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Exam Code: MB-230
Exam Name: Microsoft Dynamics 365 for Customer Service

Case 01 - Manage cases and Knowledge Management
Case Study
This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.
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Background
Humongous Insurance is contracted to process all insurance claims for a health facility that accepts the following types of health insurance:
Health maintenance organization (HMO)
Preferred-provider organization (PPO)
Gold
Cases are classified as new claims, claim disputes, and follow-ups. Each insured person is entitled to open 25 new cases each calendar year.
Support representatives specialize by and process claims by insurance type.
Humongous Insurance currently accepts claims only by telephone. The call center is open from 06:00 GMT to 24:00 GMT daily. Call center staff work one of the following shifts: 06:00 GMT to 12:00 GMT, 12:00 GMT to 18:00 GMT, and 18:00 GMT to 24:00 GMT.
When a case is received by email, a staff member categorizes the case as email and closes the case immediately.
Current environment
Humongous Insurance has three departments to handle claim types: HMO, PPO, and Gold.
The company uses handwritten forms to send claims information to the correct department.
Each department maintains a workbook to record calls received.
Requirements. Support desk
Configure the system to track the number of insurance claims filed each year.
Categorize claims by type as they are opened.
Configure the system to track staff responsiveness to service-level agreements (SLAs).
Ensure that business hours reflect the hours that support staff are scheduled.
Requirements. Case handling
All new cases must be automatically placed into a queue based on insurance type after the type is selected.
All insurance types need to be automatically moved to the proper queue when the subject is picked.
All cases must be created and closed immediately when received.
The status reason must be set to Email Sent or Phone Call.
Information must be restricted by insurance and phone call type.
Managers must be alerted when customers reach their limit of 25 cases for the year.
Changes to cases must not be counted against entitlements until the case is closed.
Requirements. Disputes
Claim disputes must be categorized as low priority.
The status for all disputed cases must be set to Review by a Manager before a disputed case may be closed.
Requirements. Knowledge base
A knowledge base must be used as a repository for all answers.
Representatives must be able to search the knowledge base when opening a new case for similar claims.
Representatives must be able to search across all entities at all times.

Searches must check any field in the entity for matches in a single search.
Searches must return results in a single list and sort the list so that the most relevant results appear at the top of the list.
Representatives must be able to link the knowledge base to cases when applicable.
Representatives must create a new knowledge base article if an answer is not found in the existing knowledge base.
Representatives must be able to use SQL-like syntax to search the knowledge base.
Requirements. Service-level agreements
When a customer calls to open a claim, the company must respond to the caller within the following time frames:

Plan	Response time
HMO	24 hours
PPO	6 business hours
Gold	1 business hour

Requirements. Alerts
Cases must be flagged when they are past the SLA threshold.
An email alert must be sent to the manager to indicate an SLA noncompliance.
An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.
Send an email alert to support managers when disputes are ready to be closed.
Send an email alert to customers when cases are closed.
Requirements. Issues
The current process is all manual and not efficient.
There is no easy way to determine whether the company is meeting its SLAs.
Representatives are often inconsistent regarding how they handle customers and answer customer questions.
There is no accountability for any of the representatives who take calls.

QUESTION 1
You need to create the SLAs.
Which three SLAs should you create? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

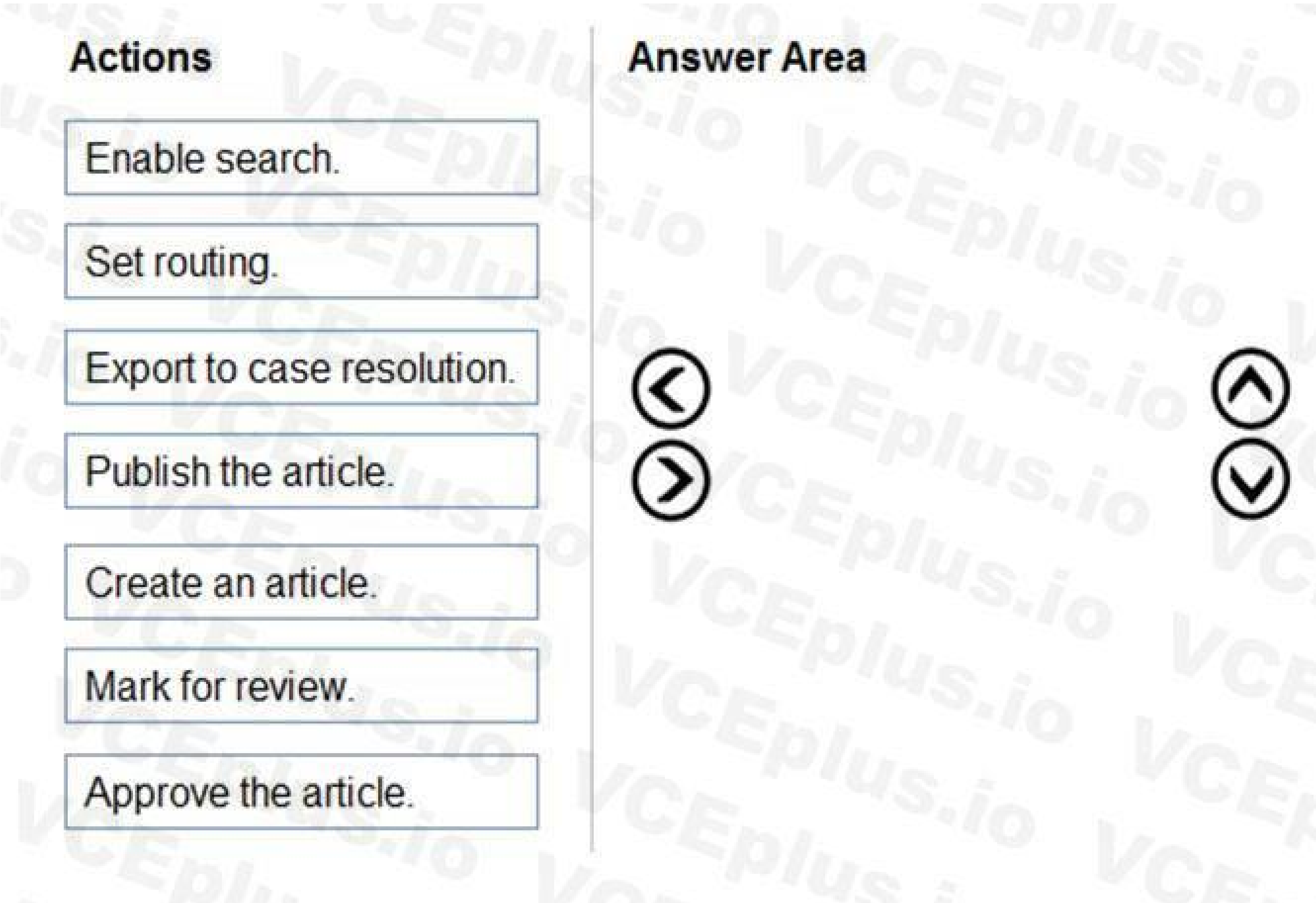
A. SLA with 24 hours as the failure time and no warning
B. SLA with 6 hours as the failure time and a one-hour warning
C. SLA with 6 hours as the failure time and no warning
D. SLA with one hour as the failure time and no warning
E. SLA with 24 hours as the failure time and a two-hour warning

Correct Answer: B, D, E
Section:
Explanation:

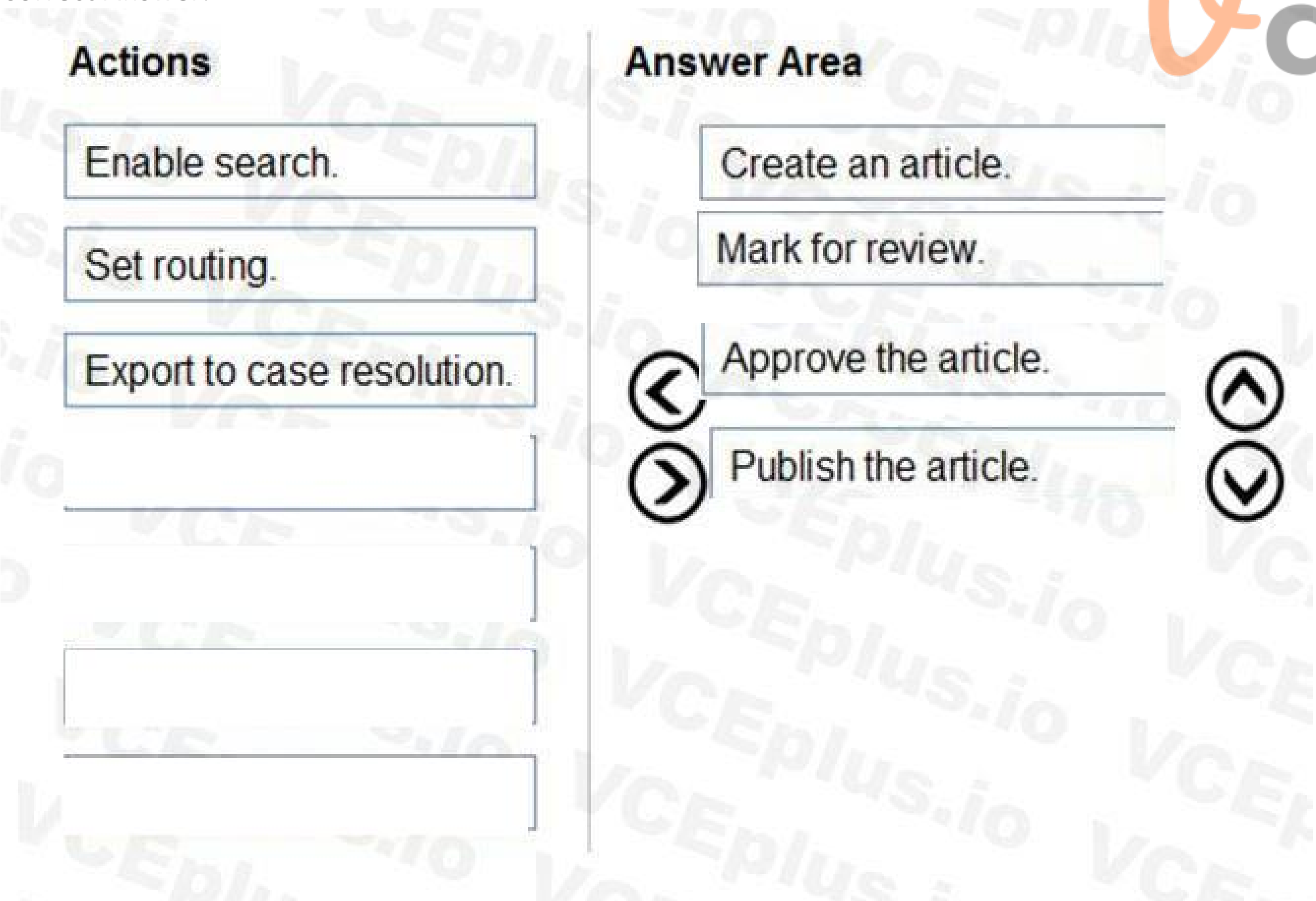
An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.

QUESTION 2
DRAG DROP
You need to configure the system to store answers about claims.
Which four actions should you perform in sequence? To answer, move all actions from the list to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section:
Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article

QUESTION 3

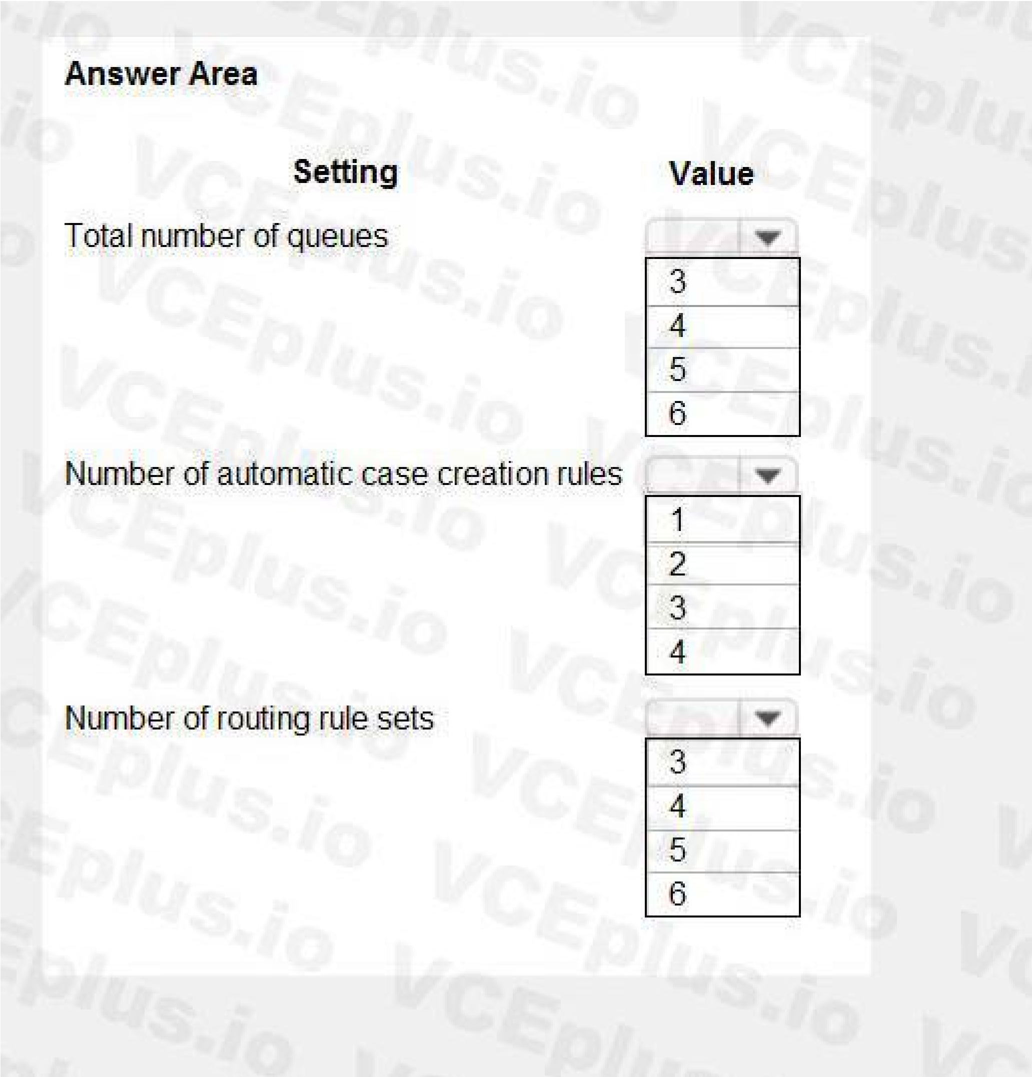
HOTSPOT

You need to create and configure objects to support the requirements.

