



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

Microsoft Dynamics 365 for Customer Service exam

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### QUESTION 1

You use the interactive service hub to manage cases.

Users report that they have difficulty finding a specific knowledge base article when they initiate a search from within a case.

You need to ensure that search returns relevant results.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Relate the article to one or more categories.
- B. Relate the article to a more relevant subject.
- C. Update the article description.
- D. Add additional keywords.

Correct Answer: AC

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### QUESTION 2

What are Field Service Agreements?

- A. frameworks for automatically generating work orders and invoices
- B. methods to help users verify what the customers are eligible for and create cases for customers
- C. methods to allow users to organize, prioritize, and monitor the progress of their work
- D. deflations for the level of service or support that your organization agrees to offer to a customer

Correct Answer: C

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### QUESTION 3

You have a Microsoft Dynamics 365 environment that has no customization\*. You are working in the interactive service hub with a single-stream dashboard for cases. Which option can you use to filter cases?

- A. Business process stage
- B. Title
- C. Product
- D. Category

Correct Answer: C

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#### QUESTION 4

You assign a case to a user named User A.

User A is not available to work on the case. The customer service manager moves the case to the queue for User B .

Which of the following statements is true?

- A. User A still owns the case, but the case is located in the queue for UserB .
- B. The customer service manager now owns the case.
- C. User B now owns the case.
- D. The case is not moved to the queue for User B until User A approves the move.

Correct Answer: A

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#### QUESTION 5

You have a Microsoft Dynamics 365 environment You implement Field Service. You need to check the work order instructions in the Field Service mobile app. Which tab on the work order contains instructions?

- A. Incidents
- B. Other
- C. Info
- D. Booking

Correct Answer: C

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#### QUESTION 6

What are three functions of the Unified Service Desk (USD) Global Manager hosted control? Each correct answer presents a complete solution.

- A. Provide process flows to respond to agent request for help.
- B. Manage data for the session.
- C. Interpret window navigation rules.
- D. Provide escalation alerts to manage agents who need help.
- E. Provide data to the toolbar components and agent scripts.

Correct Answer: CDE

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### QUESTION 7

You create a service level agreement (SLA) for cases where the case priority is critical. The SLA must display a warning after 15 minutes and fail after 30 minutes.

You create a normal priority case at 16:00. You change the priority to critical at 16:15. If no action is taken, how many minutes will elapse before the SLA fails?

- A. 15 minutes
- B. 30 minutes
- C. 145 minutes
- D. 60 minutes

Correct Answer: C

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### QUESTION 8

You have a Microsoft Dynamics 365 environment. You implement Field Service and create a Field Service Agreement for a specific account

Where should you define the preferred resource?

- A. Schedule Board Setting
- B. Booking Setup
- C. Field Service Settings
- D. Scheduler Field Service slot text template

Correct Answer: A

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### QUESTION 9

You are creating a new single-stream dashboard. You plan to filter the dashboard based on cases. Which two components can you add to the dashboard? Each correct answer presents a complete solution.

- A. a tile that shows the count of open activities
- B. a stream that contains a public queue of cases
- C. a chart based on open activities
- D. a stream that shows a view of open activities

Correct Answer: AC

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### QUESTION 10



You need to implement Microsoft Power BI to analyze and visualize data.

Which two actions can you perform? Each correct answer presents a complete solution.

- A. Use iframes to display content
- B. Implement custom visualizations.
- C. Use a file that is stored in Microsoft OneDrive as a data source.
- D. Display the most recent version of the data always.

Correct Answer: AB

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#### QUESTION 11

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 12

Which of the following capabilities is only available when using enhanced SLAs?

- A. pause an SLA
- B. use security roles to control SLA creation
- C. track Key Performance Indicators (KPIs)
- D. define failure actions

Correct Answer: A



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