Microsoft MCSE Certification MB2-718 Exam

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➢ **Vendor: Microsoft**

➢ **Exam Code: MB2-718**

➢ **Exam Name: Microsoft Dynamics 365 for Customer Service**

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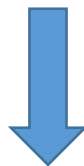
QUESTION 1
You implement the Unified Service Desk (USD). Which three statements regarding the debugger are true? (Choose THREE.)

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

Answer: ACE

QUESTION 2
What is a limitation of the Field Service mobile app?

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

Answer: C

QUESTION 3
Which of the following records can you convert into a case?

A. task
B. queue
C. lead
D. opportunity

Answer: A

QUESTION 4
You are creating a new knowledge base article about a known product defect. After publishing the article, you discover an inaccuracy. You need to correct the issue while maintaining a traceable history of what was published. What should you do?

A. Use the update article option.
B. Revert the article to draft status, fix the error, and then republish the article.
C. Delete and recreate the article.
D. Publish a minor revision to the article.

Answer: A

QUESTION 5
Which two security roles are created when you install the Field Service application? (Choose TWO.)

A. Field Service Administrator
B. Field Service Dispatcher
C. Field Service Representative

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D. Field Service Read Only

Answer: AB

QUESTION 6
You need to provide quick ad-hoc analysis of data from within the Microsoft Dynamics 365 environment. Which Export to Excel option should you use?

A. Excel Online
B. Static Worksheet
C. Dynamic Worksheet
D. Dynamic Pivot Table

Answer: A

QUESTION 7
You use the interactive service hub to manage cases. Users report that they have difficulty finding a specific knowledge base article when they initiate a search from within a case. You need to ensure that search returns relevant results. What are two possible ways to achieve the goal? (Choose TWO.)

A. Relate the article to one or more categories.
B. Relate the article to a more relevant subject.
C. Update the article description.
D. Add additional keywords.

Answer: AC

QUESTION 8
You ship a replacement part to a customer. The customer reports that they receive the incorrect part. You need to initiate a process to return the product to the warehouse. What should you do?

A. Create a new return merchandise authorization (RMA) record.
B. Create a new return to vendor (RTV) record.
C. Create a new Agreement record.
D. Create a new Inventory Adjustment record.

Answer: A

QUESTION 9
You need to install and configure the Unified Service Desk (USD) client. What should you do?

A. Import the USD client as a solution.
B. You must manually install the client.
C. Deploy the USD client from the Microsoft Dynamics 365 server.
D. Enable the USD client from System Settings.

Answer: B

QUESTION 10
You are attempting to resolve a case. For which situation will the system display a prompt before reaching the Case Resolution window?

A. The case has a service-level agreement (SLA) that was not met.
B. The case has an open activity.
C. The customer will exceed their entitlement allotment.
D. The case has an open parent case.

Answer: B

QUESTION 11
You attempt to delete a queue in Microsoft Dynamics 365. You are not able to delete the queue. What are two possible reasons why you cannot delete the queue? (Choose TWO.)

A. The queue contains a queue item.
B. The queue has a designated email address.
C. The queue is referenced by a routing rule.
D. The queue has a team owner.

Answer: AD

QUESTION 12
You create a service level agreement (SLA) for cases where the case priority is critical. The SLA must display a warning after 15 minutes and fail after 30 minutes. You create a normal priority case at 16:00. You change the priority to critical at 16:15. If no action is taken, how many minutes will elapse before the SLA fails?

A. 15 minutes
B. 30 minutes
C. 45 minutes
D. 60 minutes

Answer: C

QUESTION 13
Which two actions can you perform by using entitlement channels? (Choose TWO.)

A. Specify the number of customers allowed to use each channel.
B. Restrict users from creating cases by using specified channels.
C. Restrict the number of child cases allowed for each parent case with a specified channel.
D. Specify the number of cases allowed for each channel.

Answer: AB

QUESTION 14
You implement the Unified Service Desk (USD). Which two statements are true when creating a hosted control? (Choose TWO.)

A. Fields that display on a form vary depending on the hosted control type.
B. You can set a default action for the control.
C. There are five total hosted control types available.
D. The owner for the hosted control cannot be changed.

Answer: AB

QUESTION 15
You plan to combine two cases by using the merge case process. Which option can you specify?

