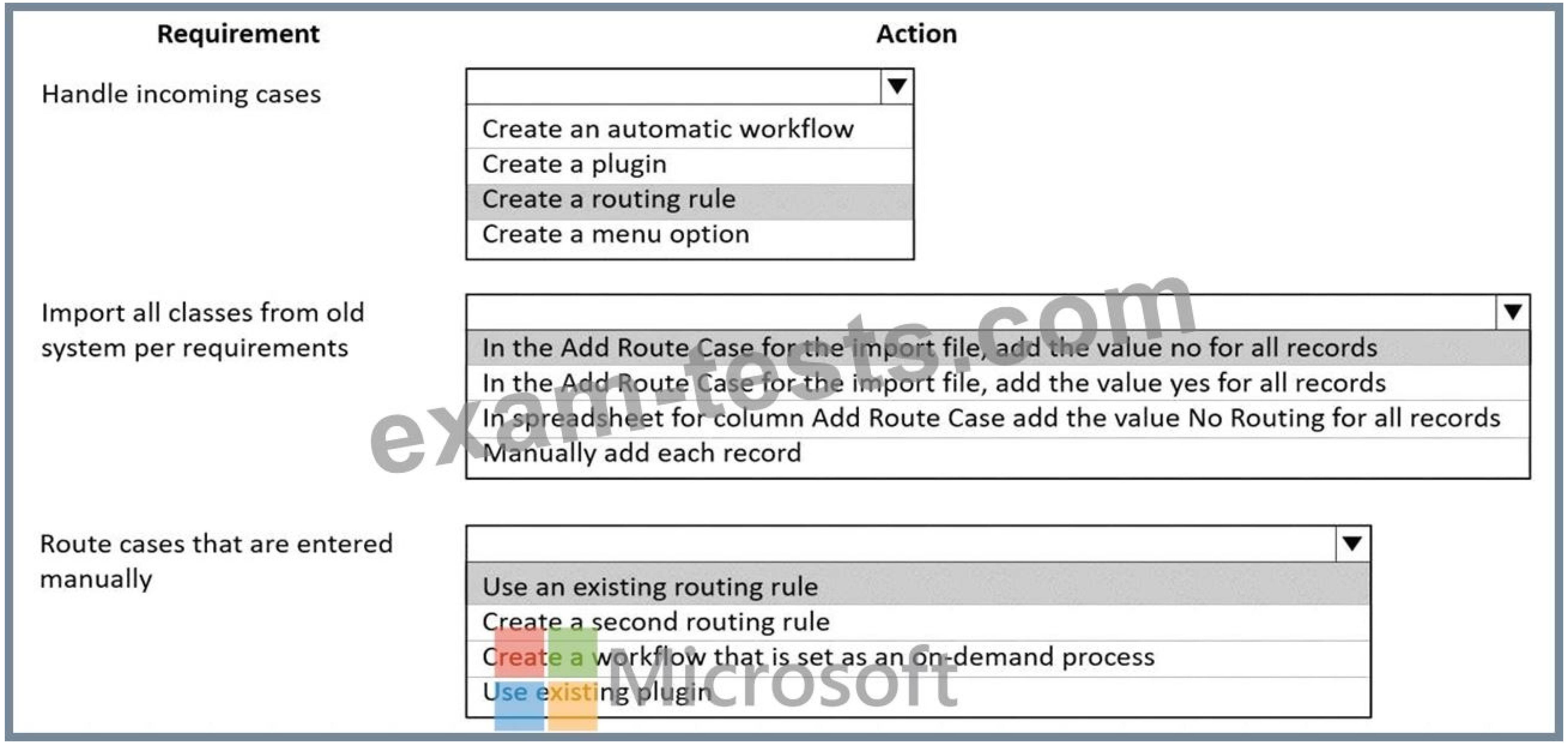
Requirement	Action
Handle incoming cases	Create an automatic workflow Create a plugin Create a routing rule Create a menu option
Import all classes from old system per requirements	In the Add Route Case for the import file, add the value no for all records In the Add Route Case for the import file, add the value yes for all records In spreadsheet for column Add Route Case add the value No Routing for all records Manually add each record
Route cases that are entered manually	Use an existing routing rule Create a second routing rule Create a workflow that is set as an on-demand process Use existing plugin

Answer:

Requirement	Action
Handle incoming cases	Create an automatic workflow Create a plugin Create a routing rule Create a menu option
Import all classes from old system per requirements	In the Add Route Case for the import file, add the value no for all records In the Add Route Case for the import file, add the value yes for all records In spreadsheet for column Add Route Case add the value No Routing for all records Manually add each record
Route cases that are entered manually	Use an existing routing rule Create a second routing rule Create a workflow that is set as an on-demand process Use existing plugin

Explanation

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



Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing

NEW QUESTION: 92
You are a Dynamics 365 system administrator.
Your customer service team must define goal metrics to track and measure all resolved cases.
You need to create a goal metric with a rollup field.
In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions

- Create a new rollup field.
- Define the metric. Enter metric and amount data types.
- Specify details about the source data that rolls up.
- Specify the date field that determines the goal period that the records will roll up into.
- Specify the rollup field to track against goals.

Answer Area

Answer:

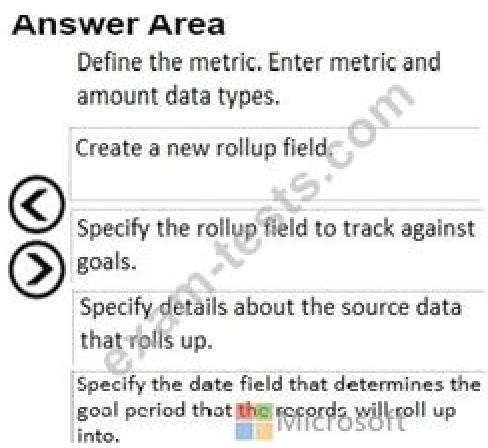
Actions

- Create a new rollup field.
- Define the metric. Enter metric and amount data types.
- Specify details about the source data that rolls up.
- Specify the date field that determines the goal period that the records will roll up into.
- Specify the rollup field to track against goals.

Answer Area

1. Define the metric. Enter metric and amount data types.
2. Create a new rollup field.
3. Specify the rollup field to track against goals.
4. Specify details about the source data that rolls up.
5. Specify the date field that determines the goal period that the records will roll up into.

Explanation



References:

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

NEW QUESTION: 93

You manage a Dynamics 365 Customer Service environment. You implement cases to handle customer issues. A case-routing rule is configured to route all cases to the appropriate queues based on defined criteria.

A customer service representative verifies that user-created cases are not automatically routing.

Similar cases created by using inbound emails are automatically routing to queues.

You need to identify the routing issue for user-created cases.

What is the issue?

A. The queue for this case is not set up or is inactive.

B. Case routing rules do not automatically apply to manually created cases.

C. The routing rule is not set up to handle the defined routing of cases created by phone.

D. The routing rule to handle cases created by phone is inactive.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 94

You are the Dynamics 365 administrator for a help desk. You merge CaseB into CaseA. You need to examine each case and determine what occurred.

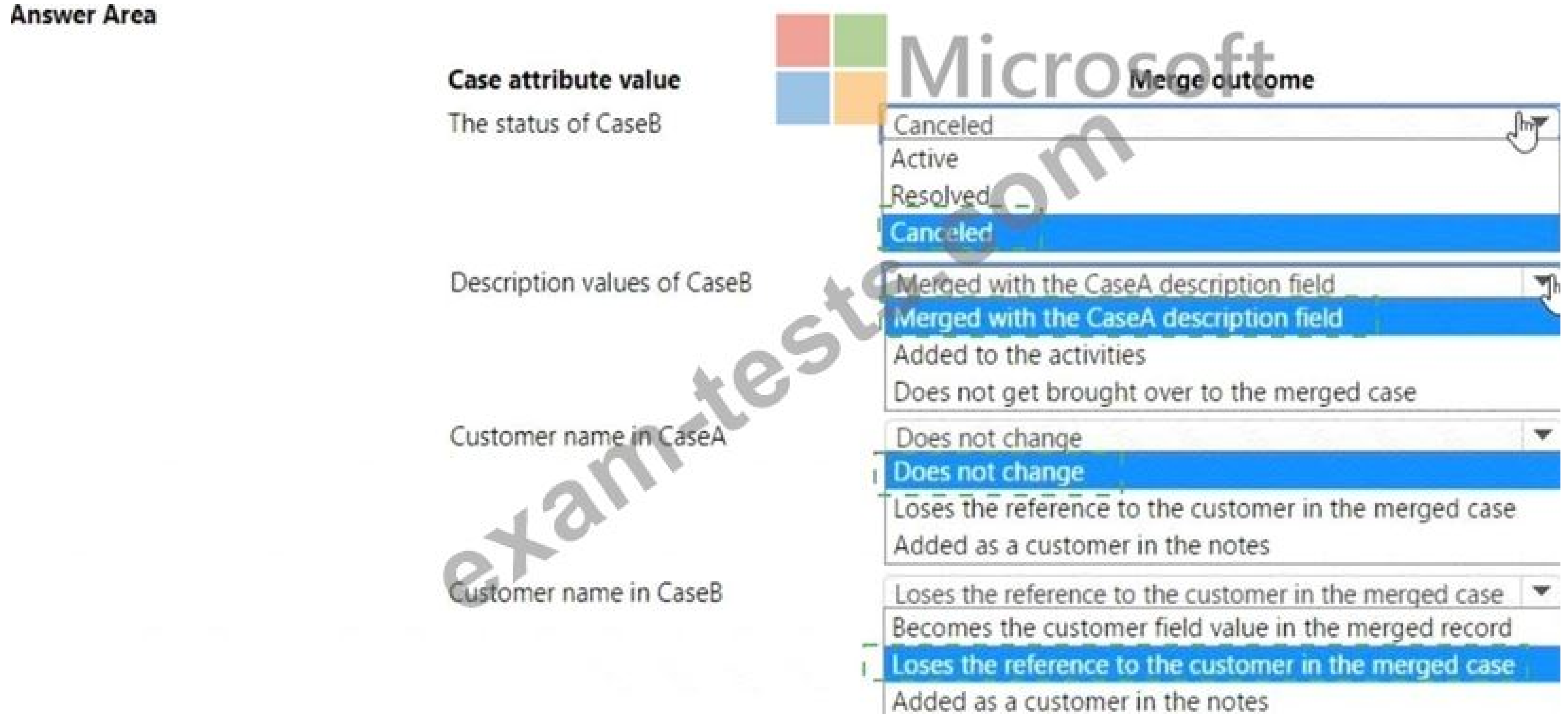
What is the result of the merge? To answer, select the appropriate action in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Case attribute value	Merge outcome
The status of CaseB	Canceled Active Resolved Canceled
Description values of CaseB	Merged with the CaseA description field Merged with the CaseA description field Added to the activities Does not get brought over to the merged case
Customer name in CaseA	Does not change Does not change Loses the reference to the customer in the merged case Added as a customer in the notes
Customer name in CaseB	Loses the reference to the customer in the merged case Becomes the customer field value in the merged record Loses the reference to the customer in the merged case Added as a customer in the notes

Answer:



Explanation:

NEW QUESTION: 95

You need to configure each escalation scenario.

