



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

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.

Correct Answer: A

QUESTION 2

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

Correct Answer: B

QUESTION 3

Which three of the following are valid survey response actions?

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

Correct Answer: ADE



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.

Correct Answer: A

QUESTION 5

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.

Correct Answer: C

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