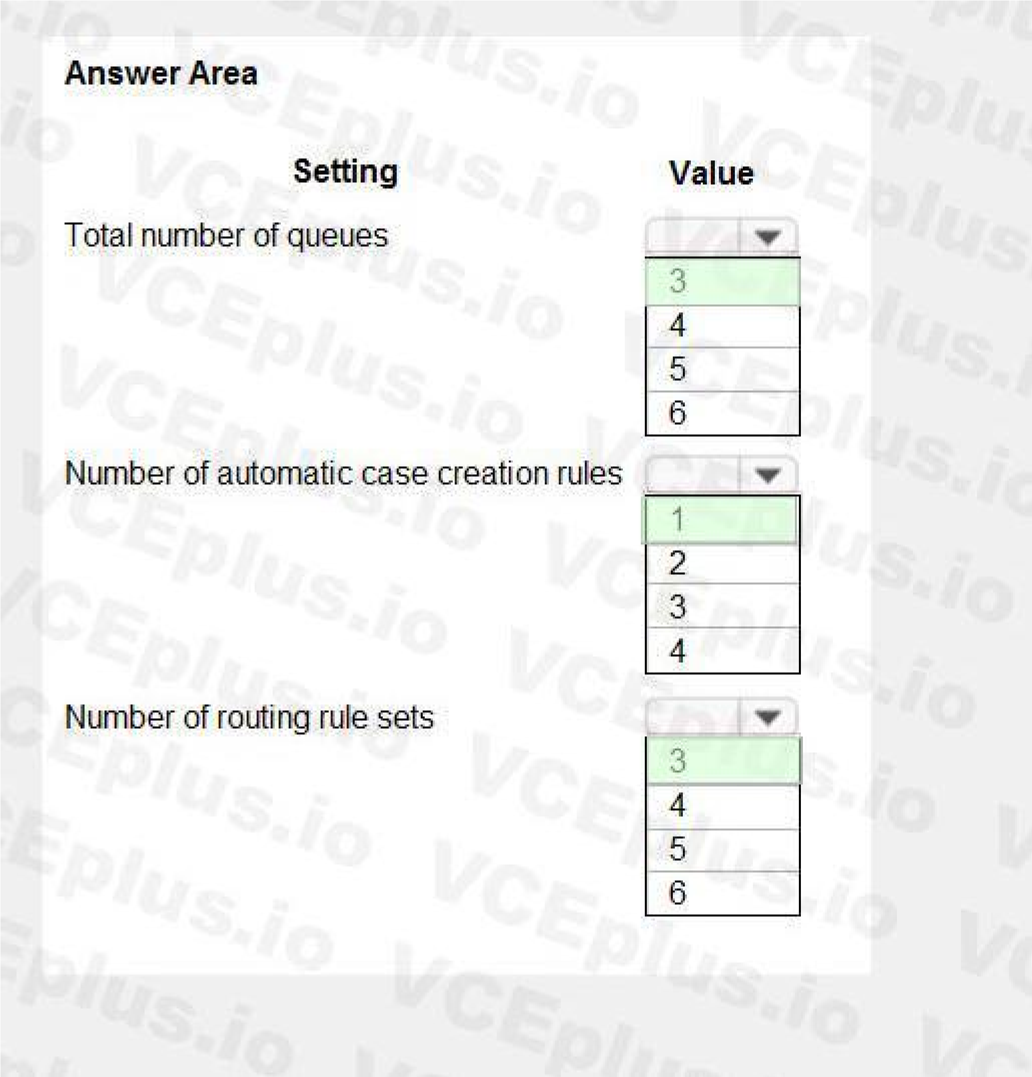
How should you configure the system? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area:



Section:
Explanation:

QUESTION 4
You need to configure the queue for telephone-based cases.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Create a case from email.
B. Define an SLA and entitlements and set entitlement values for case numbers.
C. Configure a status reason transition.
D. Create a case routing rule.
E. Automatically create or update records.

Correct Answer: B, C
Section:

QUESTION 5
You need to search for answers to customer claims.
Which type of search should you perform?

A. Timeline
B. Quick Find
C. Related
D. Detail
E. Case Relationships

Correct Answer: C
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/search-knowledge-articlescsh#knowledgebasesearch-control

QUESTION 6
You need to ensure that claim disputes conform to the defined case life cycle.
What should you configure?

A. Related cases
B. Case Relationships
C. Timeline
D. Status Reason Transition
E. Subject

Correct Answer: D
Section:

QUESTION 7
A customer has three cases in process and two cases for the current calendar year.
You need to determine how many cases the customer has left on their entitlement.
How many cases are left?

A. 20
B. 22
C. 23
D. 25

Correct Answer: C
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-definesupport-termscustomer

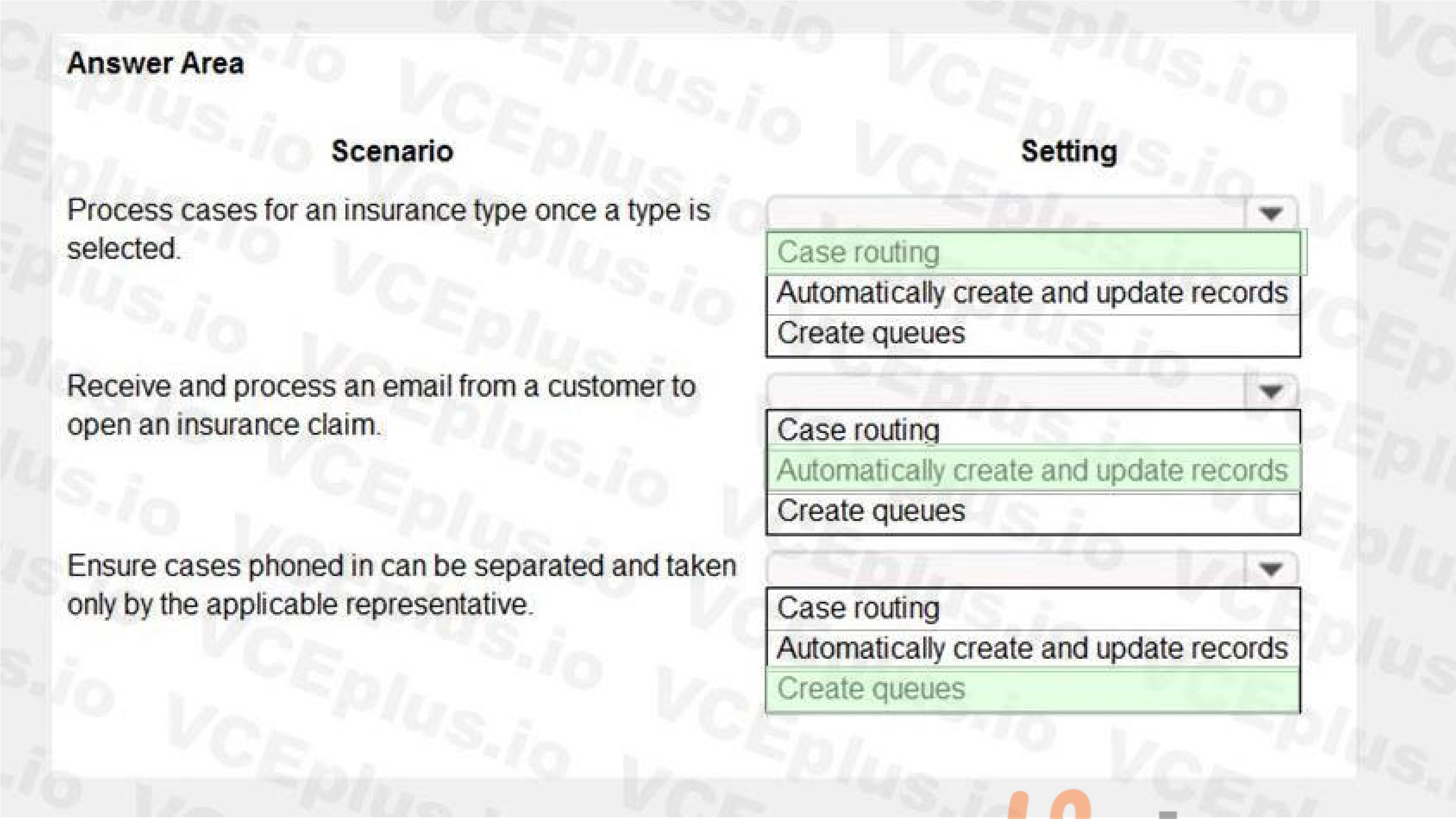
QUESTION 8
HOTSPOT
You need to configure the correct settings.
Which settings should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Setting
Process cases for an insurance type once a type is selected.	Case routing Automatically create and update records Create queues
Receive and process an email from a customer to open an insurance claim.	Case routing Automatically create and update records Create queues
Ensure cases phoned in can be separated and taken only by the applicable representative.	Case routing Automatically create and update records Create queues

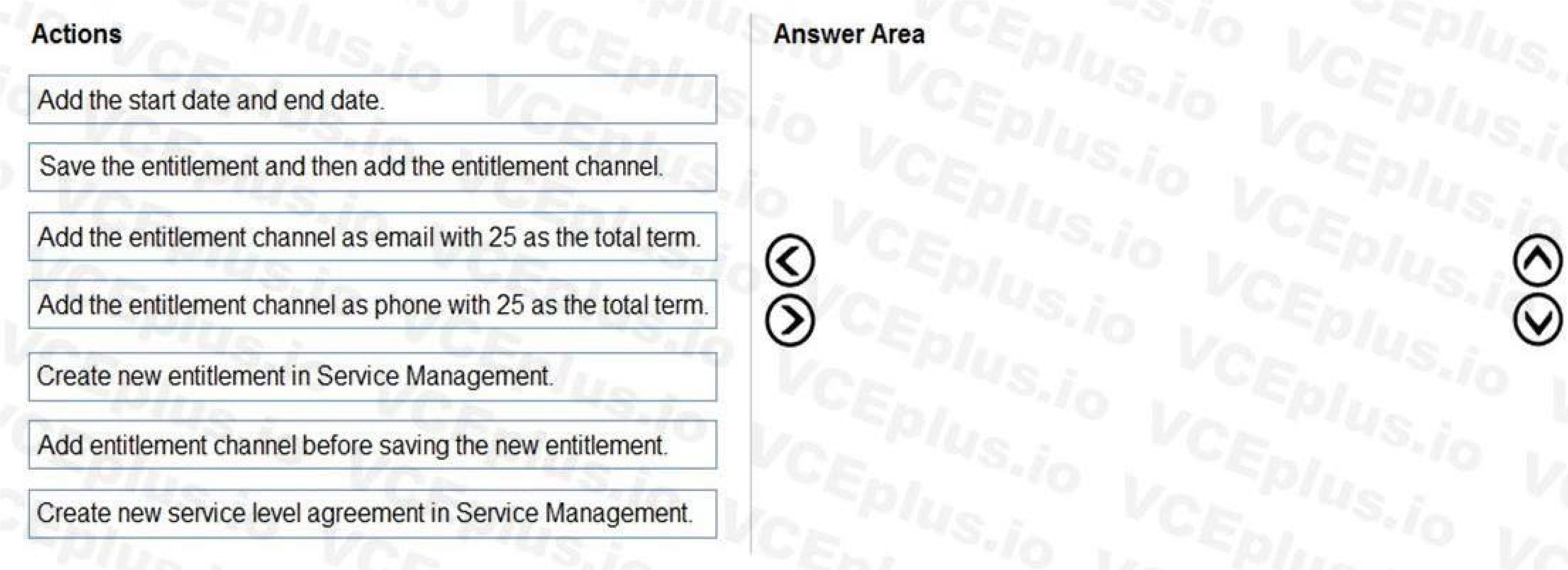
Answer Area:



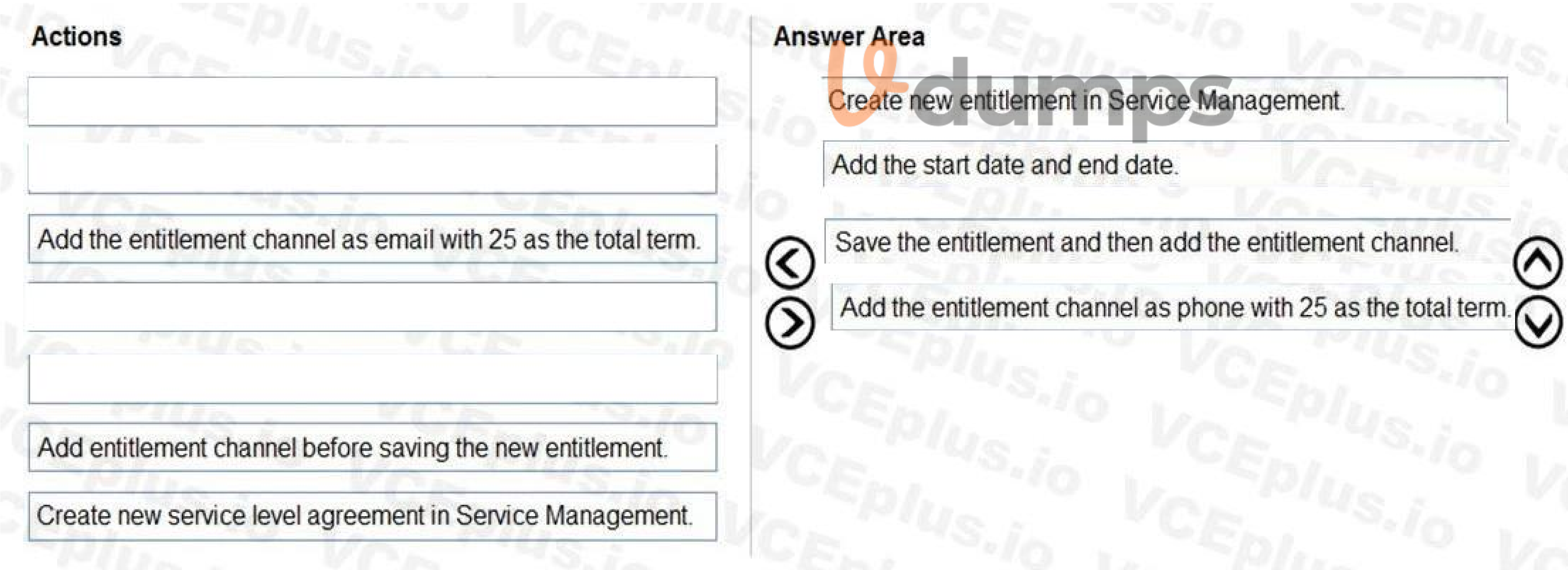
Section:
Explanation:

QUESTION 9
DRAG DROP
You need to ensure that customers cannot open more cases than they are allowed.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer

Case 02 - Implement scheduling
Case study

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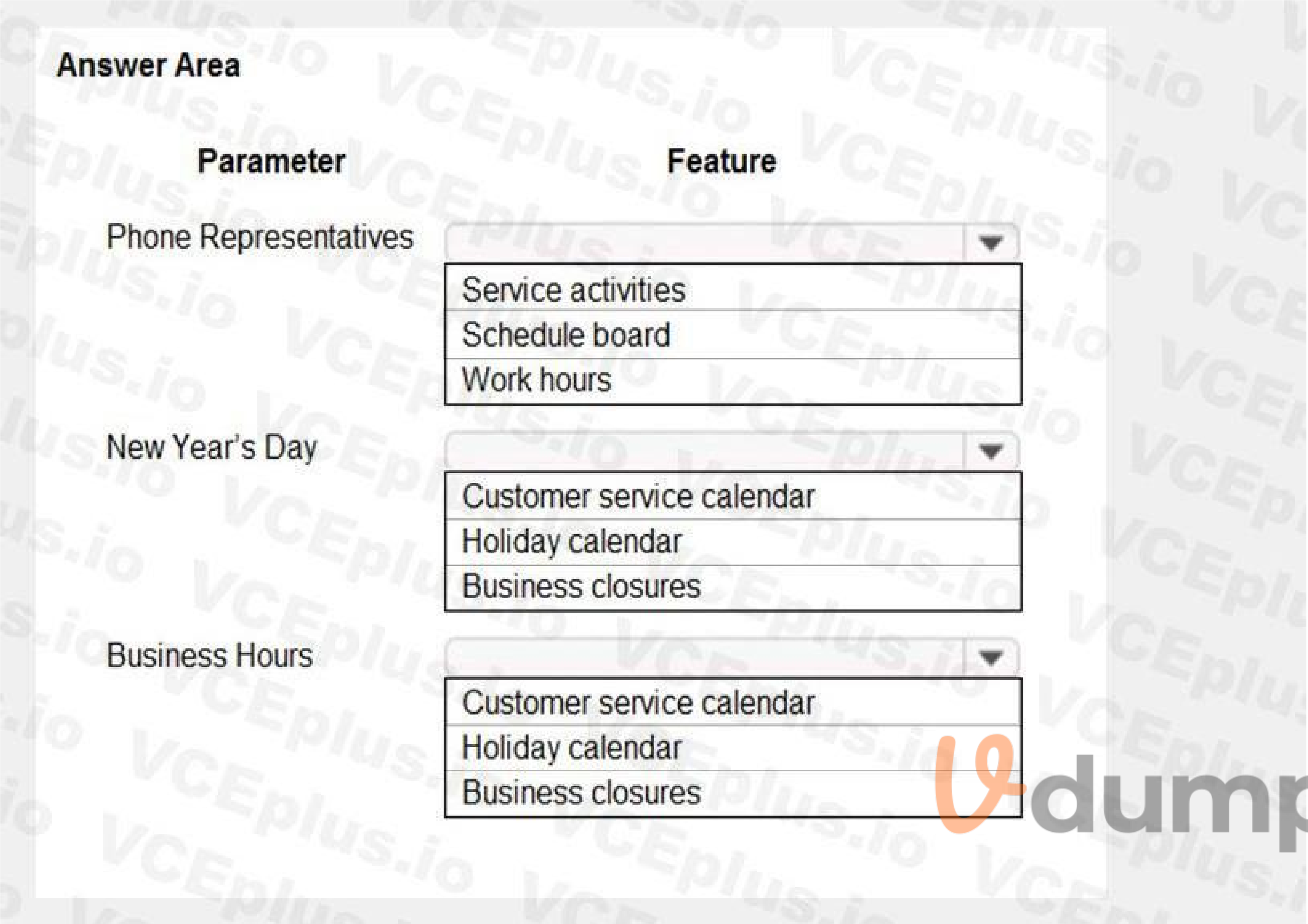
Qbutton to return to the question.
Background
Lamna Healthcare Company provides health care services to communities across the region. The company provides telehealth services only and does not offer in-person appointments. The company has staff that speak English and
Spanish.
The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.
Current environment. Services
Lamna provides two types of appointments: wellness and sick. A doctor and a nurse are scheduled for each sick appointment. A doctor or a nurse are scheduled for wellness appointments.
Current environment. Employees
General
Employees are located in the Pacific and Eastern time zones.
Case representatives
Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.
All case representatives work eight-hour shifts. Case representatives typically focus on cases that involve one type of illness. The case representatives may back up others when call volumes are large.
Several case representatives speak both Spanish and English. The only company holidays the case representatives have off are New Year's Eve day and New Year's Day.
Customer satisfaction and escalation
Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls. Case managers schedule shifts and are a point of escalation.
Requirements. System and resources
Each employee must use the system.
Case managers must be users in the system but must not be available for the scheduling rotation or manually assigned.
Patients must be offered at least three alternative times to schedule an appointment.
Requirements. Cases
The system must support live chats, texting, and Twitter.
Case representatives must be able to chat, text, and tweet without exiting the system they use to track calls.
Case representatives must be able to chat live only with customers whose calls are routed or assigned to them.
Managers must be able to monitor all communication as well as add or delete quick replies.
Customer satisfaction representatives must be able to read agent scripts and workflows.
A live chat must pop up each time someone fills out the form to register for an appointment. The live chat must automatically be sent to the case representative who is best qualified to answer the question.
There are two type of queues: regular and escalated.
Tickets must be routed to the most qualified representative for the illness.
Tickets assigned to a representative must be automatically placed in that representative's queue.
Requirements. Chat escalation process
Each division must have one manager for escalations.
Patients who request an escalation from the website must automatically be routed to a chatbot. The patient will answer predefined questions and will be alerted that someone will call them back. Chat transcripts must be sent to the appropriate manager.
Only escalations must go to the chat bot.
You must create two types of Omnichannel queues: regular and escalated.
Only managers must be able to access the Omnichannel Insights dashboard.
Requirements. Managers
Managers must be able to review weekly productivity reports for representatives by using Omnichannel Insights dashboards.

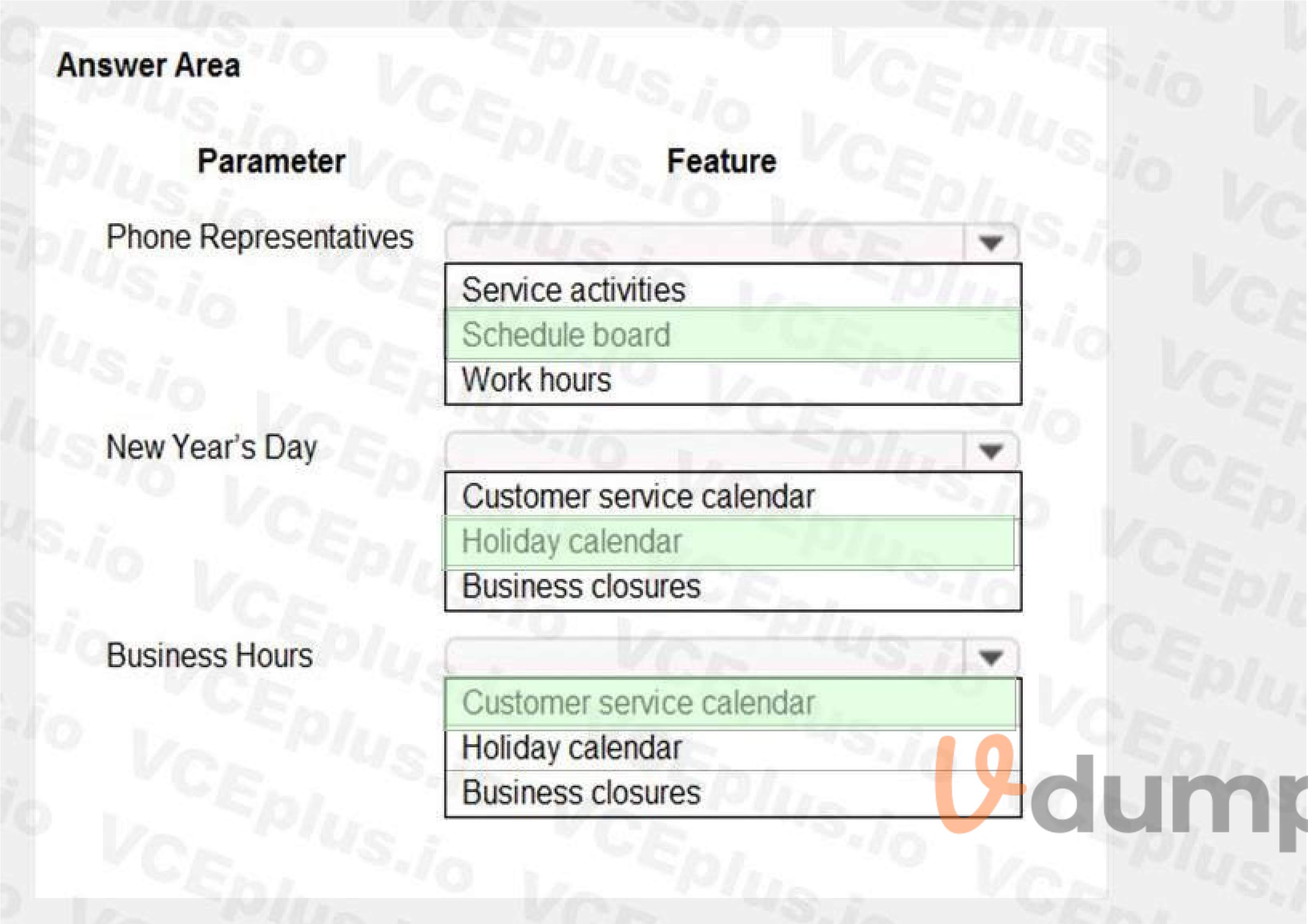
Managers must be able to monitor patient moods during patients' conversations with representatives.
Managers must be able to determine whether a patient is feeling negative during a live chat with a representative.
Requirements. Appointments
Representatives must be able to schedule appointments and see everyone's free/busy time during their scheduled working hours.
Appointments must be scheduled by representatives in open time slots for nurses and doctors.
Nurses and doctors must be booked for 30-minute time slots.
Patients must be offered at least three alternative times to schedule an appointment.
Requirements. Analytics
You must implement Customer Insights to keep track of how well representatives are managing customers' requests.
Analytics must be viewable only in the production environment.
You must ensure that only escalation managers can create workspaces and control access to workspaces Case representatives must be rated on knowledge of their primary specialty and their backup specialty.
Case representatives must only be able to view workspaces.
Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.