Which configuration should you use for each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

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

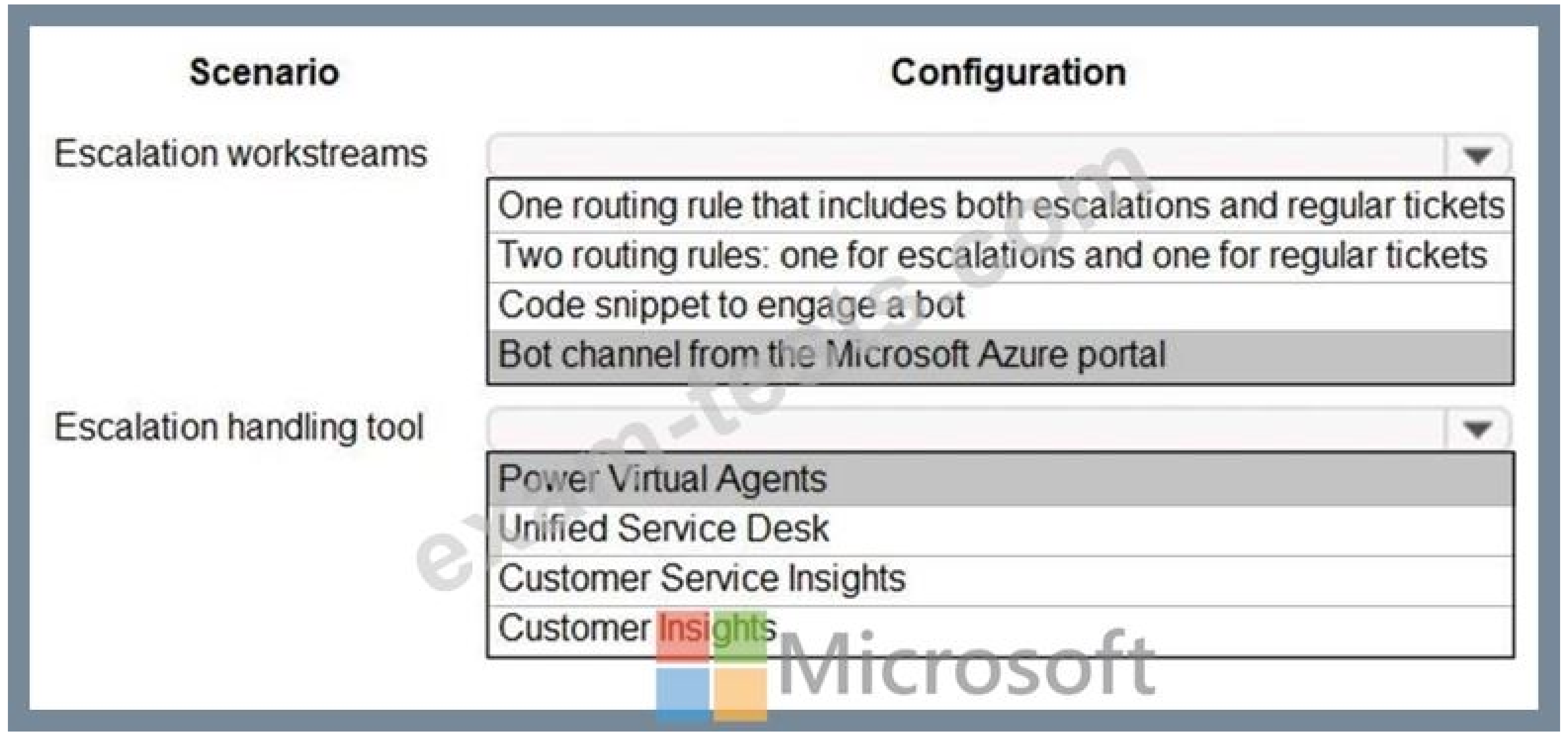
Answer:

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

exam-tests.com

Explanation

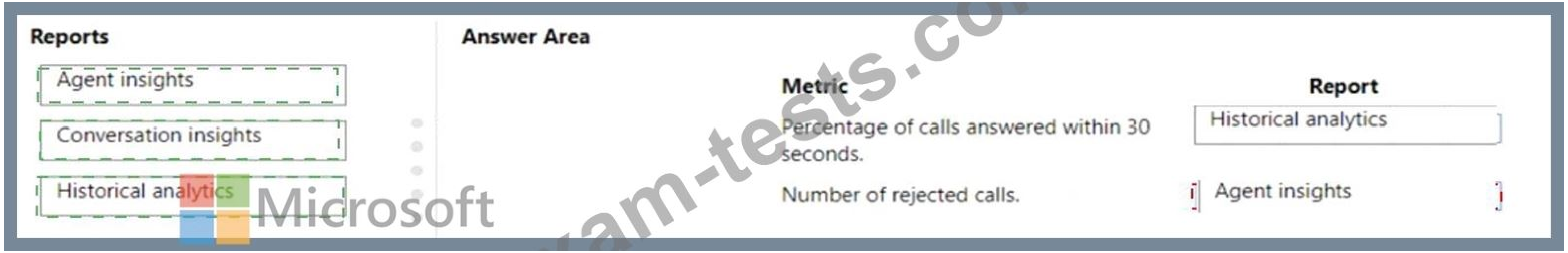
Graphical user interface, text, application Description automatically generated



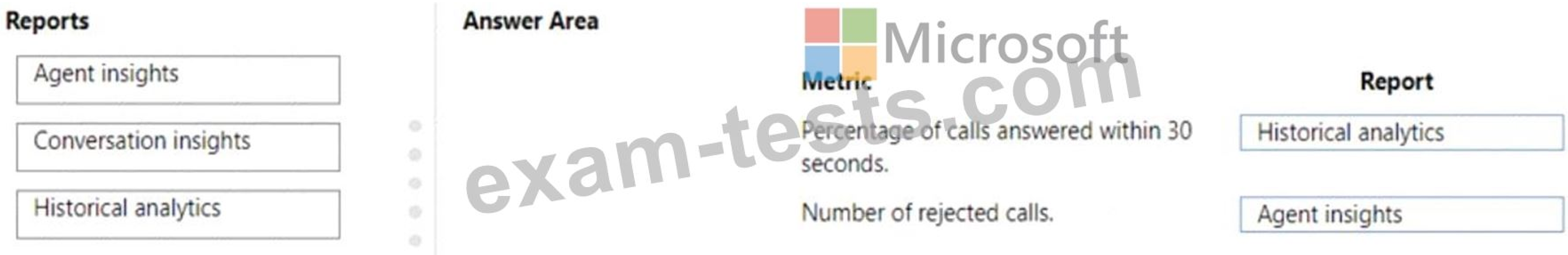
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

NEW QUESTION: 96
A company has a Dynamics 365 Customer Service implementation that uses the voice channel feature.
Supervisors need to review reports to see how the representatives are performing on the following metrics:
* Percentage of calls that are answered within 30 seconds in the previous four hours.
* Number of calls that are rejected by each representative in the previous four hours.
You need to change the configuration of reports to ensure that they default to the requirements.
Which reports should you configure? To answer, drag the appropriate reports to the correct metrics. Each report 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.

Answer:



Explanation:



NEW QUESTION: 97

Drag and Drop Question

You need to build a personal dashboard that displays the following charts and views:

Charts:

- Number of cases by owner and priority
- Products with most cases opened

Views:

- Display the number of cases opened in a seven-day period
- Display the number of escalated cases

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

- Create the charts and views necessary to see the data requested.
- Create a two-column regular dashboard.
- Create an XML script to import graphs.
- In a solution, select Dashboards and then select New.
- Open Dashboards and select New.
- Select the graph icon to insert the charts and views needed in the sections of the dashboard.
- Select services and cases. Then select the desired views to create the dashboards.

Answer Area

Answer:

Actions

- Create an XML script to import graphs.
- In a solution, select Dashboards and then select New.
- Select services and cases. Then select the desired views to create the dashboards.

Answer Area

1. Create the charts and views necessary to see the data requested.
2. Open Dashboards and select New.
3. Create a two-column regular dashboard.
4. Select the graph icon to insert the charts and views needed in the sections of the dashboard.

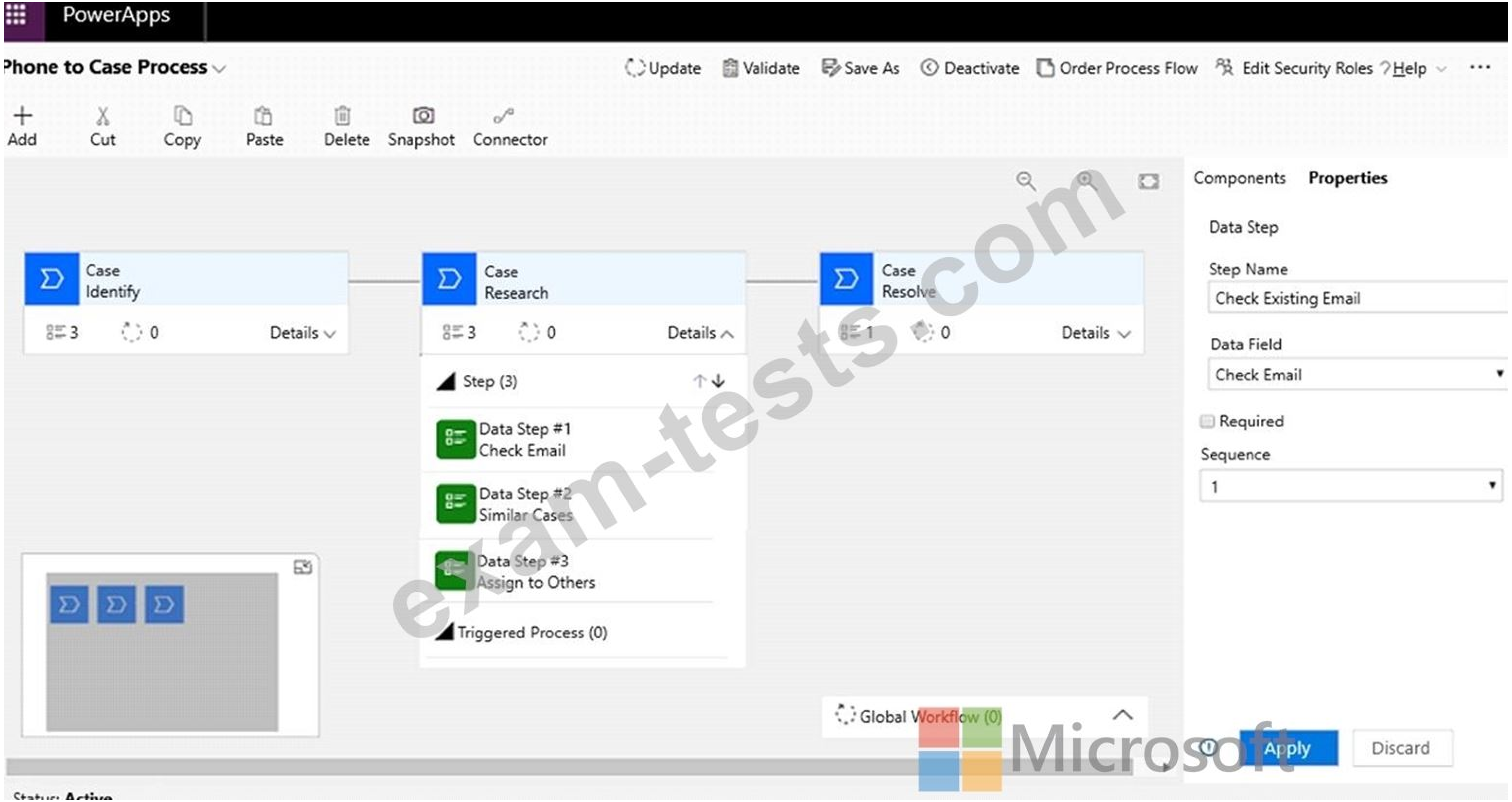
Microsoft

exam-tests.com

Explanation:
https://docs.microsoft.com/en-us/powerapps/user/track-your-progress-with-dashboard-and-charts

NEW QUESTION: 98

You are modifying the phone-to-case process in Dynamics 365 Customer Service. You create a flow by using PowerApps as shown in the exhibit. (Click the Exhibit tab.)



You must modify the business process flow to include the check-email step at the beginning of the research stage.