A. Set a parent case.
B. Assign the case owner.
C. Select which case to merge into another case.
D. Indicate which fields should be set as the master field from each case record.

Answer: C

QUESTION 16
Your organization has a custom entity. You need to ensure that the custom entity is available from the interactive service hub. Which setting for the entity should you modify?

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

Answer: D

QUESTION 17
Your organization uses the interactive service hub to manage cases. You need to interact with records in a stream that displays active cases. Which two actions can you perform? (Choose TWO.)

A. Add to Queue
B. Email a Link
C. Send Direct Email
D. Do Not Decrement Entitlement Terms

Answer: AD

QUESTION 18
Your organization's Microsoft Dynamics 365 application is configured with the default setting for parent and child case You need to resolve a parent case. Which statement is true?

A. All child cases are automatically resolved when you resolve a parent case.
B. You must resolve each child case before you can resolve the parent case.
C. You must merge the parent and child cases before resolving the case.
D. You can resolve the parent and child cases independently of each other.

Answer: B

QUESTION 19
You deploy Unified Service Desk (USD). You configure a toolbar container hosted control. You need to ensure that the hosted control is aligned to a specific part of the screen by using the Realign Window action. Which three parameters can you configure? (Choose THREE.)

A. screen
B. resolution
C. left

D. client type
E. top

Answer: ACE
Explanation:
https://msdn.microsoft.com/en-us/library/dn864884.aspx

QUESTION 20
Which statement defines a User Interface Integration (UH) action?

A. the data sent to the action
B. the signature of the action to be performed
C. the action to be performed
D. the trigger for an action

Answer: D

QUESTION 21
You are creating a new single-stream dashboard. You plan to filter the dashboard based on cases. Which two components can you add to the dashboard? (Choose TWO.)

A. a tile that shows the count of open activities
B. a stream that contains a public queue of cases
C. a chart based on open activities
D. a stream that shows a view of open activities

Answer: AC

QUESTION 22
You are working with the Field Service mobile app in online mode. Which two statements regarding data synchronization are true? (Choose TWO.)

A. The user can choose when data synchronization occurs.
B. Data continuously synchronizes with the server.
C. You do not need to manually synchronize your device.
D. Information is downloaded to your device.

Answer: AD

QUESTION 23
You need to merge eight similar cases. Which of the following statements is true?

A. You can merge all eight cases at the same time.
B. You can only merge the cases if a parent/child relationship exists between the cases.
C. You can only merge two cases at a time.
D. You can only merge the cases if all related activities are closed.

Answer: C

QUESTION 24
You have two similar cases. One case is named Case1 and the other is named Case2. Each case has a different parent case. You attempt to merge Case1 into Case2. What is the result to the

merge process?

A. Case1 is merged into Case2 Activities and notes are combined under Case2.
B. The cases will not merge. Both cases will become child cases of the parent for Case2
C. The cases will not merge. Each case will remain parented to their original records.
D. Case1 is merged into Case2 Activities and notes are combined under Case1.

Answer: D

QUESTION 25
You have a Microsoft Dynamics 365 environment. You implement Field Service. You need to ensure that users can interact with Field Service on a mobile device. What should you do?

A. Implement the Resco Mobile CRM Woodford app.
B. Import the Field Service solution.
C. Download the Windows Mobile Software Development Kit (SDK).
D. Configure the Microsoft Dynamics 365 mobile app.

Answer: A

QUESTION 26
What are three functions of the Unified Service Desk (USD) Global Manager hosted control? (Choose THREE.)

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

Answer: CDE

QUESTION 27
You are using the knowledge base article search from the service area. Which two search options are available? (Choose TWO.)

A. Language
B. Title
C. Date Created
D. Subject

Answer: BD

QUESTION 28
You need to create a goal record. For which three fields must you enter data? (Choose THREE.)

A. Time Period
B. Actual Value
C. Owner
D. Metric Type
E. Goal Metric

Answer: ABC

QUESTION 29
A customer returns a defective product You plan to ship the product back to the vendor for credit You need to initiate the return process to the vendor. Which type of record should you create?