QUESTION 1
HOTSPOT
You need to select the feature for each parameter.
Which feature should you use for each parameter? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:


Answer Area
Parameter
Feature
Phone Representatives
Service activities
Schedule board
Work hours
New Year's Day
Customer service calendar
Holiday calendar
Business closures
Business Hours
Customer service calendar
Holiday calendar
Business closures

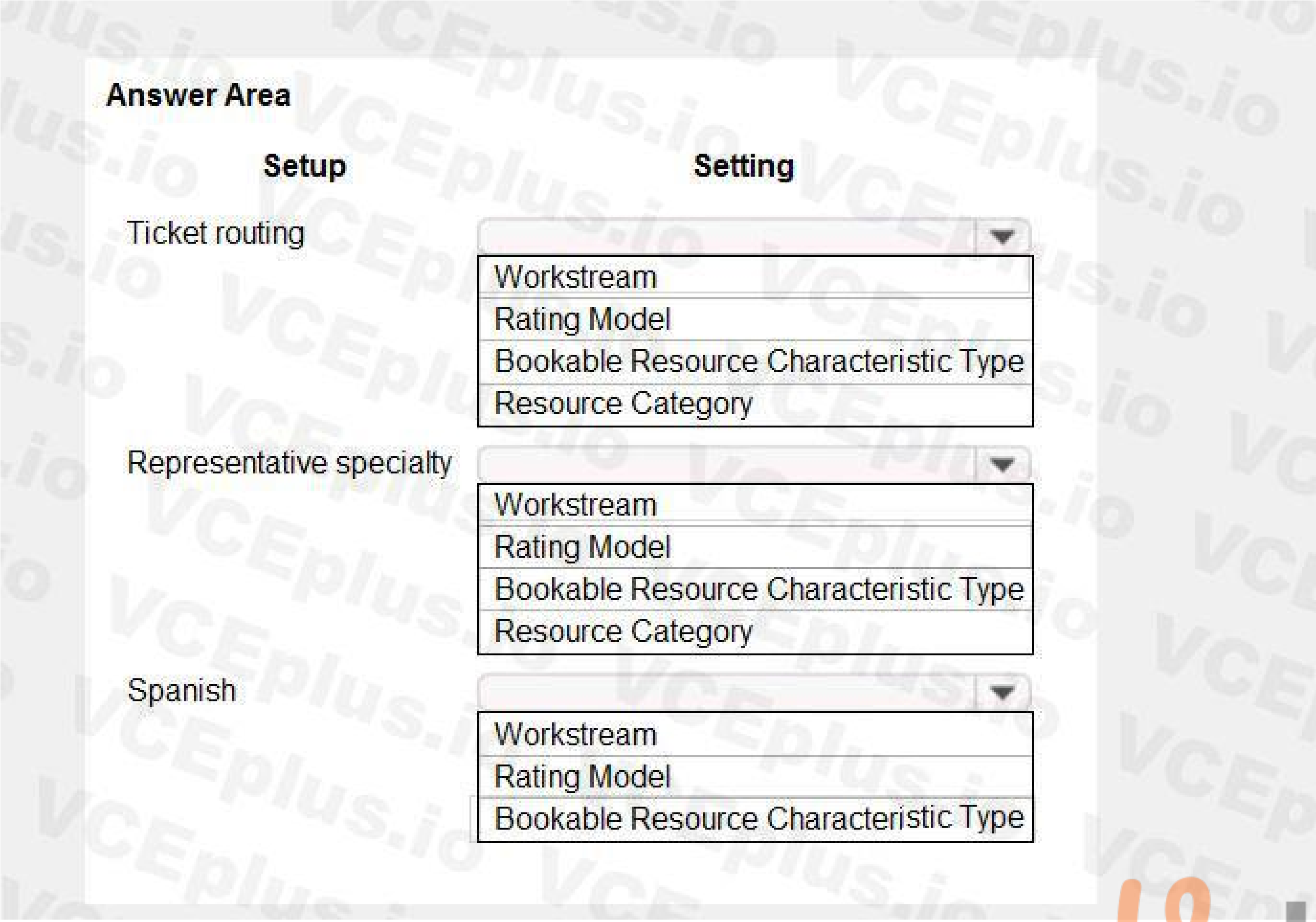
Answer Area:



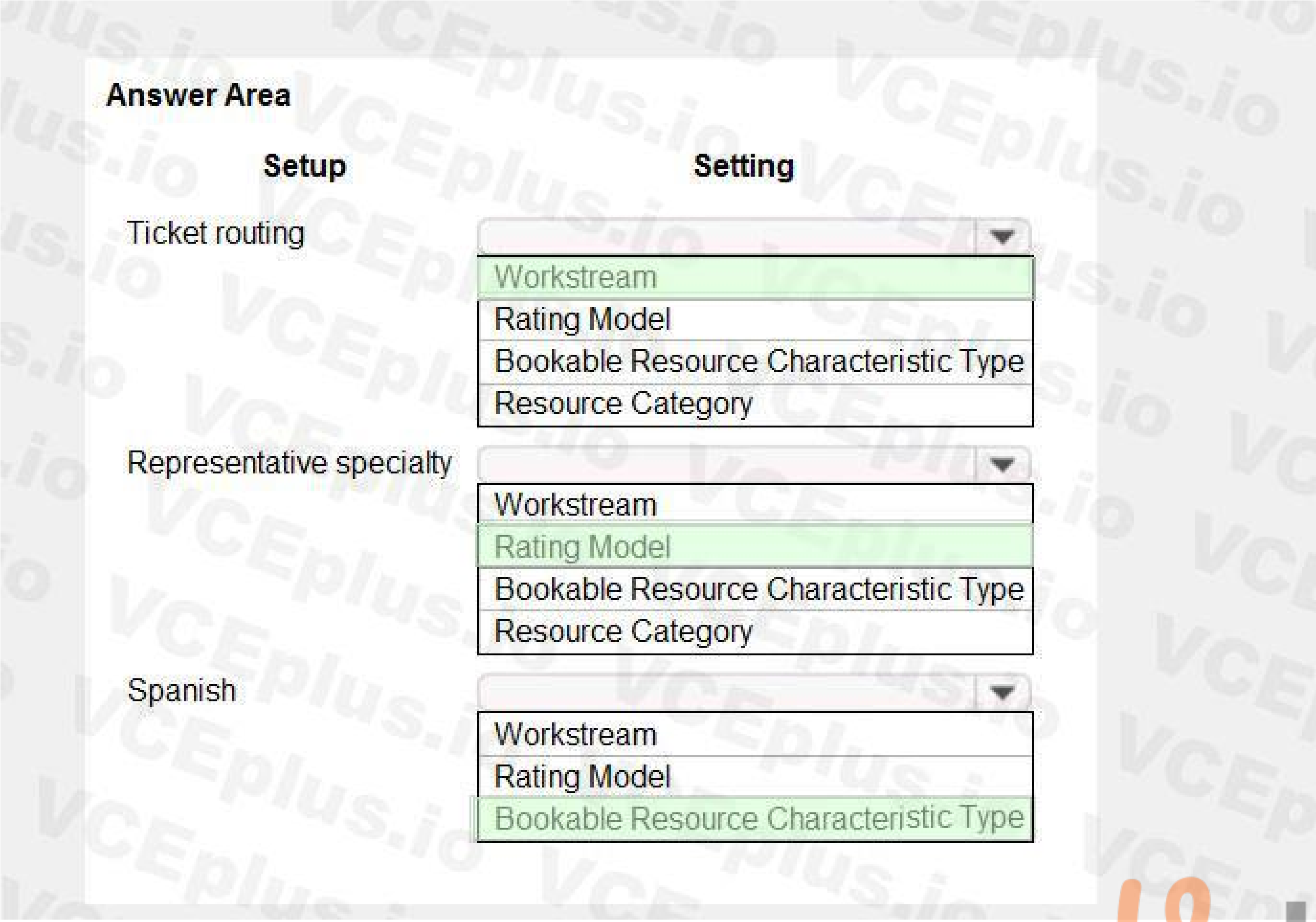
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-operating-hours

QUESTION 2
HOTSPOT
You need to select which setting needs to be configured for each setup.
Which settings should you select? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:


Answer Area
Setup
Setting
Ticket routing
Workstream
Rating Model
Bookable Resource Characteristic Type
Resource Category
Representative specialty
Workstream
Rating Model
Bookable Resource Characteristic Type
Resource Category
Spanish
Workstream
Rating Model
Bookable Resource Characteristic Type

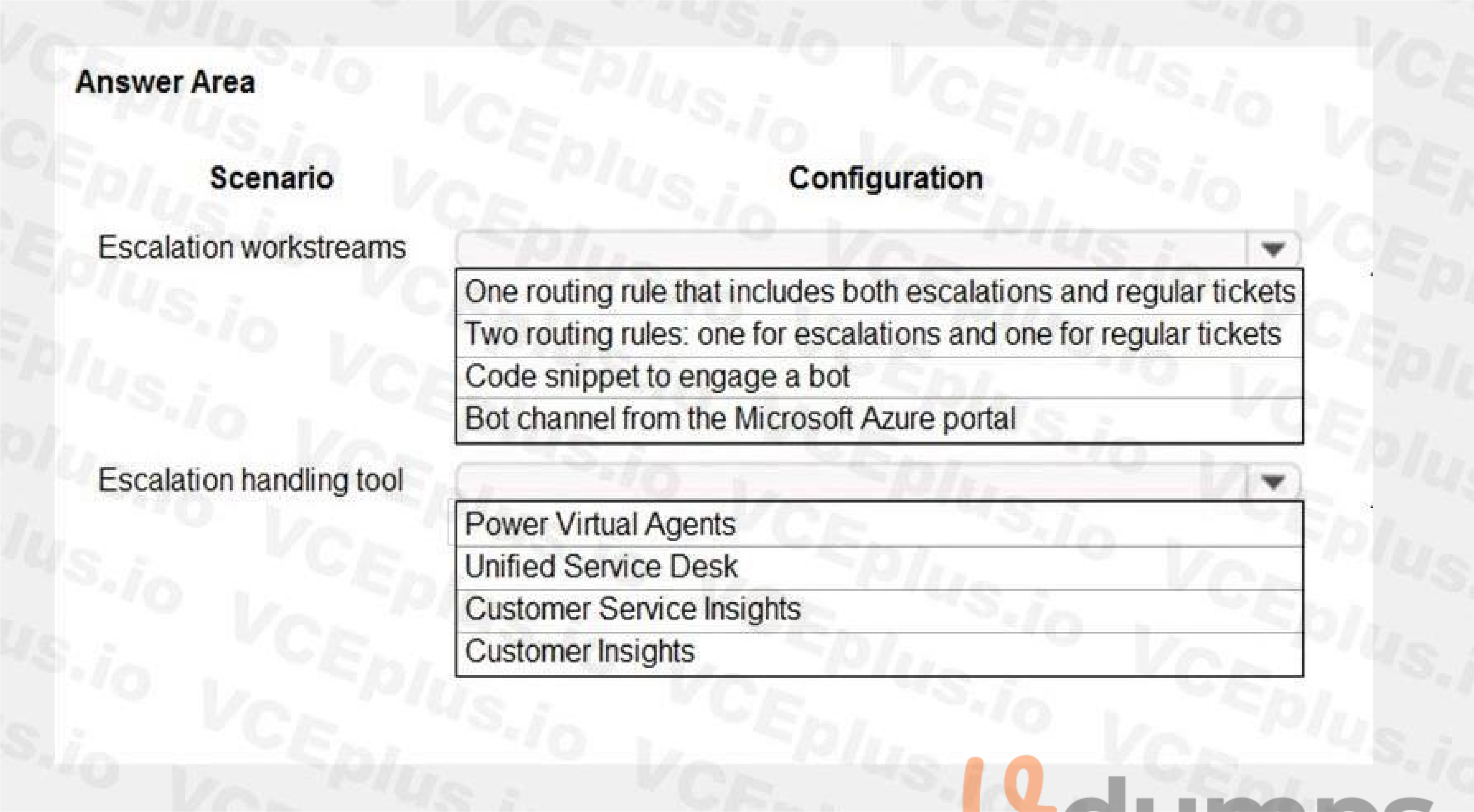
Answer Area:



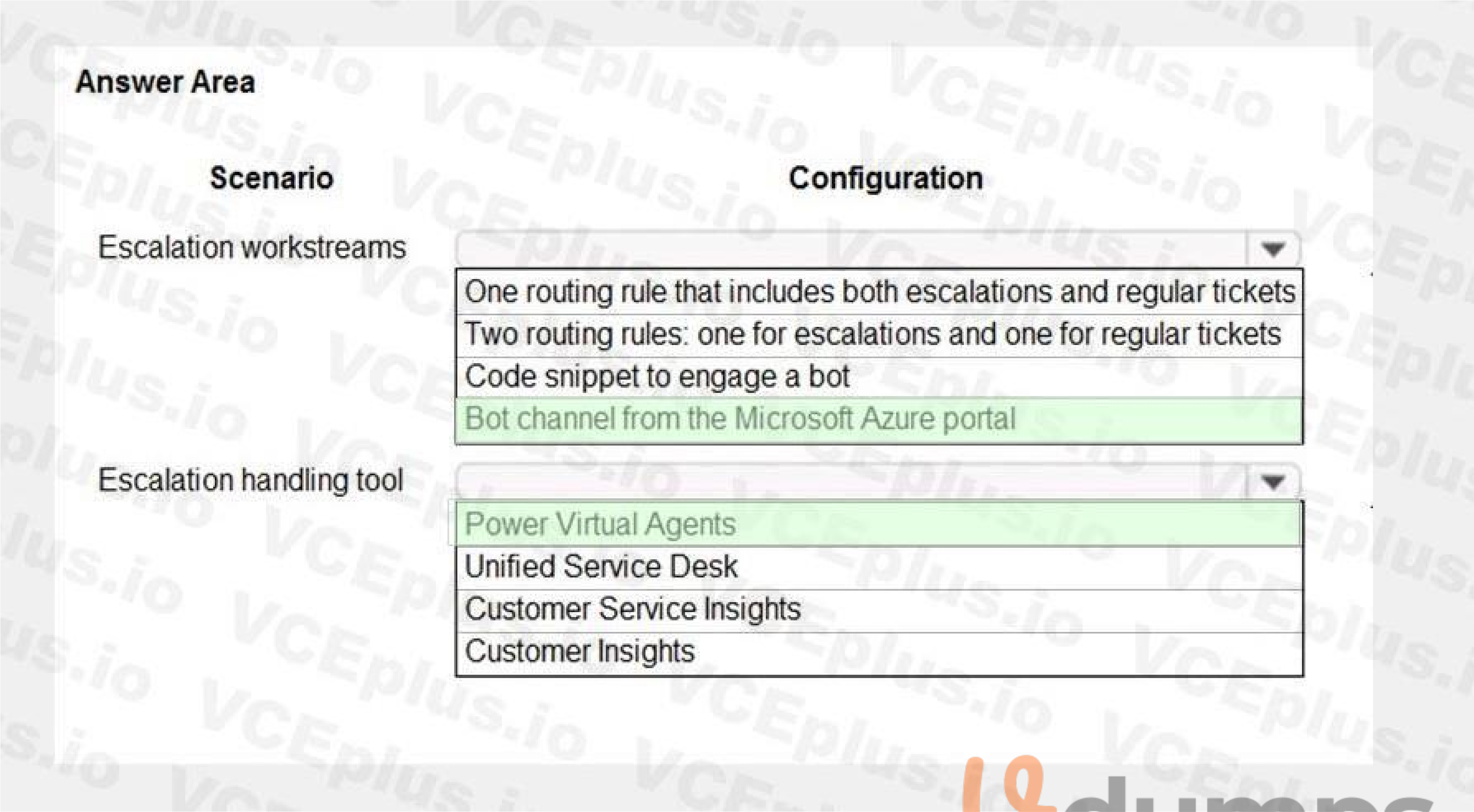
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams
https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-skill-routing-create-rating-model

QUESTION 3
HOTSPOT
You need to configure each escalation scenario.
Which configuration should you use for each scenario? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:


Answer Area
Scenario
Configuration
Escalation workstreams
One routing rule that includes both escalations and regular tickets
Two routing rules: one for escalations and one for regular tickets
Code snippet to engage a bot
Bot channel from the Microsoft Azure portal
Escalation handling tool
Power Virtual Agents
Unified Service Desk
Customer Service Insights
Customer Insights

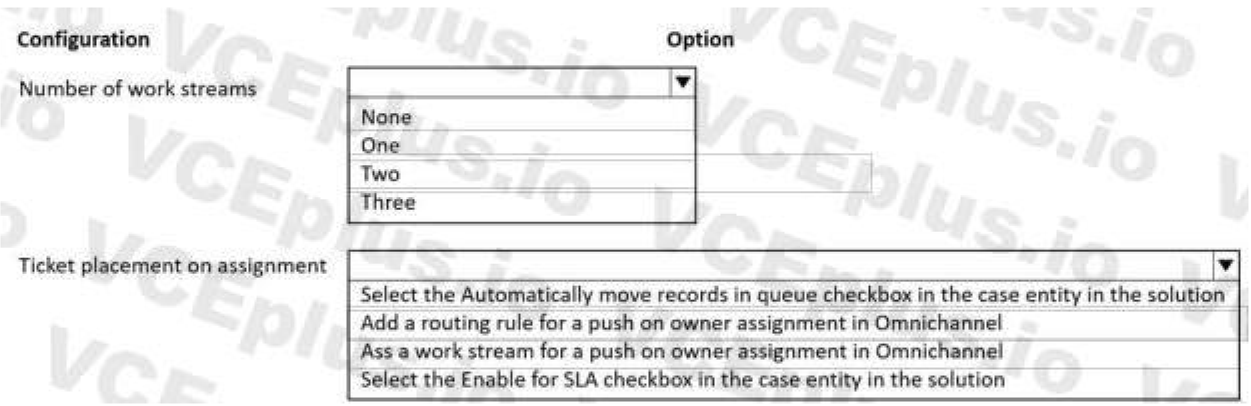
Answer Area:



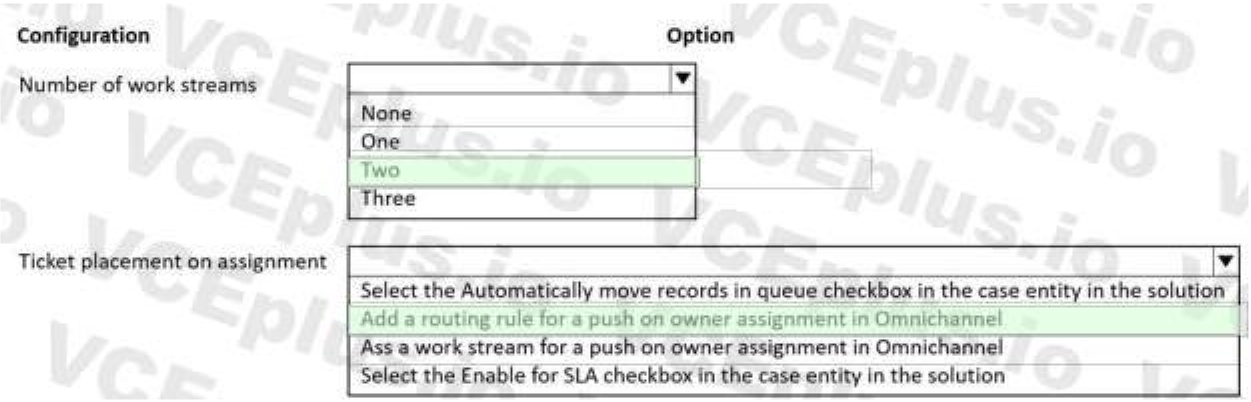
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

QUESTION 4
HOTSPOT
You need to configure OmniChannel to route correctly.
Which options should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area:



Section:
Explanation:
Box 1: Two
You must create two types of Omnichannel queues: regular and escalated.
Box 2: Add a routing rule for a push on owner assignment in Omnichannel Tickets assigned to a representative must be automatically placed in that representative's queue.
A customer initiates a conversation from the portal, and the conversation reaches the Omnichannel system. Now, based on the routing rules condition defined in the routing system, it starts routing the conversation to the appropriate queues.
When the conversation reaches to the queues, the work assignment system assigns the conversation based on triggers.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-work-distribution-oca

QUESTION 5
You need to configure the system to notify managers about unhappy patients.
What should you do?

A. Configure Omnichannel Insights.
B. Set a routing rule for escalations.
C. Change the value of the Monitor real-time customer sentiment option to Yes.

Correct Answer: C
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-monitor-real-time-customersentimentsessions

QUESTION 6
What should managers use to perform weekly reviews with case representatives?

A. Tier 1 dashboard
B. Agent Insights
C. Connected Customer Service dashboard
D. Customer Service Performance dashboard

Correct Answer: B
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/intraday-agents-insights

QUESTION 7
You need to set up the analytics functionality.
What should you do?

A. Select the System Management menus and configure them in the settings.
B. Connect the data through Dynamics 365 Customer Service to Dynamics 365 Customer Service Insights.
C. Connect the data through Dynamics 365 Customer Service Insights to Dynamics 365 Customer Service.
D. Install the solution and menu items that will appear in Dynamics 365 Customer Service.
E. Create a new dashboard in Dynamics 365 Customer Service and select the correct information.

Correct Answer: E
Section:
Explanation:
Customer Service Insights is now embedded in Dynamics 365 Customer Service. After it is enabled, this experience allows you to start seeing historical analytics directly within the Customer Service environment. Several reports and dashboards can be viewed by your management team.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-customer-serviceanalytics

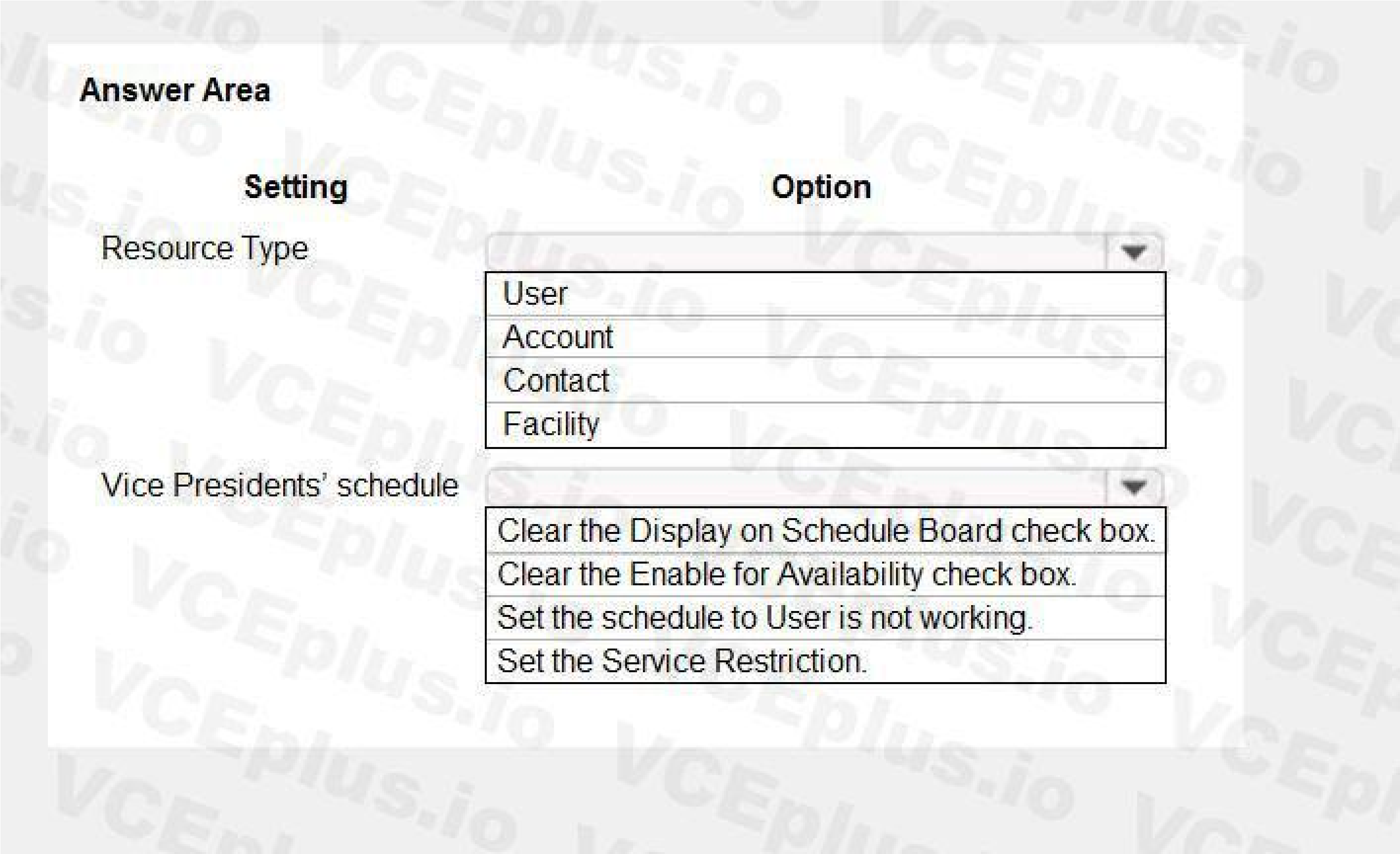
QUESTION 8
You need to configure the system to meet the workspace requirements for case representatives.
Which role should you assign to case representatives?