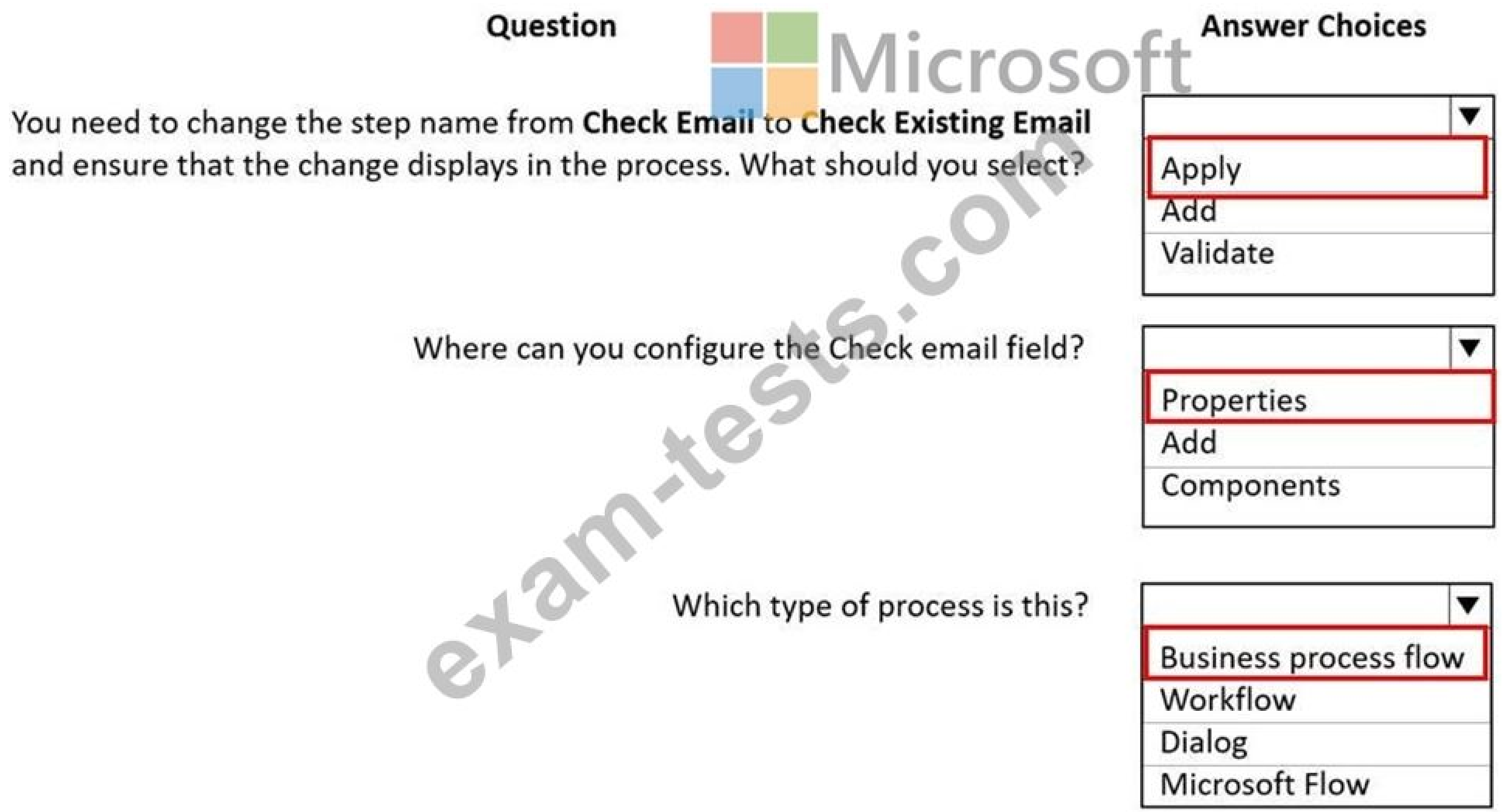
Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Question	Answer Choices
You need to change the step name from **Check Email** to **Check Existing Email** and ensure that the change displays in the process. What should you select?	Apply Add Validate
Where can you configure the Check email field?	Properties Add Components
Which type of process is this?	Business process flow Workflow Dialog Microsoft Flow

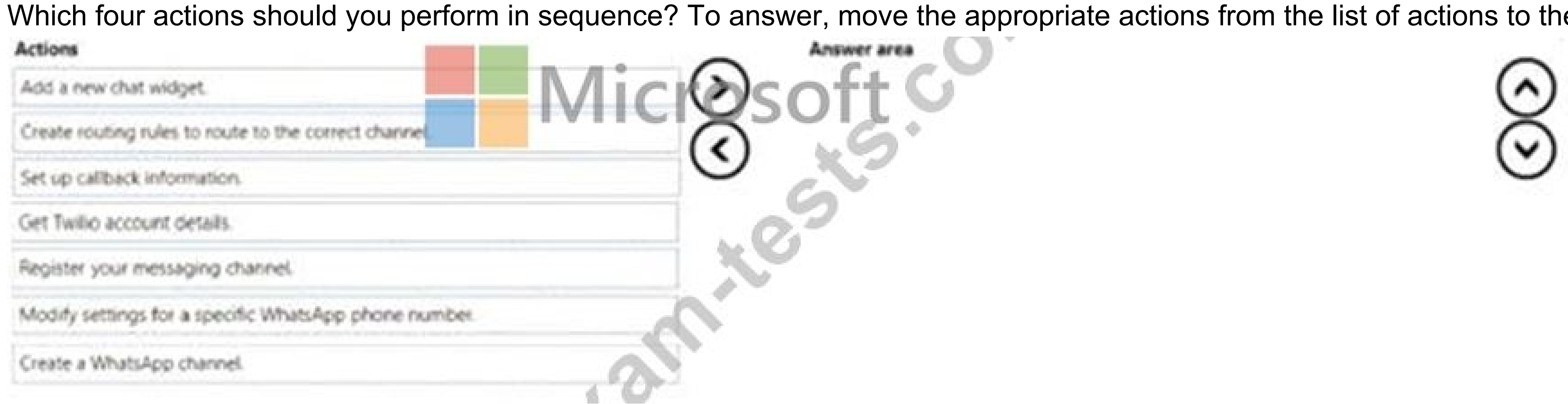
Microsoft

Answer:

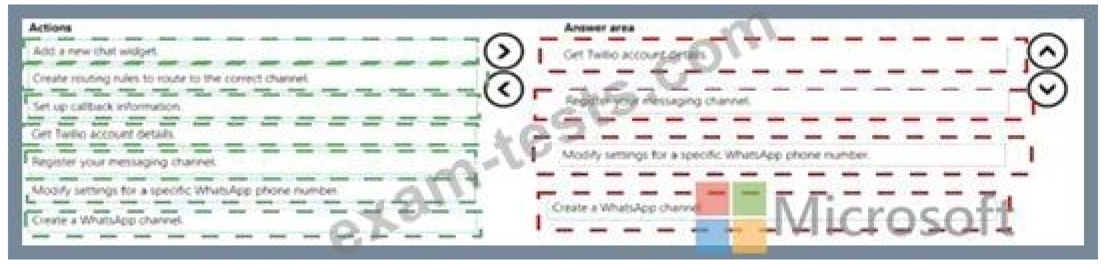


Reference:
https://docs.microsoft.com/en-us/power-automate/create-business-process-flow?context=/dynamics365/context/sales-context#edit-a-business-process-flow

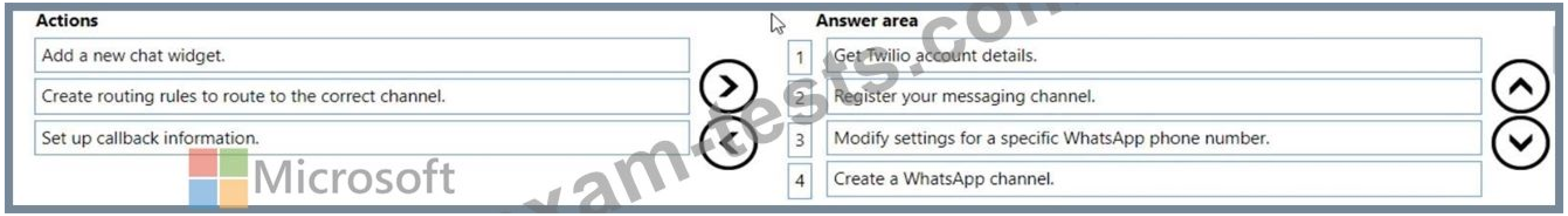
NEW QUESTION: 99
You are setting up channels for Omnichannel for Customer Service.
You want to set up a channel for a WhatsApp app.
You need to configure the channel.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



Explanation



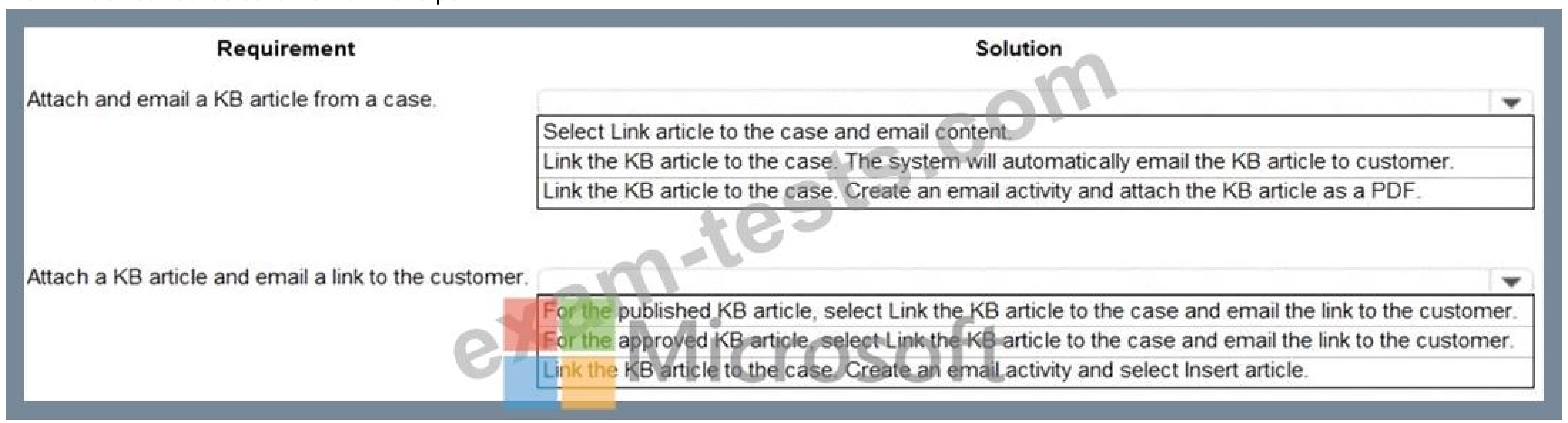
NEW QUESTION: 100

You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.

You need to link the article to the case and share the article with the customer.

What is the solution for each requirement? To answer, select the appropriate options in the answer area.

NOTE:Each correct selection is worth one point.



Answer:

Requirement	Solution
Attach and email a KB article from a case.	Select Link article to the case and email content. Link the KB article to the case. The system will automatically email the KB article to customer. Link the KB article to the case. Create an email activity and attach the KB article as a PDF.
Attach a KB article and email a link to the customer.	For the published KB article, select Link the KB article to the case and email the link to the customer. For the approved KB article, select Link the KB article to the case and email the link to the customer. Link the KB article to the case. Create an email activity and select Insert article.

Explanation

Text Description automatically generated

Requirement	Solution
Attach and email a KB article from a case.	Select Link article to the case and email content. Link the KB article to the case. The system will automatically email the KB article to customer. Link the KB article to the case. Create an email activity and attach the KB article as a PDF.
Attach a KB article and email a link to the customer.	For the published KB article, select Link the KB article to the case and email the link to the customer. For the approved KB article, select Link the KB article to the case and email the link to the customer. Link the KB article to the case. Create an email activity and select Insert article.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within-record-dynamic

NEW QUESTION: 101

You need to ensure that an appropriate resource for sick appointments can be scheduled.

What should you configure?

