



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

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

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### 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

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### 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

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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 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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