MB2-718 Q&As

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

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. hnps://www.microsoht.com/en-US/crynamics/crm-custo-customer-center/interactive- service-hub-user-s-guide.aspx#bkmk_Access

B. https://contoso.crm.dynamics.com/XRMServices/2011/Discovery.svc

C. https://contoso.crm.dynamics,com/engagementhub.aspx

D. https://contoso.crm.dynamics.com/main.aspx

Correct Answer: C

QUESTION 2

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

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.

Correct Answer: AB

QUESTION 3

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? Each correct answer presents a complete solution.

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.

Correct Answer: AC

QUESTION 4

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

Correct Answer: D

QUESTION 5

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

User! 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

Correct Answer: C

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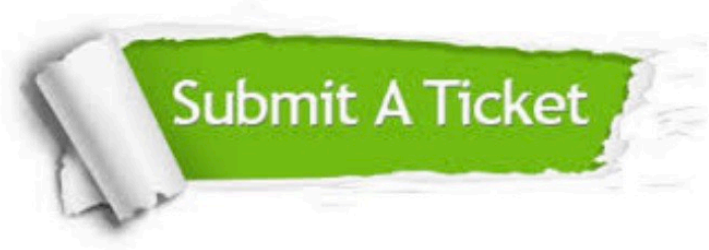

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