A. Services

B. Queues

C. Facilities/equipment

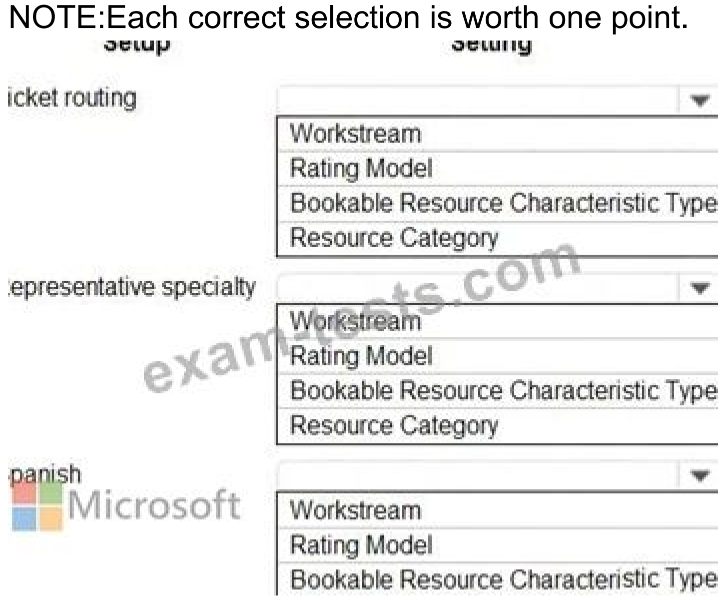
D. Activities
Answer: A (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/basics-service-service-scheduling

NEW QUESTION: 102
A company deploys Dynamics 365 Customer Service. The company plans to use IoT to collect information about manufacturing equipment.
Work orders must be automatically generated when malfunctions are detected to ensure that malfunctions are corrected quickly.
You need to design a Connected Customer Service solution.
What should you use? To answer, drag the appropriate implementation types to the correct requirements. Each implementation 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.

Answer:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview

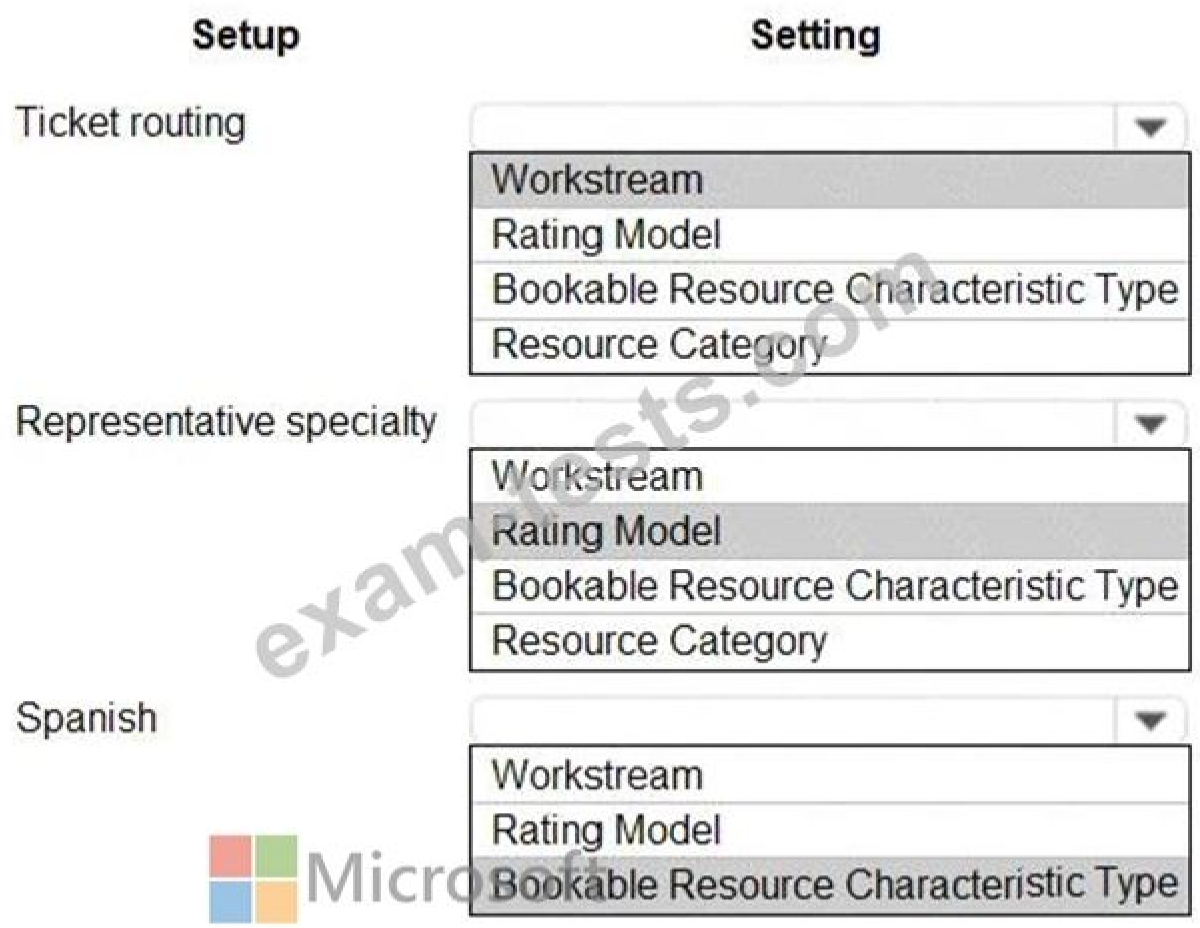
NEW QUESTION: 103
You need to select which setting needs to be configured for each setup.
Which settings should you select? To answer, select the appropriate options in the answer area.
NOTE:Each correct selection is worth one point.



Answer:

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: 104

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:

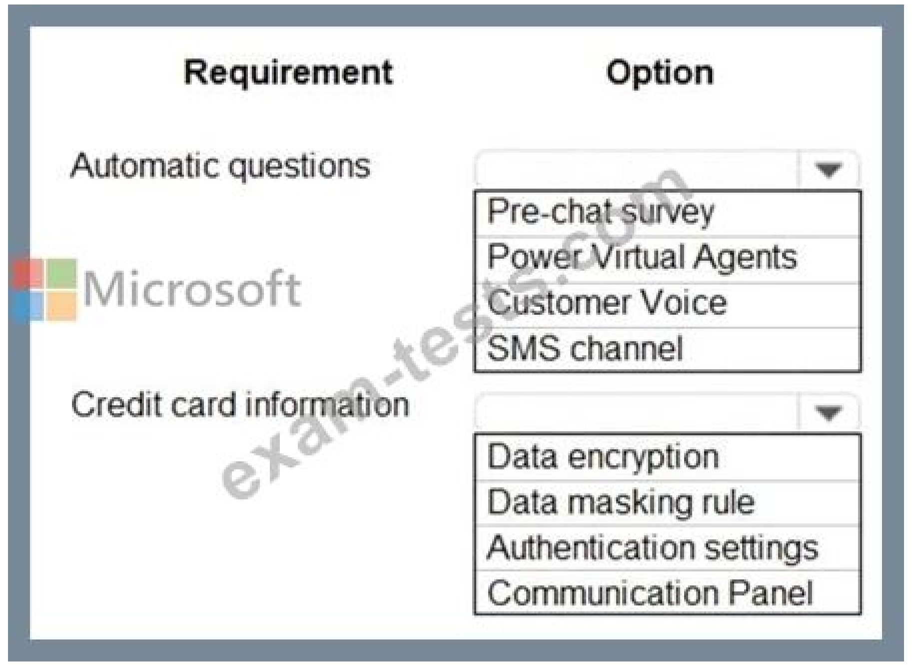
The system must automatically ask questions before the chat begins.

Credit card information that a customer enters in a chat must not be visible to the agent.

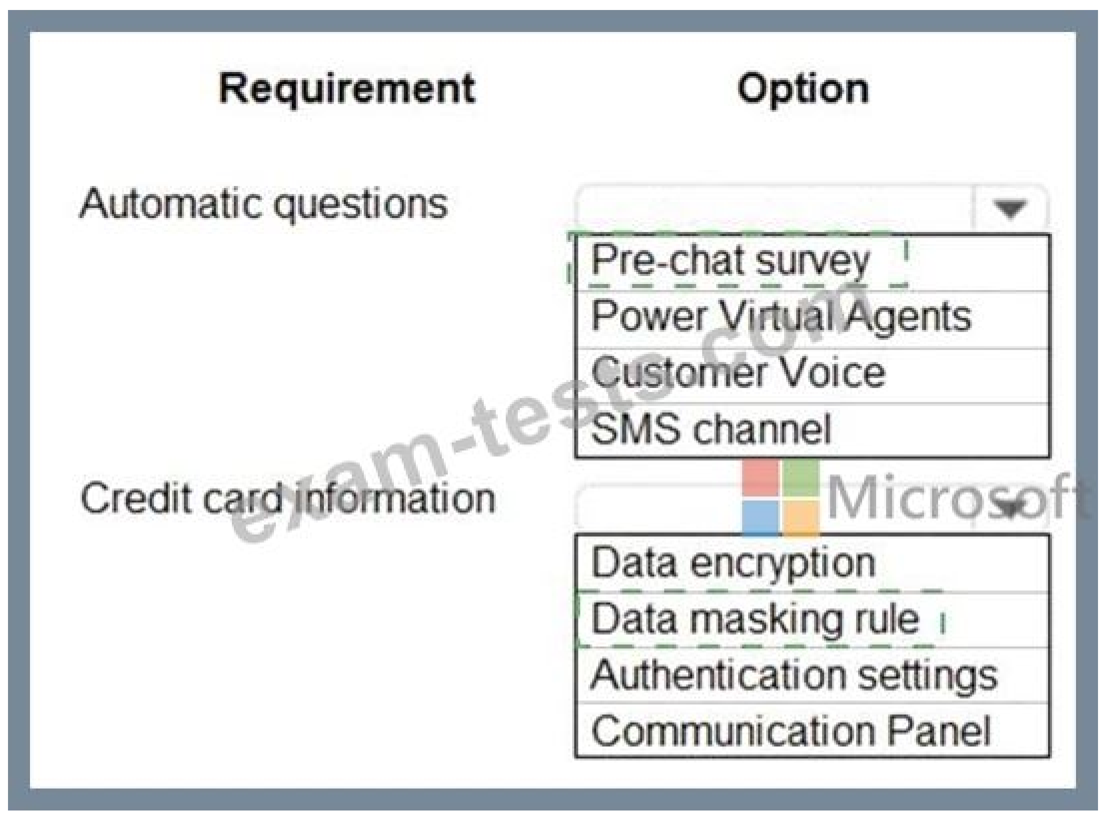
You need to configure the options to meet the requirements.

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

NOTE:Each correct selection is worth one point.

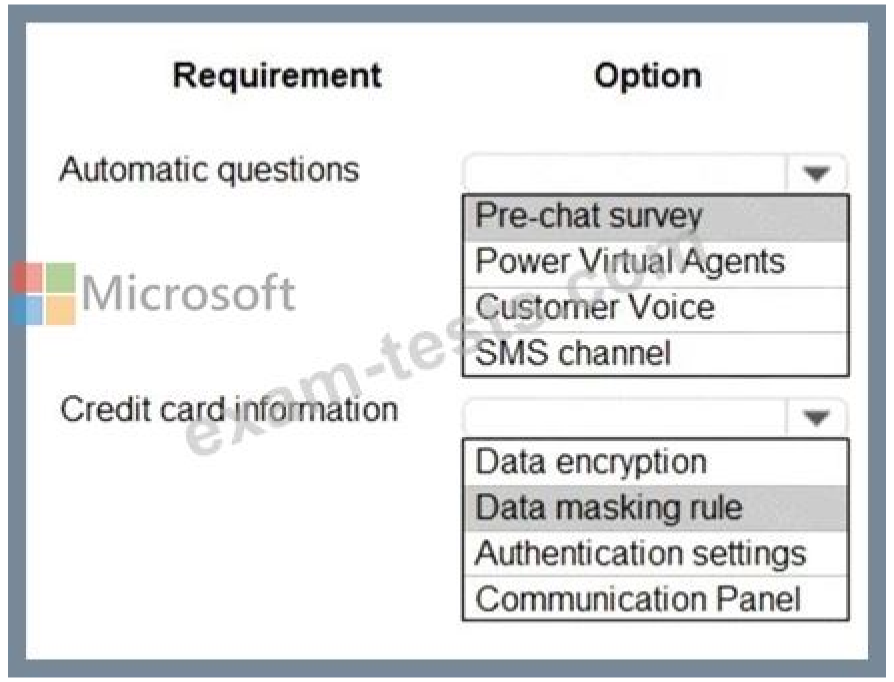


Answer:



Explanation

Graphical user interface, text, application Description automatically generated



Reference:

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

NEW QUESTION: 105

Case Study 5 - Fourth Coffee

Background

You are the technology manager for Fourth Coffee. The company sells 20 types of coffees and five types of digital coffee makers.

Fourth Coffee uses Dynamics 365 Customer Service with Omnichannel for Customer Service.