A. Owner
B. Maker
C. Viewer
D. Customer Service Schedule Administrator
E. CSR Manager

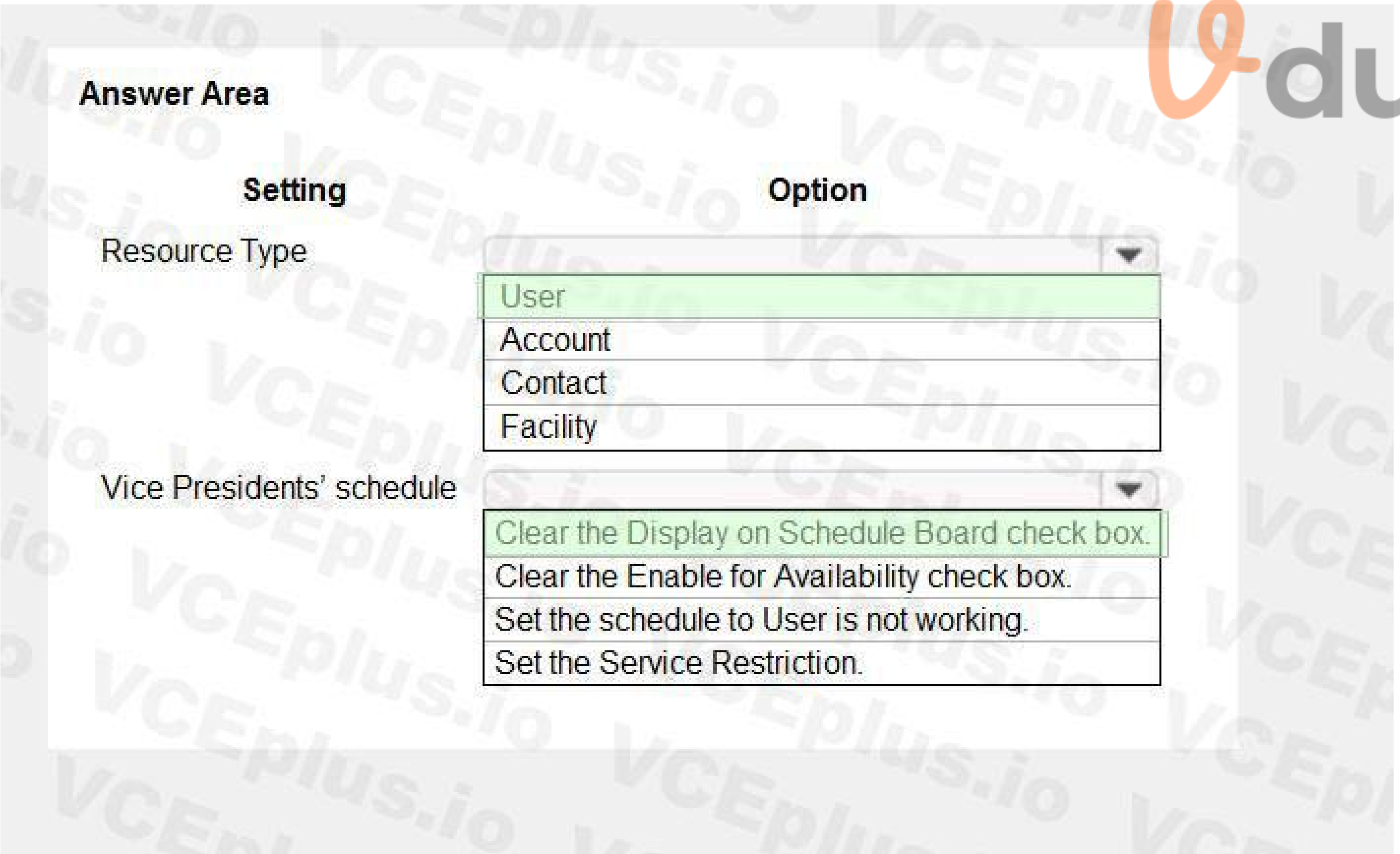
Correct Answer: C
Section:

QUESTION 9
HOTSPOT
You need to configure the options for the schedule.
Which options should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area:



Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/resources-service-scheduling

QUESTION 10
DRAG DROP
You need to set up users with permissions to use the digital messaging channels.
Which role should you assign to each user? To answer, drag the appropriate roles to the correct groups of users. Each role may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

Select and Place:

Correct Answer:

Section:
Explanation:
Box 1: Omnichannel supervisor
Case managers schedule shifts and are a point of escalation.
Omnichannel supervisor: Required for performing supervisor tasks.
Businesses need to monitor and manage the efficiency levels of agents in their ongoing conversations with customers. The enhanced supervisor experience provides supervisors with timely insights and metrics on the efficiency of the service delivery of agents and opportunities to help agents deliver better support to customers.
In this enhancement to the supervisor experience in Omnichannel for Customer Service, supervisors can:
Drill down to specific agents and look at their operational metrics.
Manage agent availability remotely.
Box 2: Omnichannel agent
Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.
Omnichannel agent: Required for performing agent tasks.
As an Omnichannel agent, you can use queues to manage the work items that are assigned to you via queues. Therefore, you can focus on the tasks at hand and ensure better customer service. The application empowers you

to work on simultaneous conversations with multiple customers. You get a holistic view of a customer's data and can see the details of the customer's previous interactions. In this way, you can be sure that you have all the available information that you might need to resolve the customer's issue.
Box 3: Productive tools user
Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls.
Productivity tools user: Required by users of Dynamics 365 Productivity Tools.
Agent productivity tools use intelligence and automation to enable agents to find answers to customer questions and help resolve customer issues quickly, thereby improving satisfaction in service delivery.
Incorrect:
Not Productivity tools administrator:
Productivity tools administrator: Required by administrator users of Dynamics 365 Productivity Tools.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview
https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave1/dynamics365-customerservice/omnichannel-supervisor-experience-enhancements
https://docs.microsoft.com/en-us/dynamics365-release-plan/2021wave1/service/dynamics365-customer-service/agent-productivity

Exam A

QUESTION 1
You need to ensure that an appropriate resource for sick appointments can be scheduled.
What should you configure?

A. Services
B. Queues
C. Facilities/equipment
D. Activities

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/basics-service-service-scheduling

QUESTION 2
You sign in to Dynamics 365 Customer Service as a system administrator. You attempt to configure unified record routing across digital messaging channels.
You receive the following error message:
Some required services need to be installed before unified routing can be turned on. Please contact Microsoft Support.
You need to enable unified record routing and route records.
Which three steps must you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Set up users as leads.
B. Deploy Omnichannel for Customer Service.
C. Enable an entity for queues.
D. Set up users as contacts.
E. Provision unified routing for Customer Service only.
F. Set up users as bookable resources.

Correct Answer: B, E, F
Section:

Explanation:
BE: Provision unified routing in Customer Service with Omnichannel for Customer Service When Omnichannel for Customer Service is available but not deployed, in the Service Configuration Settings page, the following message will appear:
"Some required services need to be installed before unified routing can be turned on. Please contact Microsoft Support." F: Set up unified routing for records, prerequisites To set up record routing for Customer Service, unified routing must be enabled in your environment.
You must have users configured as bookable resource.
Etc.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/provision-unified-routing
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-record-routing

QUESTION 3
You are implementing Omnichannel for Customer Service for a company.
The company wants agents to serve customers through both the company's portal and Facebook page.
You need to enable the appropriate channels.
Which two channels should you enable? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

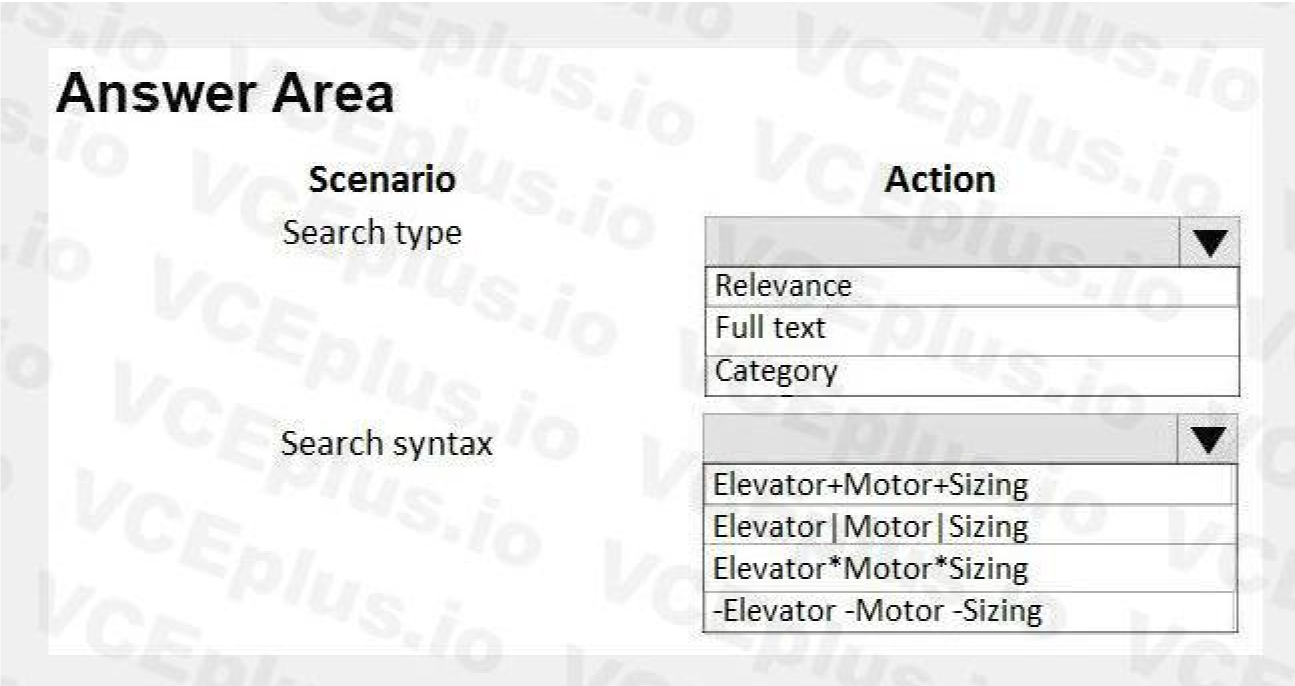
A. SMS channels
B. Chat
C. Facebook
D. WhatsApp
E. Social channels

Correct Answer: B, C
Section:
Explanation:
Use Chat
If you want to help your customers using live chat, you can use the Chat for Dynamics 365 Customer Service channel.
Use the Facebook channel.
Note: Social channels
If you want to help your customers using social media, you can use the following social channels:
Apple Messages for Business
Facebook
Google's Business Messages
WhatsApp through Twilio
Twitter
WeChat
LINE
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/channels
https://docs.microsoft.com/en-us/dynamics365/customer-service/facebook

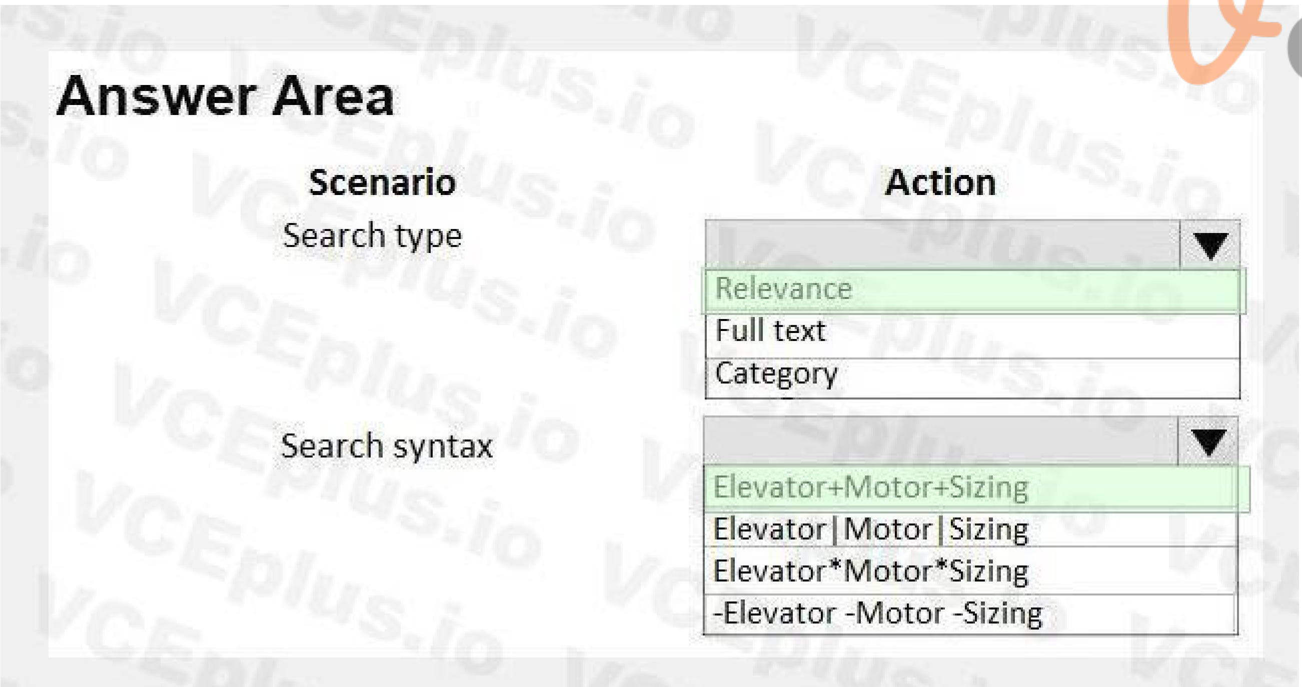
QUESTION 4
HOTSPOT
You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search.
You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to:
Elevator
Motor

Sizing
How should you configure the search? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area:



Section:
Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results

QUESTION 5
HOTSPOT
A GOV company uses Dynamics 365 for Customer Service.

You need to document the case resolution process.
How are each of the cases resolved? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Case	Resolution
A case has activities owned by other users and is in progress.	Case is resolved. Open activities are closed. Case is resolved. Open activities are canceled. Case is not resolved. Open activities must be closed. Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	Case is resolved. Entitlement is decremented by four hours. Case is resolved. Entitlement is decremented by six hours. Case is not resolved. Billable hours cannot be more than the total duration. Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	Open activities for child cases are merged into parent and canceled. Open activities of parent case are marked as completed. Open activities of child cases remain open. Open activities of child cases are canceled.