A. Return to Vendor (RTV)
B. Return Merchandise Authorization (RMA)
C. Inventory Adjustment (IA)
D. Return Merchandise Authorization (RMA) receipt

Answer: C

QUESTION 30
A company plans to send out customer surveys. When a customer responds that they are not likely to recommend the company to a colleague, you need to display another question to gather additional information. You need to configure the environment. What should you do?

A. Modify piped data.
B. Use a response routing rule.
C. Add a business rule.
D. Create an action rule.

Answer: A

QUESTION 31
You have a Microsoft Dynamics 365 environment. You implement Field Service. You need to update a work order to indicate that you are traveling to the client. Which field in the Field Service mobile app should you update?

A. Booking Status
B. Start Time
C. Actual Arrival Time
D. System Status

Answer: D

QUESTION 32
You use the Field Service application. You need to track users and equipment that are available for scheduling. Which resource type should you use?

A. Bookable Resource
B. Warehouse Resource
C. Resource Group
D. Web Resource

Answer: D

QUESTION 33
Which two statements regarding the Unified Service Desk (USD) debugger are true? (Choose TWO.)

A. Yellow highlights are used to indicate a warning regarding an action call.
B. Red highlights are used to indicate the failure of an event.
C. You can view a replacement parameter list.
D. You can run an action call on demand.

Answer: AB

QUESTION 34
Which two statements regarding Microsoft Power BI dashboards are true? (Choose TWO.)

A. Visualizations can display up to 5,000 records.
B. You can use Microsoft One Drive for Business as a data connection.
C. You can examine data by using natural language capabilities.
D. You can add up to six visualizations.

Answer: BC

QUESTION 35
You need to search for a specific knowledge base article by number. Which two options can you use? (Choose TWO.)

A. Service Area
B. Relevance Search
C. Categorized Search
D. Article Template Quick Find

Answer: AC

QUESTION 36
You use the interactive service hub for your daily work. You identify a knowledge base article that can assist with an open case for a customer. You need to send the article to the customer. What should you do?

A. Create a new email record and set the regarding object to the knowledge base article.
B. Use Microsoft Skype for Business to send a link to the customer.
C. Send a link to the customer by using Email a link.
D. Search the knowledge base from within the case, and use the Link Article and Email Content option.

Answer: C

QUESTION 37
A user selects a case from a queue and studies the queue item details for the case. Which two data points are displayed? (Choose TWO.)

A. the user who owns the case
B. the time spent working on the case
C. the queue the case is related to
D. the user working on the case

Answer: BD

QUESTION 38
Which queue type is created when you add a user to Dynamics 365?

A. System
B. Personal
C. Escalation
D. Shared

Answer: D

QUESTION 39
You manage a Microsoft Dynamics 365 deployment. You need to enable editable grids for an entity. What should you do?

A. Customize the entity.
B. Use the System Customizer tool.
C. Configure the Microsoft Dynamics CRM for Outlook add-in.
D. Modify the system settings.

Answer: A

QUESTION 40
Which three of the following are valid survey response actions? (Choose THREE.)

A. Restart Survey
B. Toggle Visibility
C. Auto-Populate
D. End Survey
E. Chain Survey

Answer: ADE

QUESTION 41
The time period for a goal was not set correctly. You need to ensure that a user can correct the goal. What should you do?

A. Change the manager for the goal.
B. Add a new goal metric.
C. Add a child goal with the correct time period that is owned by the user.
D. Add a parent goal with the correct time period that is owned by the user.

Answer: A

QUESTION 42
You create a Voice of the Customer survey. You need to configure an automatic response each time a customer completes the survey. Which feature or component should you use?

A. Rule
B. Piped Data
C. Linked Question
D. Microsoft Azure Content Delivery Network (CDN)

Answer: A

QUESTION 43
You have the Customer service representative security role. You apply a filter to the active case system view. You need to save the view. What should you do?

A. Create a personal view.
B. Save the filtered view.
C. Pin the view.
D. Use Save As and give the view a new name.

Answer: D

QUESTION 44
You create and activate an entitlement. The start and end dates for the entitlement are in the future. What is the status of the entitlement?

A. Not started
B. On Hold
C. Pending
D. Waiting

Answer: D
Explanation:
If the start and end date of the entitlement fall in the future, the status of the entitlement is set to Waiting. On the start date, the status automatically changes to Active . If the end date is in the past, the entitlement is set to Expired.