Current environment

Queues

The company uses queues to service different types of customers. Each type of customer corresponds to one of the following queues:

- New customers
- Repeat customers
- Subscribers to the coffee of the month club

The company has a separate queue to manage customers who have coffee maker issues.

Current environment

Employees

The company has 50 call representatives across five call centers. Each representative can address five calls simultaneously. Overflow calls are transferred to the back office.

- The company uses two levels of representatives to help customers with coffee purchases: entry level and specialists.
- Supervisors monitor chats and live phone calls.

Requirements

Employees

Call representatives must be able to answer requests from phone calls, SMS messages, and chat. A ticket must be opened for each request.

Specialists must be assigned to coffee maker calls.

Specific representatives require a Dynamics 365 Customer Service workspace to perform the following activities:
- Open an assigned record in a new workspace tab.
- Use a predefined email template when representatives send an email.
- The system must notify supervisors when customers in a live session
express negative feedback about a service or product.

Requirements

Configuration

- If a customer starts a chat during non-working business hours, the
first representative that signs into the system must answer the chat;
the customer must be able to continue the chat at any time.
- Chat sessions must start only when the customer selects the chat
icon. Chat must only be available for reorders and coffee maker
repairs.
- Subscribers and new orders must always go to a live representative
unless the subscriber chooses the chat icon.

Customers must be able to download a separate app to their phone or tablet for ordering coffee.
The app must include only the customer's name, address, phone number, and issue information.

Requirements

Support

The solution must provide the following website features for external customers:
- Provide support to submit issues.
- Ensure they can log in.

The chatbot must have an option to allow users to escalate a conversation to a live representative.
Live representatives must be able to send a customer back to the chatbot.

Requirements

Distribution of calls

- Live chat must be available for cases.
- Cases that are escalated must be distributed to the next available
agent.
- All other cases must wait for an agent to pick up the case.
- All work must be distributed evenly with no other conditions.
- The number of workstreams and routing rules must be minimized.
- Spanish-speaking customers must be sent to representatives who speak
Spanish fluently.
- Tickets must be routed to the most qualified representative for the
type of issue reported.
- All representatives must be rated on their specialty knowledge and
backup specialty.

Requirements

Device telemetry

The solution must support the following:

- Remotely monitor coffee makers and contact a technician to help customers with coffee maker support contracts.
- Provide a place for IoT messages to flow to the device and back to the IoT hub.
- Automatically review messages from coffee makers and open a case when the system indicates an error with a coffee maker.
- Provide a place for the company technology to securely connect virtually with the coffee maker customer.

Requirements

Customers

- Customers must be able to sign into an external portal.
- Customers must be able to view their cases and case status information.
- Security must be as restrictive as possible.

Requirements

Surveys

The survey must include the following with minimum development effort:

- A list of questions that rate the service as poor, average, or great
- A question that rates whether the customer would recommend the company
- A question that asks if the customer would like to escalate a case

o If yes, the survey must collect an email address and phone number for the customer.

o If no, another set of questions asking about open issue details must display.

The solution must meet the following survey distribution requirements:

- Each survey must be standardized to include the company logo and colors.
- Surveys must be sent out after each ticket closes.
- Quarterly surveys must be sent out to those customers who rated the company poorly.
- Customer surveys must be available in several languages to support global distribution.

You need to configure the Power Virtual Agents chatbot.

What should you configure?

A. Assign chatbots to appropriate queues.

B. Assign each queue a workstream.

C. Embed a chat widget in the portal.

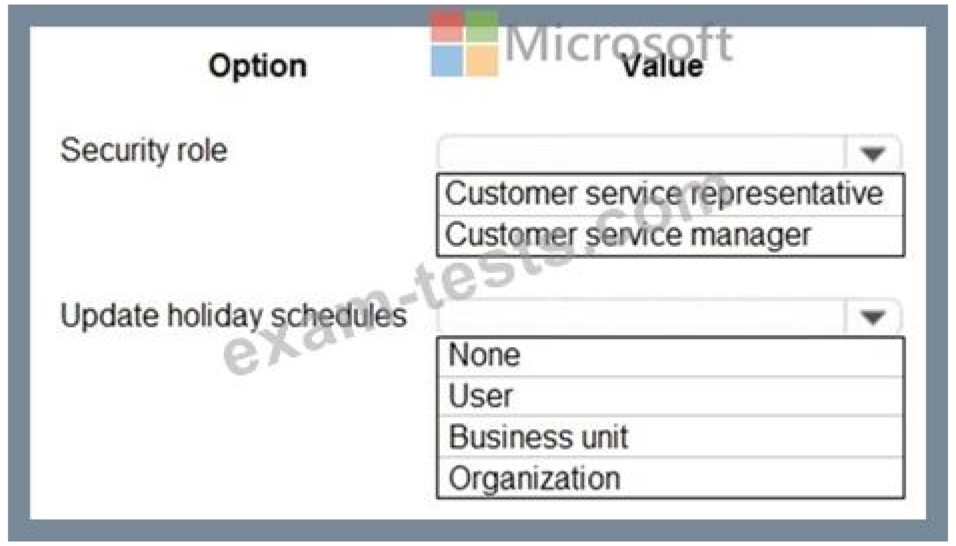
D. Add a chatbot to the workstream.

Answer: A (LEAVE A REPLY)

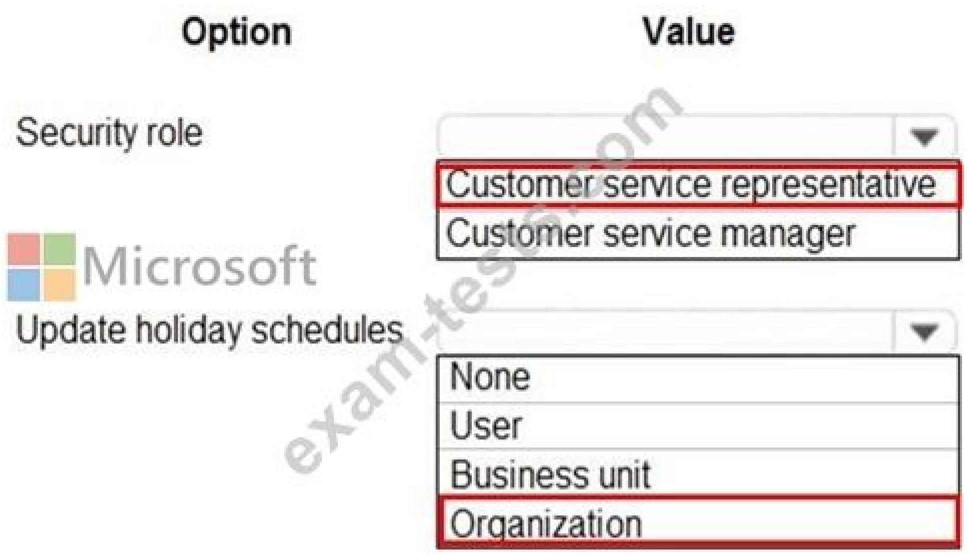
NEW QUESTION: 106

You are working as a functional consultant for Dynamics 365 Customer Service. No changes have been made to security roles.

You need to ensure that customer service representatives can process cases that have service-level agreements (SLAs) and entitlements. You must grant only the minimum privileges required.
How should you configure security? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:

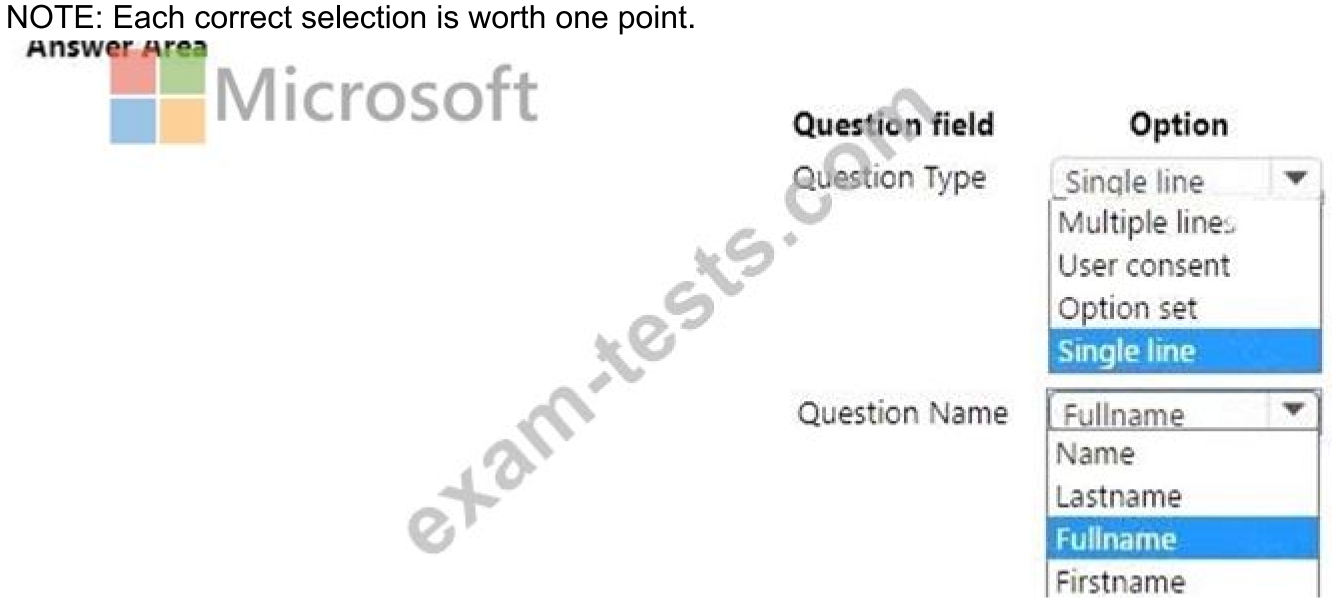


Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

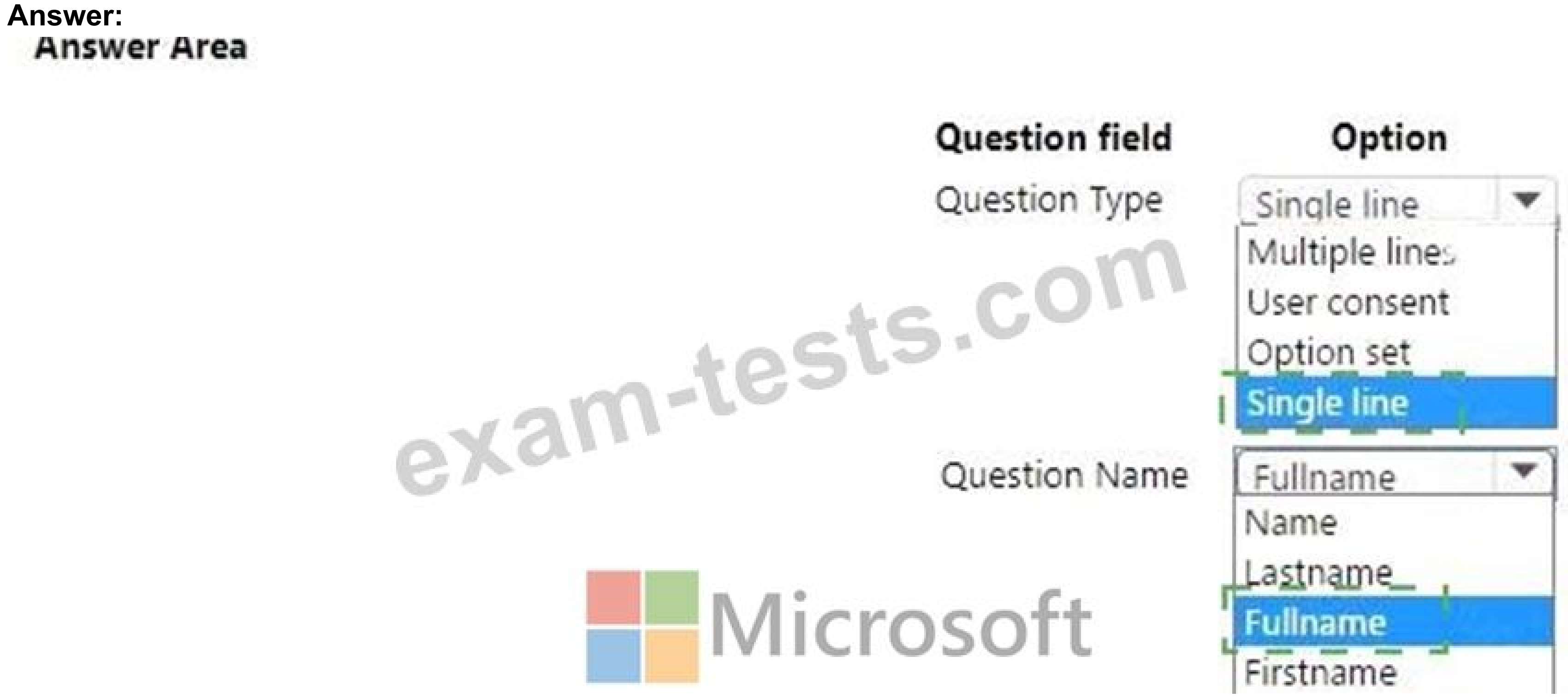
NEW QUESTION: 107
You are a Dynamics 365 Customer Service administrator.
You are configuring a case dashboard.
You need to filter the dashboard to show only escalated cases and cases that are marked as Request.
Which filter should you use?
A. Timeframe

