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

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## Microsoft Dynamics 365 for Customer Service exam

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**QUESTION 1**

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.

Correct Answer: C

**QUESTION 2**

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

**QUESTION 3**

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

Correct Answer: D

**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

**QUESTION 5**

You are working with the Field Service mobile app in online mode.

Which two statements regarding data synchronization are true? Each correct

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.

Correct Answer: AD

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