QUESTION 45
You plan to use surveys. You need to identify the number of entities that are used to store the survey responses. What should you identify?

A. 1
B. 2
C. 3
D. 4

Answer: C

QUESTION 46
You have a Dynamics CRM organization. You need to gather customer data by using several surveys. The solution must use out-of-the box functionality. What are three methods that you can use to distribute the surveys? (Choose THREE.)

A. surveys published to websites wrapped in iFrames
B. surveys published as mobile apps
C. customer-specific surveys shared by sending invitations by email
D. anonymous surveys made available through a URL
E. surveys published as web apps

Answer: BCD

QUESTION 47
You have a goal for a customer service representative that includes all of the representative s cases from the current fiscal year. For the upcoming quarter, you need to modify the goal to include only cases associated to a specific subject. Which three actions should you perform? (Choose THREE.)

A. Create a rollup query that filters the case list based on the subject and Created On fields of the case.
B. Create a roll up query that filters the case list based on the subject field of the case.
C. Associate the rollup query to the goal record.
D. Change the time period of the goal record.
E. Update the rollup field on the goal record.

Answer: CDE

QUESTION 48
Your company has a Dynamics CRM organization that uses FieldOne. A customer calls your company s Help Desk to report a failed device. The Help Desk technician creates a case in CRM. You need to deploy a technician to resolve the issue. What should you do first?

A. Launch the Schedule Assistant.
B. Notify the technician to verify his job queue.
C. Resolve the case.
D. Convert the case to a work order.

Answer: D

QUESTION 49
You plan to create a service activity. You need to identify which types of participant can have defined work hours. Which two participant types should you identify? (Choose TWO.)

A. resource group
B. site
C. user
D. equipment

Answer: BC

QUESTION 50
You implement Unified Service Desk in your Dynamics CRM organization. You need to add a button to a Unified Service Desk toolbar that will load a CRM page to a hosted control when the button is clicked. What are two Unified Service Desk components that you can use to achieve the goal? (Choose TWO.)

A. forms
B. action calls
C. scriptlets
D. Window navigation rules

Answer: AB

QUESTION 51
You are a customer service representative. You use the interactive service hub and a multi-stream

interactive dashboard. At the beginning of your shift, you need to view the high-priority open cases and to move them to one queue. What should you do first?

A. Perform an Advanced Find.
B. Perform a Global Search.
C. Apply a hierarchal view.
D. Apply a global filter.

Answer: D

QUESTION 52
You work for a call center that uses Dynamics CRM for case management. You need to recommend a solution that meets the following requirements:
```
- Provides customer service representatives with a pop-up window initiated
by the phone system
- Provides a mechanism to view data*from several different line-of-
business applications based on contextual information in CRM
```
Which technology should you include in the recommendation?

A. The interactive service hub
B. FieldOne
C. Microsoft Parature
D. Unified Service Desk

Answer: B

QUESTION 53
You are a customer service agent that uses Unified Service Desk (USD). You search for a customer. You select a customer record from the search results and open the customer record. How many sessions are created?

A. 0
B. 1
C. 2
D. 3

Answer: C

QUESTION 54
You are creating an interactive service hub dashboard. You need to control the display color for data embedded in the chart. Which two field types should you configure? (Choose TWO.)

A. Floating Point Number
B. Two Options
C. Decimal
D. Currency
E. Option Set

Answer: BE

QUESTION 55
What are two examples of entitlement allotment options? (Choose TWO.)

A. Number of Channels
B. Number of Products
C. Number of Cases
D. Number of Hours

Answer: CD

QUESTION 56
Which three statements regarding Voice of The Customer are true? (Choose THREE.)

A. The survey definition is stored in Microsoft Azure.
   The survey response is temporarily stored in Azure Service Bus then later retrieved and stored in Microsoft Dynamics 365.
   Survey responses are deleted from Azure Service Bus after they are stored in Microsoft Dynamics 365.
B. Collateral, such as themes and images, can be stored as web resources and included in solutions.
C. Surveys can be included in solutions.
D. Each new environment requires the creation of configuration records.
E. Each survey contains three forms.

Answer: BDE

QUESTION 57
You are a customer service agent in a call center. AH customer service agents use Unified Service Desk (USD) to respond to calls. You need to respond to two calls from two different customers at the same time. What should you do?