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: 108
You are customizing an Omnichannel for Customer Service implementation.
Customers take a pre-chat survey on a chat widget on the portal. Customers are required to accept the portal's privacy policy before they can take the survey.
A call center manager wants to auto pick account or contact information for customer service agents based on the survey.
You need to configure the pre-chat survey question field to meet the requirements.
Which option should you select for each pre-chat survey question field? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



Explanation:

Answer Area

Question field	Option
Question Type	Single line
Question Name	Fullname

NEW QUESTION: 109

A company that operates in 101 countries/regions globally uses Dynamics 365 Customer Service. The countries/regions currently use the same environment.

An administrator plans the deployment of additional portals to support customer service processes.

Each country/region requires the following:

* A Microsoft Dataverse starter portal in an environment with Dataverse
* A blank portal in an environment with customer engagement apps
* A pre-build portal in an environment with customer engagement apps

You need to determine the minimum number of environments required.

How many environments will you need? To answer, drag the appropriate number to the portal requirements.

Each number of 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.

Number of environments

1

3

50

101

Answer Area

Portal requirement	Number of environments
Dataverse starter portal in an environment with Dataverse	
Blank portal in an environment with customer engagement apps	
Pre-built portal in an environment with customer engagement apps	

Answer:

Number of environments

1

3

50

101

Answer Area

Portal requirement	Number of environments
Dataverse starter portal in an environment with Dataverse	3
Blank portal in an environment with customer engagement apps	3
Pre-built portal in an environment with customer engagement apps	101

Explanation:

Number of environments

1

3

50

101

Answer Area

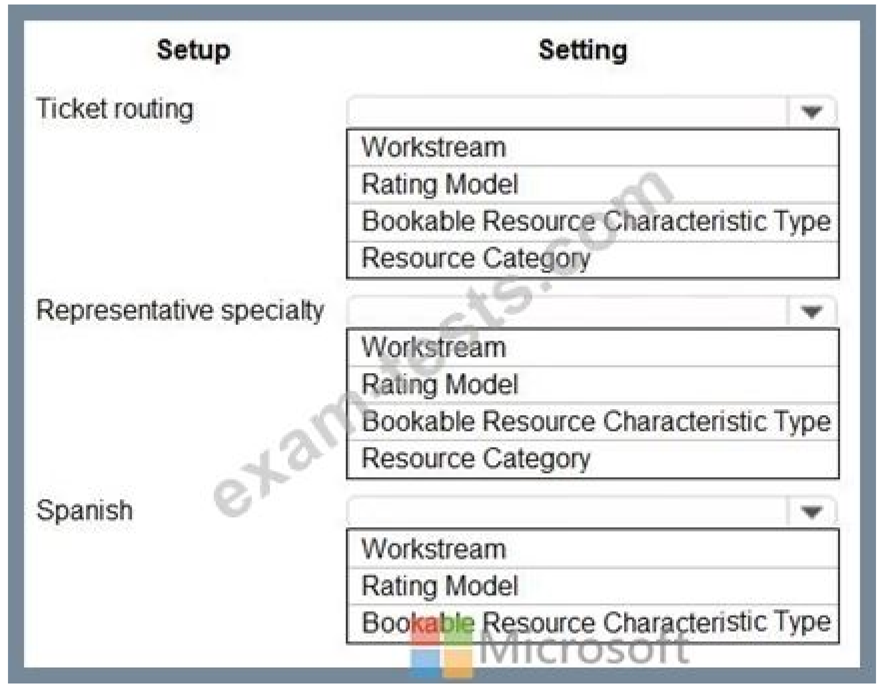
Portal requirement	Number of environments
Dataverse starter portal in an environment with Dataverse	3
Blank portal in an environment with customer engagement apps	3
Pre-built portal in an environment with customer engagement apps	101

NEW QUESTION: 110

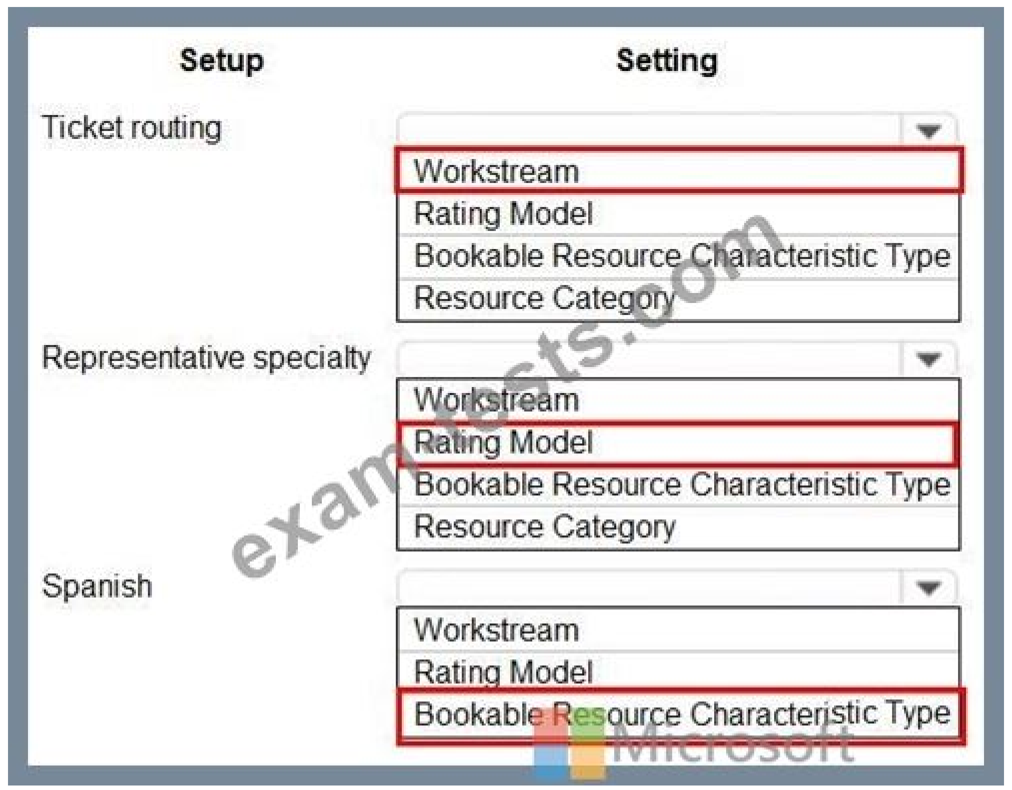
You need to select which setting needs to be configured for each setup.

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

NOTE: Each correct selection is worth one point.



Answer:



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: 111

You are implementing Omnichannel for Customer Service for a call center.

The call center's requirements for the implementation are as follows:

When a new chat conversation is started, the Customer Summary and New Case form tabs must be open.

The Customer Summary tab must be the primary tab during the conversation.

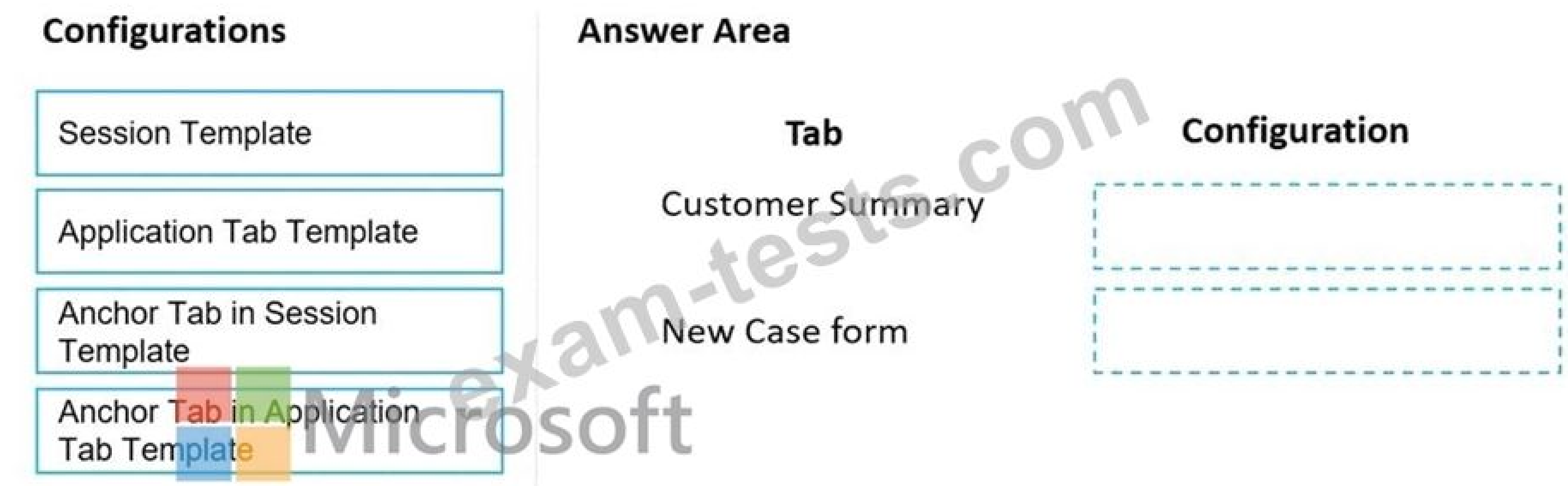
Agents must be able to close the New Case form tab.

Agents must not be able to close the Customer Summary tab.

You need to configure the tabs.

Which configuration should you use for each tab? 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.



Answer:

Explanation
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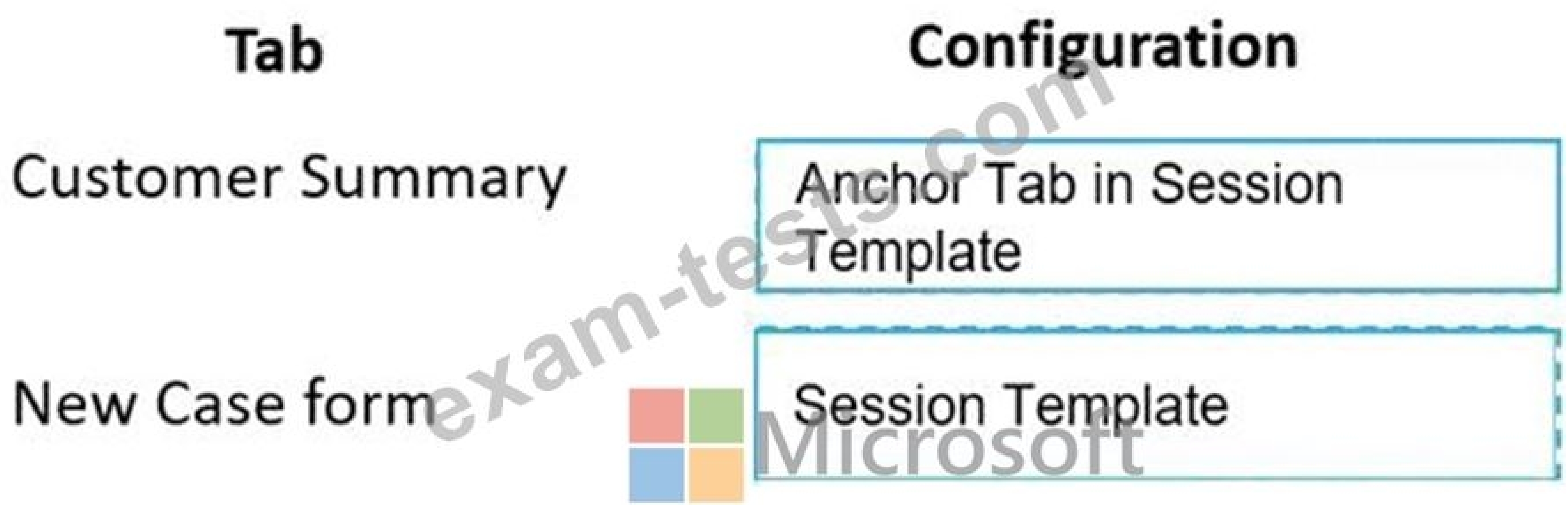


NEW QUESTION: 112

You need to create and configure objects to support the requirements.

