



# MB2-718<sup>Q&As</sup>

Microsoft Dynamics 365 for Customer Service exam

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### QUESTION 1

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

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### QUESTION 2

You implement the Unified Service Desk (USD). You plan to implement a window navigation rule. Which two statements are true? Each answer represents a complete solution.

- 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

Correct Answer: BD

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### QUESTION 3

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.

Correct Answer: A

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### QUESTION 4



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.

Correct Answer: B

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#### QUESTION 5

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.

Correct Answer: A

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