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

Answer: D

QUESTION 58
You release an item from a queue. What is the outcome?

A. The current routing rule is applied.
B. The value from the Worked By field is removed.
C. The record is returned to the originating queue.
D. The record is removed from the current queue and placed in the user's personal queue.

Answer: D

QUESTION 59
Your organization uses enhanced service level agreements (SLA's). You need to create a view that displays the SLA failure and succeeded time for data related to a case. Which entity should you use to select the fields?

A. SLA
B. Enhanced SLA C
C. SLA KPI Instance

D. SLA Item

Answer: D

QUESTION 60
What are Field Service Agreements?

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

Answer: C

QUESTION 61
Your organization plans to use Voice of the Customer to send surveys to select groups of customers. You need to customize branding colors and logos for the surveys. What should you do?

A. Modify Voice of the Customer survey themes.
B. Configure system settings.
C. Modify Microsoft Dynamics 365 themes.
D. Update Voice of the Customer piped data.

Answer: A

QUESTION 62
A user named User1 creates a knowledge base article. No other action has been taken. User1 must modify the article. You need to direct User1 to the view where the article is displayed. To which view should you direct User1?

A. Scheduled Articles
B. Unapproved Articles
C. Draft Articles
D. Inactive Articles

Answer: C

QUESTION 63
You implement the Unified Service Desk (USD). You plan to implement actions and replacement parameters. Which three symbols are valid replacement keys? (Choose THREE.)

A. ^
B. -
C. +
D. $
E. ~

Answer: ACD

QUESTION 64
You enable feedback for a Voice of the Customer survey. What is the total number of questions allowed for the survey?

A. 30
B. 40
C. 100
D. 250

Answer: B

QUESTION 65
You use the automatic creation and update rule feature to create case records automatically. Which three source record types are available for automatically creating a case? (Choose THREE.)

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

Answer: ACE

QUESTION 66
You create a queue and assign it to a team. Which type of queue is created?

A. Personal
B. System
C. Escalation
D. Shared

Answer: D

QUESTION 67
You create a service-level agreement (SLA). For which two of the following key performance indicators (KPIs) can you create actions? (Choose TWO.)

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

Answer: BC

QUESTION 68
Under which two circumstances will a routing rule be applied to a case without user intervention? (Choose TWO.)

A. a case is created as the result of a record creation rule
B. a case was created before the routing rule was activated
C. a case is created by using a convert to case action
D. a case is created manually

Answer: AD

QUESTION 69
You manage a Microsoft Dynamics 365 deployment for Contoso, Ltd. You need to provide users the URL to their Microsoft Dynamics 365 Online interactive service hub. What is the URL format for the Microsoft Dynamics 365 Online interactive service hub?

A. https://contoso.crm.dynamics.com/XRMServices/2011/Discovery.svc
B. https://contoso.crm.dynamics.com/engagementhub.aspx
C. https://contoso.crm.dynamics.com/main.aspx

Answer: B
Explanation:
Microsoft Dynamics 365 (online) users: Type https://<Dynamics 365 Server>.crm.dynamics.com/engagementhub.aspx, and press Enter.
https://www.microsoft.com/en-us/dynamics/crm-customer-center/interactive-service-hub-user-s-guide.aspx

QUESTION 70
You implement the Unified Service Desk (USD). You plan to implement a window navigation rule. Which two statements are true? (Choose TWO.)

A. You must populate the form and entity or URL fields for specific rules.
B. Rules are evaluated based on the order number.
C. You must use the display name to reference the entity in the rule.
D. You must configure default rules so that they are evaluated first.

Answer: BD

QUESTION 71
You have a Microsoft Dynamics 365 environment that has no customization. You are working in the interactive service hub with a single-stream dashboard for cases. Which option can you use to filter cases?

A. Business process stage
B. Title
C. Product
D. Category

Answer: C

QUESTION 72
You are creating a new survey with the Voice of the Customer Survey designer. Which two statements regarding the Voice of the Customer Survey designer are true? (Choose TWO.)

A. The Complete page must always display last.
B. The Welcome page must always display first.
C. Surveys can have up to three pages.
D. Surveys can contain unlimited questions.