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

NOTE: Each correct selection is worth one point.

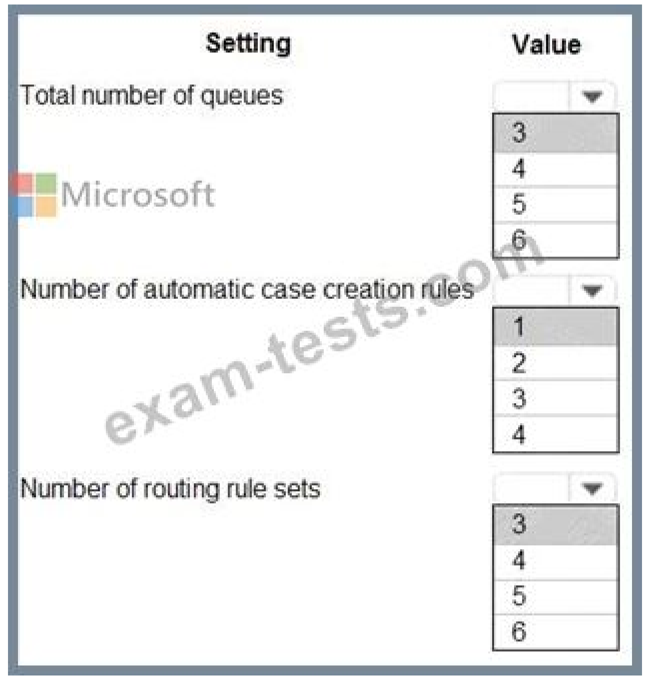
Setting	Value
Total number of queues	3 4 5 6
Number of automatic case creation rules	1 2 3 4
Number of routing rule sets	3 4 5 6

Answer:

Setting	Value
Total number of queues	3 4 5 6
Number of automatic case creation rules	1 2 3 4
Number of routing rule sets	3 4 5 6

Explanation:

Graphical user interface, text, application Description automatically generated



Topic 3, The Phone Company

Case study

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Overview

The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.

The company has an existing on-premises software system. The current system no longer meets the company's needs.

The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.

Requirements

Support desk

The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.

You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling

* New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
* The system must automatically create a case when email is received by companies that are not in the system.
* The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.
* Users must be able to initiate routing for manually created cases.

* The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.
* Main cases must not be closed until all the sub-cases are closed.
* Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.
* When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base
* Users must be able to search the knowledge base when opening a new case form or when checking on cases.
* Users must be able to use relevant searches and include any customer entities.

Dashboards
* Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.
* Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen. Managers must be able to drill down within each area.
* Managers need a dashboard that displays weekly statistics for cases and representatives.
* Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

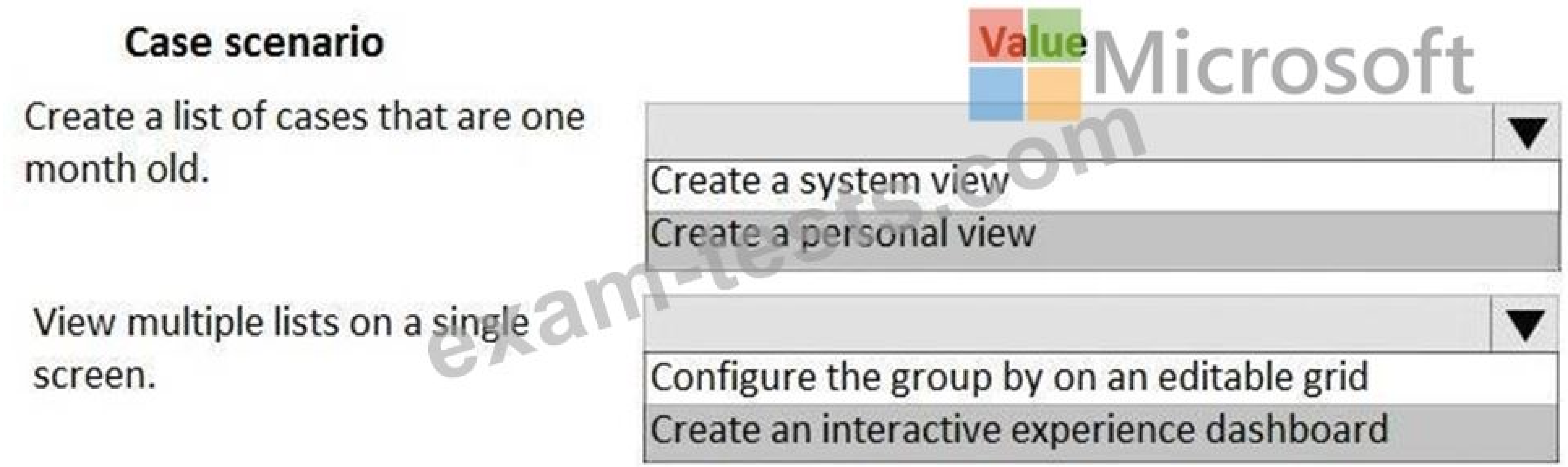
Service-level agreements
* Most customers must be contacted within 90 minutes of their case being opened.
* Some customers can purchase faster service on call backs.
* Emails must be sent to support managers when service-level agreements (SLAs) are missed.
* Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.
* SLA KPIs must be tracked in the system.
* SLA KPIs must appear on the case form.
* Cases must be able to be placed on hold if issues arise with related contracts.

Issues
Users report they are not able to search the Knowledge Base.

NEW QUESTION: 113
You are a customer service representative working with cases in Dynamics 365 for Customer Service.
You need to manage multiple lists of cases.
Which actions should you perform? To answer, select the appropriate configuration in the answer area.
NOTE:Each correct selection is worth one point.

Case scenario	Value
Create a list of cases that are one month old.	Create a system view Create a personal view
View multiple lists on a single screen.	Configure the group by on an editable grid Create an interactive experience dashboard

Answer:



NEW QUESTION: 114
You are deploying a Unified Service Desk (USD) application.
For which three scenarios can you attach an action call? Each correct answer presents a complete solution.
A. A window navigation rule is processed.
B. A toolbar button is clicked.
C. A threshold is reached in a Microsoft Power BI report.
D. An agent script is run or an answer is clicked.
E. Client diagnostic logging is turned on.
Answer: A,B,D (LEAVE A REPLY)

NEW QUESTION: 115
You have a Microsoft Dynamics 365 environment.
You implement Field Service.
A user named User1 is creating an agreement User1 attempts to set the agreement booking dates and agreement invoice dates but reports that the options are disabled.
You need to resolve the issue.
What should you do?
A. In System Settings, set the Fiscal Year End.
B. Set the agreement status to Active.
C. Add the Customer Service Representative role to User1.
D. Set the work order duration.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 116
You set a default entitlement for a customer.
You need to ensure that the default entitlement is automatically associated with a case.
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.

B. Update the customer, contact, or product field on an existing case.

C. Update the description field on an existing case.

D. Add an activity to an existing case.

Answer: A,B (LEAVE A REPLY)

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

https://docs.microsoft.com/en-us/power-platform/admin/system-settings-dialog-box-service-tab

NEW QUESTION: 117

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

You need to identify and eliminate duplicate cases.

What should you do?

A. Use business rules

B. Merge cases

C. Configure Dynamics 365 AI for Customer Service

D. Use parent-child case relationships

Answer: A (LEAVE A REPLY)

NEW QUESTION: 118

A company uses Dynamics 365 Customer Service.

A user is configuring IoT devices to record specific types of information, such as temperature, humidity, and air flow. Several types of devices require configuration for pre-set commands and ease of administration.

You need to configure the devices to generate the correct recordings.

NOTE: Each correct selection is worth one point.

Answer:

Explanation

NEW QUESTION: 119

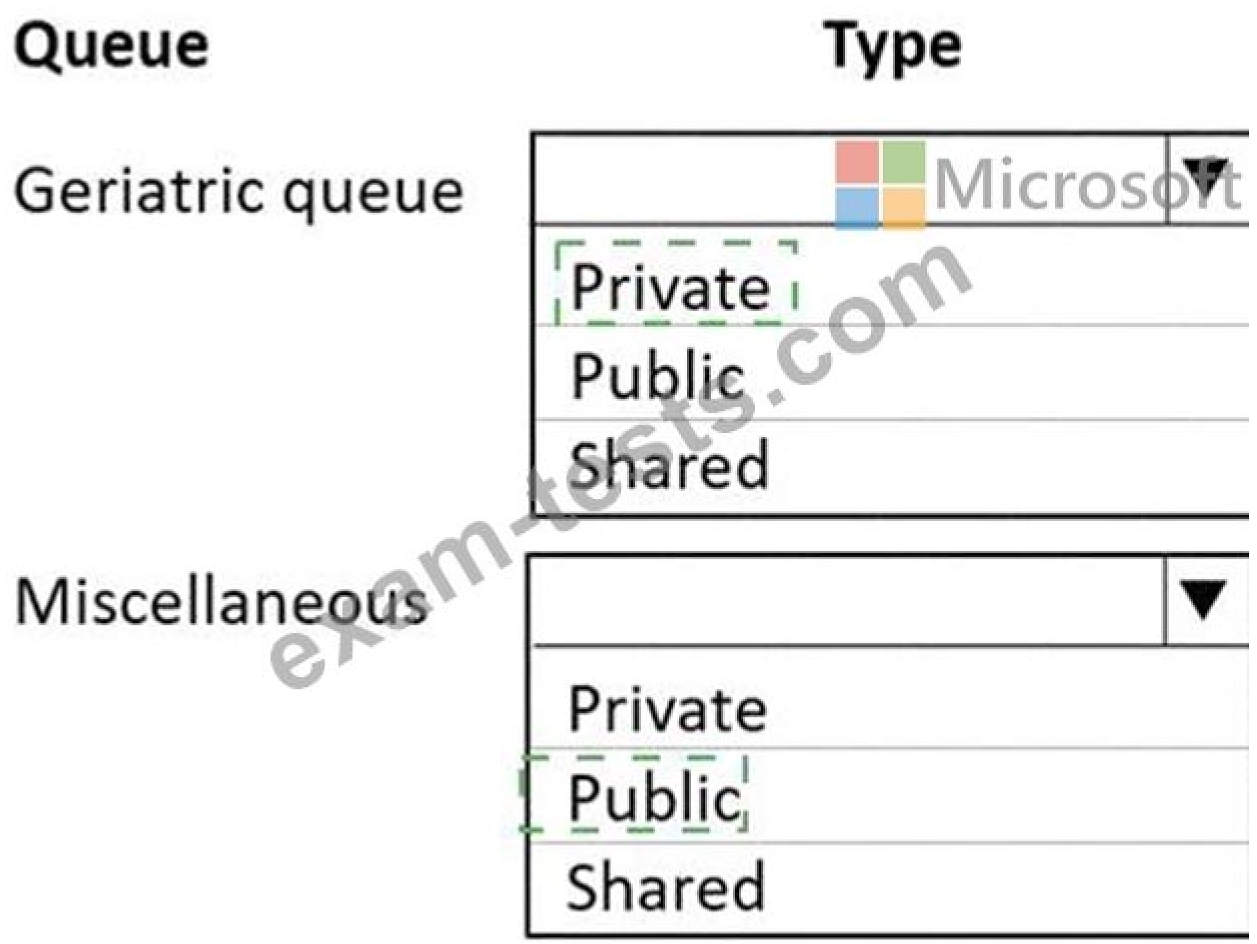
You need to determine the type of queues to create.

