



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

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.

Correct Answer: D

QUESTION 2

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.

Correct Answer: A

QUESTION 3

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

Correct Answer: D



QUESTION 4

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 work order duration.
- C. Add the Customer Service Representative role to User1.
- D. Set the agreement status to Active.

Correct Answer: D

QUESTION 5

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

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

Correct Answer: BD

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