Answer: AB

QUESTION 73

You configure an organization to use entitlements. No customization has been applied. You need to associate an entitlement with a case record. Which option is displayed in the entitlement lookup field on the case record?

A. only active entitlements associated with the case customer
B. all active entitlements associated with the customer and contact
C. only active entitlements associated with the case contact
D. all entitlements associated with the customer and contact

Answer: B

QUESTION 74
You create a service level agreement (SLA) that wilt fail after seven days. You select a service calendar that uses 24-hour work days and no holidays. Saturday and Sunday are configured to be non-working days. If no action is taken, how many calendar days can pass before the SLA fails?

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

Answer: C

QUESTION 75
You create and activate an entitlement for a customer. The entitlement is set to decrease allotment on case creation. The customer opens a case and you observe that the issue is caused by a bug on the software. You need to ensure the customer allotment is not affected by this case. What should you do?

A. Delete the case.
B. Cancel the case.
C. Use the Do Not Decrement Entitlement Terms action.
D. Use the Apply Routing Rule action.

Answer: B

QUESTION 76
Which two statements regarding standard service-level agreements (SLAs) are true? (Choose TWO.)

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

Answer: BC

QUESTION 77
You have a Microsoft Dynamics 365 environment. You implement Field Service and create a Field Service Agreement for a specific account. Where should you define the preferred resource?

A. Schedule Board Setting

B. Booking Setup
C. Field Service Settings
D. Scheduler Field Service slot text template

Answer: A

QUESTION 78
You implement the Unified Service Desk (USD). Which three of the following objects are events?
(Choose THREE.)

A. Realignwindow
B. BrowserDocumentComplete
C. DesktopReady
D. SessionClosing
E. FireEvent

Answer: CDE

QUESTION 79
You need to implement Microsoft Power BI to analyze and visualize data. Which two actions can
you perform? (Choose TWO.)

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

Answer: AB

QUESTION 80
You are deploying a Unified Service Desk (USD) application. For which three scenarios can you
attach an action call? (Choose THREE.)

A. A window navigation rule is processed.
B. Client diagnostic logging is turned on.
C. A threshold is reached in a Microsoft Power BI report.
D. An agent script is run or an answer is clicked.
E. A toolbar button is clicked.

Answer: ADE

QUESTION 81
Which three actions can you perform by using editable grids? (Choose THREE.)

A. Update a lookup fie4d to a custom entity.
B. Edit records by using mobile clients.
C. Group records by a specific column.
D. Update a Customer Type lookup field.
E. Update the value of an Owner lookup field.

Answer: ABC

QUESTION 82
You plan to deploy Unified Service Desk (USD). You need to install all USD components and verify the installation. Which three actions should you perform? (Choose THREE.)

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

Answer: ABC

QUESTION 83
You install Microsoft Dynamics 365. Which three knowledge base article templates are available? (Choose THREE.)

A. Solution to a Problem
B. Standard KB Article
C. Case Escalation
D. Coverage Dates
E. Procedure

Answer: ABE

QUESTION 84
You plan to create surveys for a multinational company that manages hotels. You must create a unique survey for each hotel location. Which statement is true?

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

Answer: C

QUESTION 85
You have access to the desktop version of Microsoft Excel and Excel Online. You need to perform a bulk update of data for 225 contacts. What are two ways to achieve the goal? (Choose TWO.)

A. Open the data in Excel Online, make updates, and then save changes to Microsoft Dynamics 365.
B. Export data as a dynamic pivot table, make updates, and then save changes to Microsoft Dynamics 365.
C. Export the data as a static worksheet, make updates, and then save changes to Microsoft Dynamics 365.
D. Export the data as a static worksheet, make updates, and then import the data back into Microsoft Dynamics 365.

Answer: AD

QUESTION 86
You need to enable the Map view for the schedule board. What should you do first?

A. Enable service territories.
B. Enable the connection to Bing Maps.

C. Enable Custom Geolocation.
D. Select a resource details view.

Answer: B

QUESTION 87
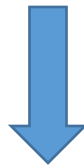Which of the following capabilities is only available when using enhanced SLAs?

A. pause an SLA
B. use security roles to control SLA creation
C. track Key Performance Indicators (KPIs)
D. define failure actions

Answer: A

QUESTION 88
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