How should access to the queues be configured? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Queue	Type
Geriatric queue	Private Public Shared
Miscellaneous	Private Public Shared

Answer:



Explanation
Box 1: Private
Miscellaneous queues must be visible to everyone
The other queues must be visible only to the appropriate department.
In Customer Service, you can create two types of queues:
Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.
Public queues: Create to let everyone in the organization view the queue and all of its items.
Box 2: Public
Miscellaneous queues must be visible to everyone.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

NEW QUESTION: 120
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: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey

NEW QUESTION: 121
You need to choose the appropriate actions when using the knowledge base.
Which actions should you choose? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Status	Action
The knowledge base answer was found	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article
Resolve the case	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article
The answer is not in the knowledge base	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article

Answer:

Status	Action
The knowledge base answer was found	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article
Resolve the case	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article
The answer is not in the knowledge base	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article

Explanation:

Box 1: Email the knowledge base article to the customer

Support representatives must use the knowledge base first to try to solve issues.

The knowledge base article that is used to resolve a case must always be sent to the customer.

Box 2: Link to resolved case

Support representatives must be able to reference the knowledge base when it is used to resolve the case.

Box 3: Create a knowledge base article

If the answer is not in the knowledge base, a support representative needs to create a knowledge base article.

NEW QUESTION: 122

A company uses Dynamics 365 Customer Service.

Help desk representatives must be able to open multiple sessions. Each representative must have the same application experience when logging into the application. Agents must provide a standard response depending on what the customer issue is when someone calls in for support. The standardized response must use the same language each time.

You need to configure the required features.

What should you configure? To answer drag the appropriate configurations to the correct requirements. Each configuration 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.

Answer:

NEW QUESTION: 123

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

Answer:

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

Explanation:

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

References:

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

NEW QUESTION: 124

A company uses Dynamics 365 Customer Service to provide product support to customers. Only employees are included in the company's Azure Active Directory.

You need to configure the system to meet the following requirements. You must minimize the effort required to complete any required configuration tasks.

Create a website for external customers to open support tickets and see the status of open issues.

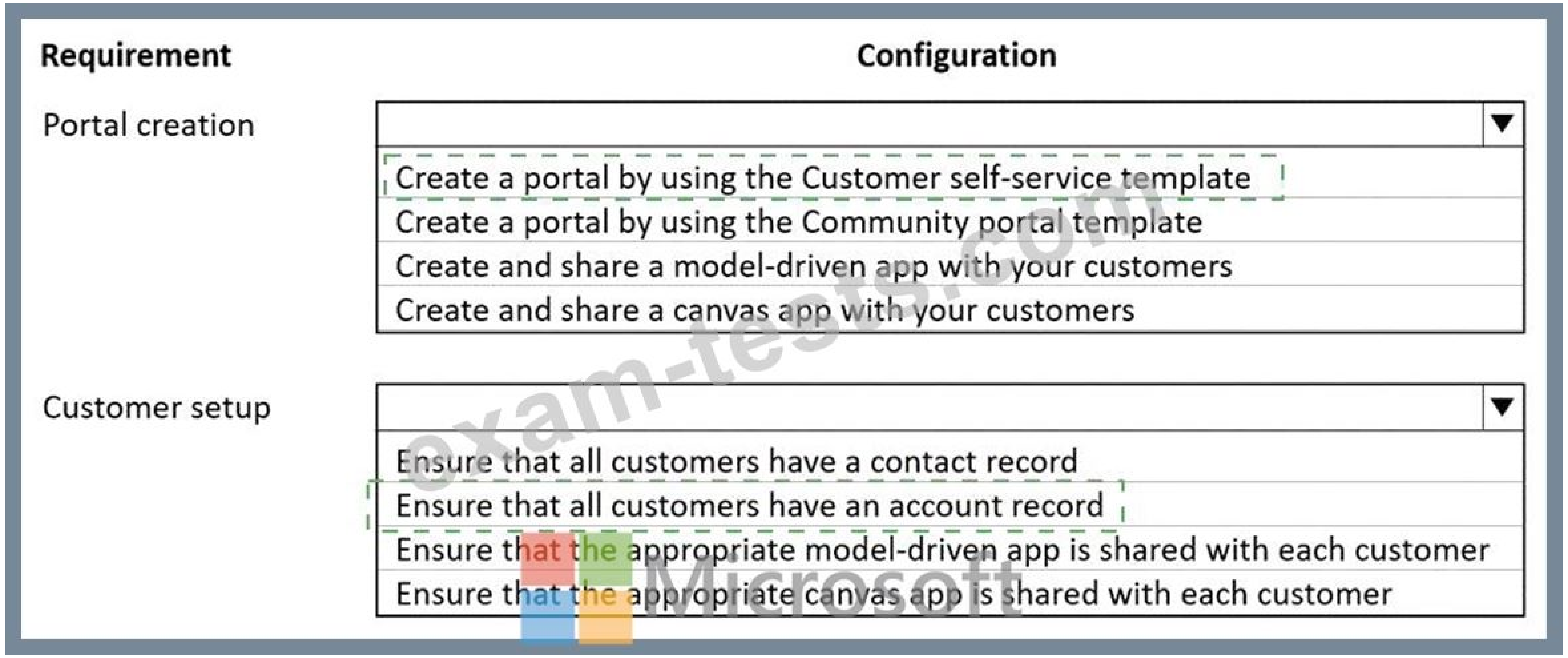
Ensure that customers are set up to use this website.

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

NOTE: Each correct selection is worth one point.

Requirement	Configuration
Portal creation	Create a portal by using the Customer self-service template Create a portal by using the Community portal template Create and share a model-driven app with your customers Create and share a canvas app with your customers
Customer setup	Ensure that all customers have a contact record Ensure that all customers have an account record Ensure that the appropriate model-driven app is shared with each customer Ensure that the appropriate canvas app is shared with each customer

Answer:



Explanation

Box 1: Create a portal by using the Customer self-service template

Create a website for external customers to open support tickets and see the status of open issues.

The Customer portal is a Power Apps portals template that lets companies create an externally facing business-to-business (B2B) website for scenarios that are related to sales order processing.

Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback.

Its powerful self-service functionality guides customers to the answers they seek without human intervention or by connecting them to your most qualified agent for the task if the issue can't be resolved client-side autonomously.

Box 2: Ensure that all customers have an account record.

Ensure that customers are set up to use this website.

Note: Using the standard functionality, if I login to the Customer Service Portal I can create a new case linked either to myself as a Contact or to my related company as an Account (assuming that the Account is specificed on my contact record in Dynamics 365 CE).

Reference:

https://docs.microsoft.com/en-us/power-apps/maker/portals/portal-templates

https://docs.microsoft.com/en-us/dynamics365/supply-chain/sales-marketing/customer-portal-overview

https://readyxrm.blog/2019/07/04/dynamics-365-customer-self-service-powerapps-portals-creating-a-case-on-be

NEW QUESTION: 125

You need to implement a solution to provide the technician's utilization.

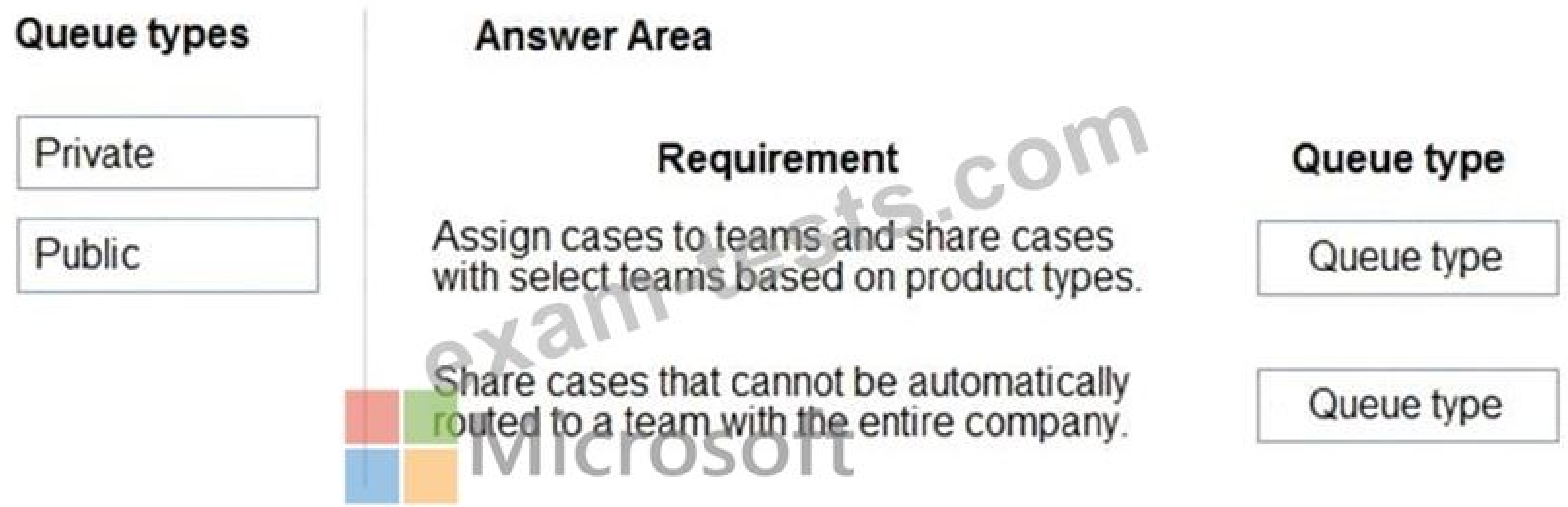
Which solution should you use?

A. Use default schedule board with filters.

B. Change the board view settings.

C. Create multiple schedule board tabs.
D. Use custom web resources.
Answer: (SHOW ANSWER)

NEW QUESTION: 126
DRAG DROP
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.



Answer:

Explanation
Text Description automatically generated

Answer Area

Requirement	Queue type
Assign cases to teams and share cases with select teams based on product types.	Private
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: 127

You are a help desk support representative using Dynamics 365 Customer Service Hub case management with limited permissions.

You need to create a personal chart that meets the following requirements:

Show the number of open cases assigned to you for each customer.

Ensure that specific team members can view the chart and view any changes as you update the chart.

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

NOTE: Each correct selection is worth one point.

Requirement	Option
Show the total number of open cases.	CountAll Sum Max Min
Allow team members to see the chart you created.	Have the system administrator sign in and share the chart with users. Share the personal chart and add the users giving each one read permissions. Assign the chart to the system administrator and have him save this to a system chart.

Answer:

Requirement	Option
Show the total number of open cases.	CountAll Sum Max Min
Allow team members to see the chart you created.	Have the system administrator sign in and share the chart with users. Share the personal chart and add the users giving each one read permissions. Assign the chart to the system administrator and have him save this to a system chart.

Explanation

Box 1: Countall

COUNT (Azure Stream Analytics) returns the number of items in a group. COUNT always returns a bigint data type value.

Syntax:
-- Aggregate Function Syntax
COUNT ({ [[ALL | DISTINCT] expression] | * })
Arguments:
ALL - Applies the aggregate function to all values. ALL is the default.
Box 2: Share the personal chart and add the user giving each one read permission Reference:
https://docs.microsoft.com/en-us/stream-analytics-query/count-azure-stream-analytics

NEW QUESTION: 128
You are a Dynamics 365 Customer Service administrator. Emails are automatically converted to cases.
Users report that emails are no longer being converted to cases.
What is the possible cause?
A. The Dynamics Flow process is not running.
B. Your user ID does not have permission to run the process effectively.
C. The workflow process has been deactivated.
D. The solution has not been published.
Answer: C (LEAVE A REPLY)
If Emails are automatically converted to cases by using the latest version of the feature via Automatica Create and Update record rules, we do not have a Workflow (deprected one) but a Modern Flow (Power Automate).