Answer Area:

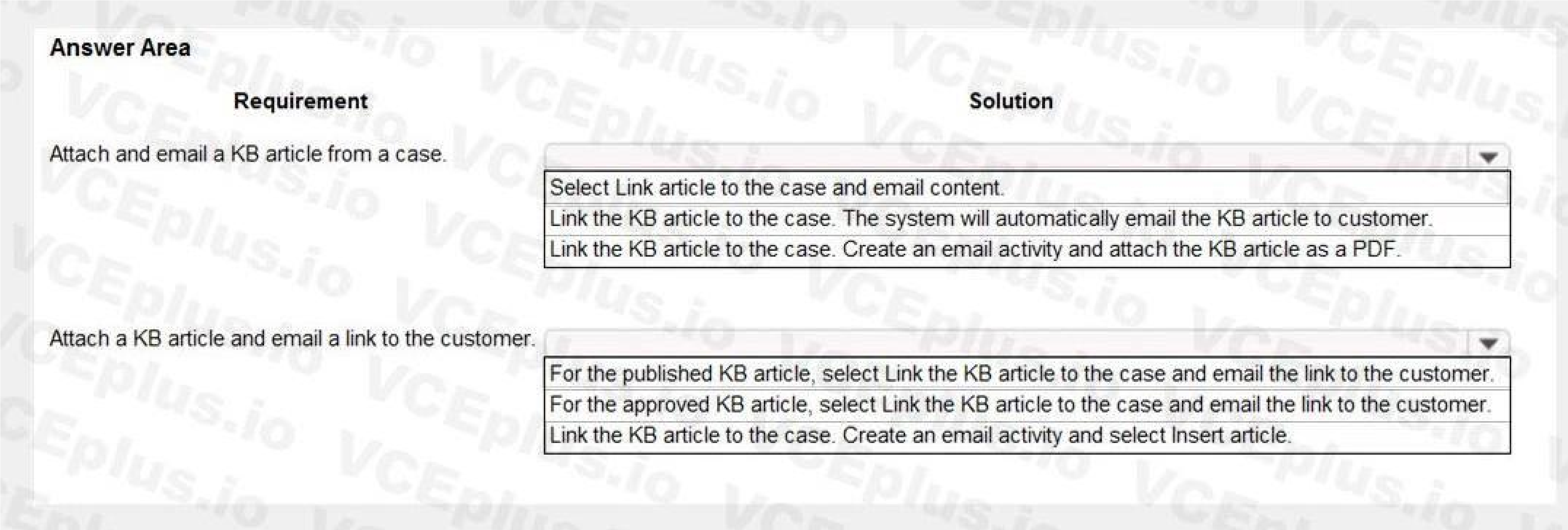
Answer Area

Case	Resolution
A case has activities owned by other users and is in progress.	Case is resolved. Open activities are closed. Case is resolved. Open activities are canceled. Case is not resolved. Open activities must be closed. Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	Case is resolved. Entitlement is decremented by four hours. Case is resolved. Entitlement is decremented by six hours. Case is not resolved. Billable hours cannot be more than the total duration. Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	Open activities for child cases are merged into parent and canceled. Open activities of parent case are marked as completed. Open activities of child cases remain open. Open activities of child cases are canceled.

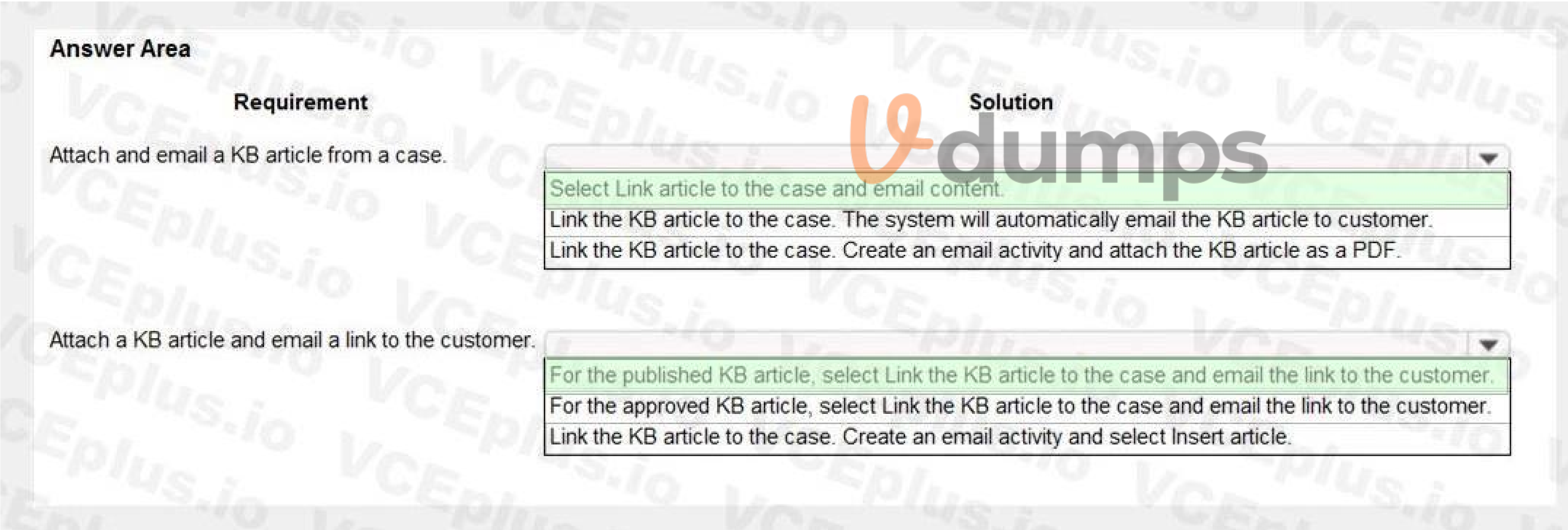
Section:
Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hub-user-guide-case-sla

QUESTION 6
HOTSPOT
You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.
You need to link the article to the case and share the article with the customer.
What is the solution for each requirement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area:

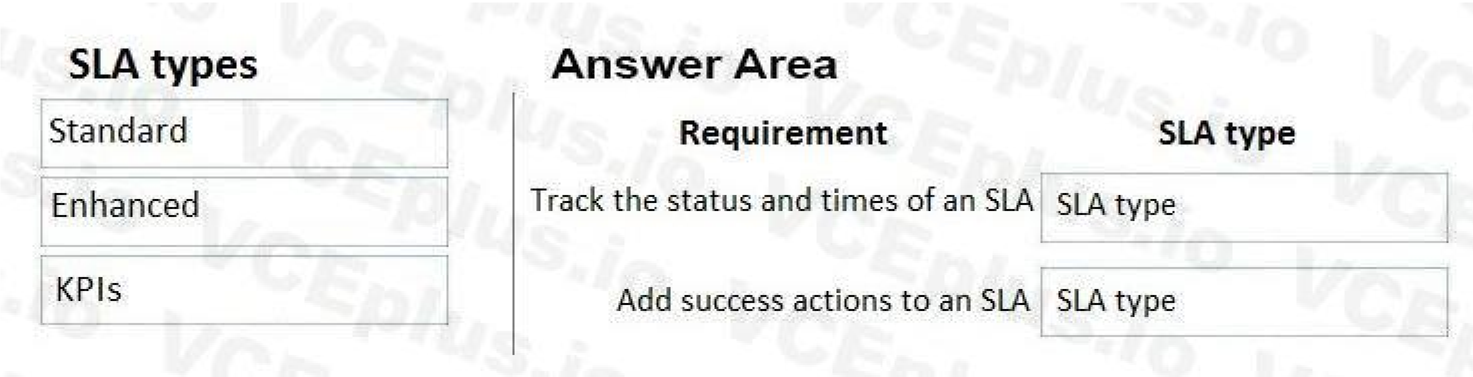


Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within-record-dynamics-365

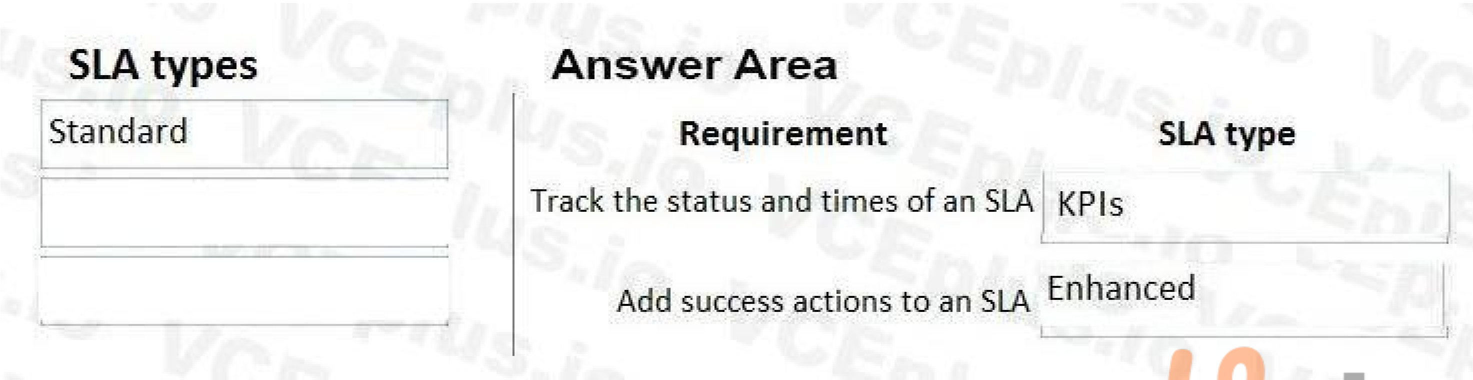
QUESTION 7
DRAG DROP
You are a Dynamics 365 for Customer Service system administrator.
You need to create service-level agreements (SLAs) to meet company requirements.
What SLA types should you use? To answer, drag the appropriate SLA types to the correct requirements. Each SLA type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



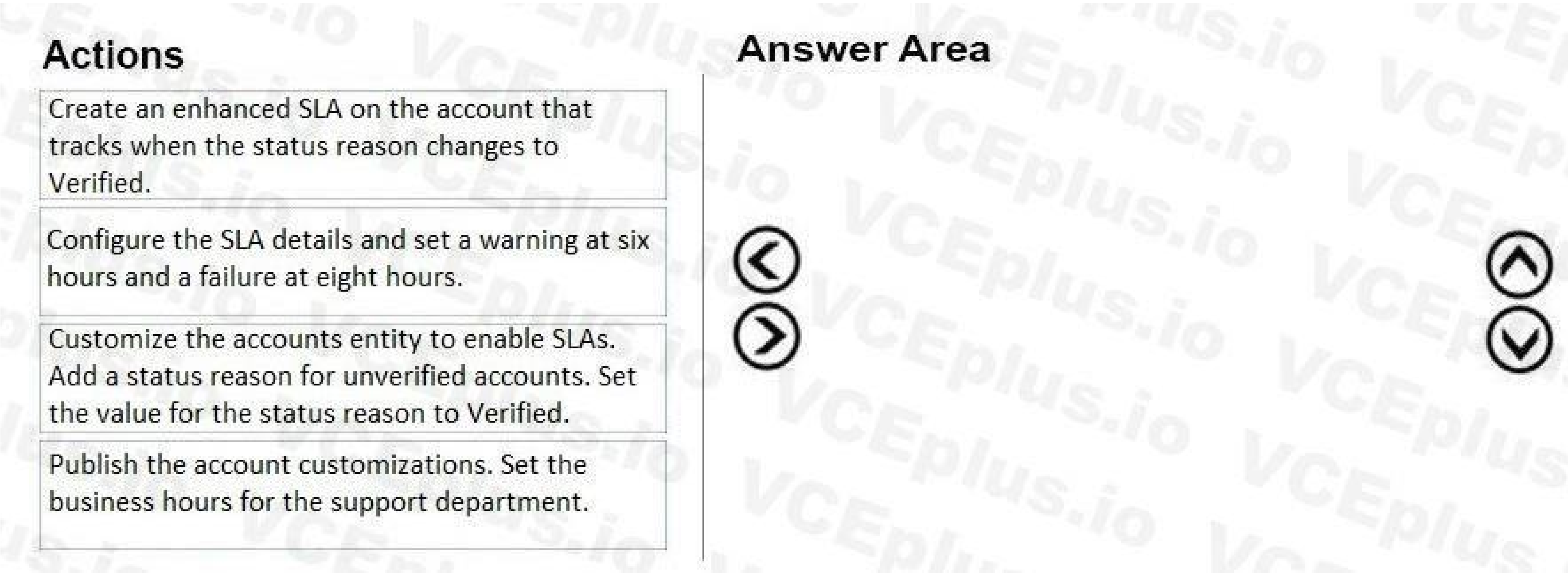
Correct Answer:



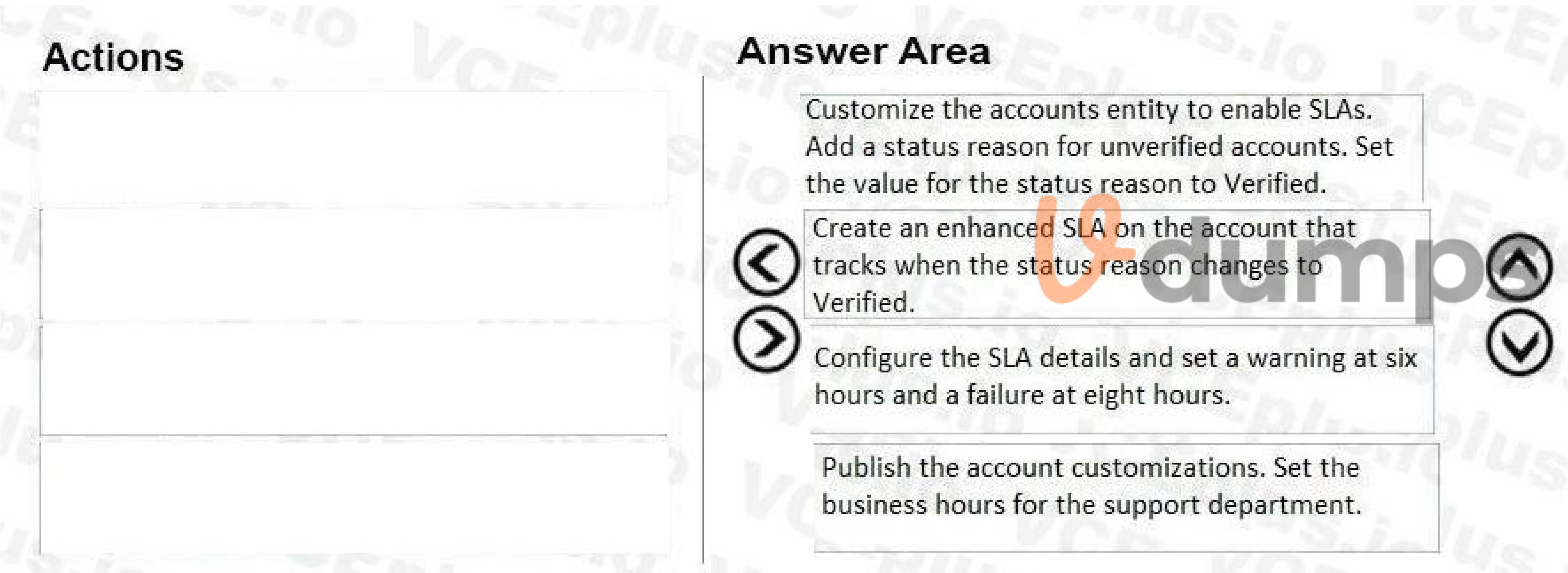
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-level-agreements

QUESTION 8
DRAG DROP
You are a Dynamics 365 for Customer Service administrator. Your company provides support between 9 a.m. and 5 p.m.
You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.
You need to enable service-level agreements (SLAs) for accounts.
In which order should you perform the actions? To answer, move all actions from the list to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section:
Explanation:

QUESTION 9
Your company uses Dynamics 365 Customer Service.
You are designing a survey to send out each time a case closes. The survey must adapt to display additional questions within the same survey if a customer chooses Dissatisfied as a survey answer.
You need to configure the survey.
Which feature should you use?

A. Branching rule
B. Multiple-page survey
C. Multiple answer
D. Post-survey message

Correct Answer: A

Section:
Explanation:
Branching rules allow you to customize the flow of your survey. You can show or hide questions, choose to navigate to another question or survey, or even open a website based on the response to a question. Branching rules make your surveys interactive and ensure that only relevant questions are displayed to respondents.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-voice/create-branching-rule

QUESTION 10
You are an Omnichannel supervisor at a company. You install a dashboard in Power BI.
You need to ensure that managers are able to access the intraday insights dashboard.
What should you do?

A. From the supervisor configuration, add all users to the intraday insights dashboard.
B. From the agent configuration, promote the users to supervisors.
C. From universal service desk, enable all dashboards.
D. From the supervisor configuration, add the required users.
E. From Power BI, share the dashboard with the entire organization.

Correct Answer: D
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-intraday-dashboardsupervisor

QUESTION 11
You are implementing Omnichannel for Customer Service for a company.
The company has set up dedicated teams to handle inquiries from different social platforms. Each team member specializes in a specific product line from the company. However, the team members must be able to pick up any inquiry coming into the team.
You need to configure the system.
Which two components should you configure? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Create a work item trigger
B. Turn on Agent Affinity
C. Create a Parent Child attribute
D. Create a routing rule
E. Turn on a custom listener

Correct Answer: A, D
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-work-distribution-oca

QUESTION 12
You are configuring a queue in Omnichannel for Customer Service for a call center.
You need to complete the queue configuration using the minimal number of actions.
Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Configure the mailbox for the queue
B. Set the record creation and update rules for the queue
C. Set the queue priority for the queue
D. Enable the queue for auto work distribution

Correct Answer: A, B
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/queues-omnichannel

QUESTION 13
You use multiple workspaces within Dynamics 365 Customer Service insights.
You need to switch workspaces.
What should you do?

A. Select Dashboard filters and then select a filter.
B. Navigate to https://csi.ai.dynamics.com and then share a workspace.
C. Select My workspaces and then select a workspace.
D. Select View and then select a workspace view.

Correct Answer: C
Section:
Explanation:
As an owner of a workspace, you launch sharing of a workspace by going to the My workspaces panel, hovering your mouse over the workspace name, and then selecting the share icon to open a dialog. From there, you add any users from your company's Azure Active Directory. Any viewers will receive an email notifying them with a link to the workspace.
Reference:
https://cloudblogs.microsoft.com/dynamics365/it/2019/06/13/new-in-dynamics-365-customerservice-insights-share-workspaces-train-ai-model-with-renamed-topics/

QUESTION 14
You are configuring Dynamics 365 Customer Service workspaces.
Users want to use minimal keystrokes and easy-to-use navigation to open multiple sessions.
You need to configure the simplified navigation experience.
What should you do?

A. Run the simplified navigation settings code in the browser console window within Dynamics 365 Customer Service.
B. Enable the appropriate features in the Power Platform admin center of the Dynamics 365 Customer Service environment.
C. Configure the settings in the Agent Experience area of the Customer Service Hub.
D. Configure the settings in the administration console.

Correct Answer: D
Section:
Explanation:
Customize Customer Service workspace
You can use your browser's developer tools to customize some aspects of the Customer Service workspace.
Turn on the enhanced multisession workspace (preview)

With Customer Service workspace open, press the F12 key to open the developer tools window.
In the console window, type the following command and press Enter:
Xrm.Utility.getGlobalContext().saveSettingValue("msdyn_MultiSessionLayoutImprovements",true) Refresh the app page.
Note: If you turn on the enhanced multisession workspace, the enhanced experience applies in both Customer Service workspace and Omnichannel for Customer Service.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#turn-on-theenhanced-multisession-workspace-preview
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#simplifynavigation-in-customer-service-workspace

QUESTION 15
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.
You need to automatically create cases from emails sent to the support@contoso.com email address.
Solution: Create an automatic record creation and update rule. Set the Source type to Service activity, and then select the queue.
Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section:

QUESTION 16
You use Dynamics 365 for Customer Service.
You need to create business process flows.
Which three entities can you use? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Goal
B. Case
C. Letter
D. Social activity
E. Rollup queries

Correct Answer: B, C, D
Section:

QUESTION 17
You are configuring a single business process flow in Dynamics 365 for Customer Service.
You need to design the business process flow.
What should you do?

A. Merge peer branches to a single stage when merging branches.
B. Span the process across 10 unique entities.
C. Combine multiple conditions in a rule by using both the AND and OR operators.
D. Use 40 steps per stage.

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/enhanceQuestions& Answers PDF P-52business-processflows-branching

QUESTION 18
Your organization plans to use Microsoft Power BI to access and analyze data in Dynamics 365 for Customer Service.
You need to configure a Power BI connection to a Dynamics 365 organization named Contoso.
Which service URL should you use?

A. https://contoso.crm.dynamics.com
B. https://disco.crm.dynamics.com/xrmservices/2011/discovery.svc
C. https://contoso.api.crm.dynamics.com/xrmservices/2011/organization.svc
D. https://disco.crm.dynamics.com/api/discovery/v9.1

Correct Answer: A
Section:

QUESTION 19
A P-L-U-S company has the following business units:
Call center
Customer service
Digital response
Escalation
The security roles have not been modified. The customer service business unit is the parent of all other business units. Each business unit has its own queues. Customer service cases are routed to the appropriate individuals by using the queues.
You need to ensure that a specific user within the customer service business unit can read all queues within the parent and child business units.
Which security role should you assign to the user?

A. Customer service manager
B. Scheduler
C. Customer service representative
D. System customizer

Correct Answer: A
Section:

QUESTION 20
You are a customer service representative using Dynamics 365 for Customer Service.
You need to identify and eliminate duplicate cases.
What should you do?

A. Configure Dynamics 365 AI for Customer Service
B. Use business rules
C. Merge cases
D. Use parent-child case relationships

Correct Answer: B
Section:

QUESTION 21
You are a system administrator for Dynamics 365 for Customer Service.
All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.
You need to configure cases.
What should you do?

A. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.
B. Set the closure preference setting to Don't allow parent case closure until all child cases are closed. In Settings, navigate to Customizations. On the case entity, update the Incident-Incident Resolution case relationship field mapping to include the fields.
C. Create a business rule.
D. Add the product and case type fields as fields that child cases will inherit from the parent case. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.

Correct Answer: D
Section:

QUESTION 22
You manage Dynamics 365 for Customer Service.
You need to configure automatic case creation for emails received by customers who have a support contract.
What should you do?

A. Configure service level agreements to be on hold until a call can be made to the customer.
B. Create an automatic record creation and update rule. Set the source type to email. Configure the rule to send automatic email responses to customers when records are created.
C. Create an automatic record creation and update rule. Set the source type to service activity.
Configure the rule to send automatic email responses to customers when records are created.
D. Create an automatic record creation and update rule. Set the source type to email. If a valid entitlement exists, configure the rule to create a case.

Correct Answer: D
Section:

QUESTION 23
A customer service organization plans to implement knowledge management for a custom entity named Root Cause Analysis.
Users must be able to search, link, and rate knowledge articles. Users must be provided with suggested knowledge articles.
You need to configure Dynamics 365 for Customer Service.
Which three actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Navigate to the Knowledge Base Management Settings wizard. Then, navigate to Record types and select Root Cause Analysis.
B. Add a lookup to the article entity.
C. In Solution Explorer, expand the Root Cause Analysis entity and select Forms. Edit the main form and configure a knowledge base search control.
D. In Solution Explorer, expand the Root Cause Analysis entity and select Forms. Edit the main form and configure a subgrid for knowledge articles.
E. In Solution Explorer, select the Root Cause Analysis entity and then select Knowledge management.

Correct Answer: A, C, E
Section:

QUESTION 24
A P-L-U-S company implements Dynamics 365 for Customer Service. You are assigned a case.
You accidently close the case before completing your work.
You need to ensure that you can continue to work on the case.
What should you do?

A. Reassign the case
B. Reactivate the case
C. Clone the case
D. Change the status reason to In Progress

Correct Answer: B
Section:

QUESTION 25
A P-L-U-S company uses Dynamics 365 for Customer Service. A case in the queue is routed to you.
You will be going on a vacation.
You need to assign the case to someone else.
What should you do?

A. Release the case.
B. Route the case to another queue.
C. Share the case.
D. Escalate the case

Correct Answer: A
Section:

QUESTION 26
Customer service representatives are not able to manually add service-level agreements (SLAs) to a record.
You need to enable on-demand SLAs.
What should you do?

A. Configure the scope of the workflow
B. Publish the on-demand SLA
C. Activate the SLA
D. Request an administrator to add the SLA field to the entity form

Correct Answer: D
Section:
Explanation:

QUESTION 27
You are a Dynamics 365 for Customer Service administrator.
You need to deactivate entitlements.
When should you deactivate entitlements? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. A customer's entitlement has ended and no more support is desired.
B. A customer renews an entitlement for 100 more hours or one year.
C. A customer calls and wants to know how many hours of support remain.
D. The customer must change remaining support hours from all email support to one-half email support and one-half phone support.
E. You need to add notes to the customer's entitlement.

Correct Answer: D, E
Section:

QUESTION 28
You are a customer service manager using Dynamics 365 for Customer Service.
You need to restrict support to the products that a customer has purchased.
What should you do?

A. Add the product to the account
B. Add the products to the case
C. Add the products to the customer's entitlement
D. Add the products to the customer

Correct Answer: C
Section:

QUESTION 29
You manage a Dynamics 365 for Customer Service environment. You create and activate a routing rule.
You need to modify the routing rule to a target a queue instead of a user. You navigate to routing rule sets.
What should you do first?

A. Use Lookup to specify the Add to queue value.
B. Select Edit to the command bar.
C. Toggle the radio button for Route from user/team to queue.
D. Deactivate the routing rule.

Correct Answer: D
Section:

QUESTION 30
You manage a Dynamics 365 for Customer Service environment.
The entitlement for a customer ended last month. The customer must renew the entitlement and use the same parameters as the expired entitlement.
You need to create the entitlement for the customer.
What should you do?

A. Create a new template with the dates and terms. Activate the template.
B. Delete the old entitlement. Create a new entitlement template.
C. Add the new end date to the current entitlement and set new terms. Activate the entitlement.
D. Make a copy of the old entitlement. Activate the copy.
E. In the old entitlement, zero out the remaining terms and the total terms. Activate the entitlement.

Correct Answer: C
Section:

QUESTION 31
You are using Dynamics 365 for Customer Service.
You need to automate the process of adding cases to a queue.
What should you do?

A. Use routing rules
B. Use the convert activities functionality with cases
C. Use the add to queue button on a case
D. Use the Assign button on a case

Correct Answer: A
Section:

QUESTION 32
You are a Dynamics 365 for Customer Service administrator.
Your company provides standard support contracts for 20 hours of email support. Phone is offered as a premium service in allotments of 10 incidents.
You need to set up an entitlement template for the standard support.
What should you configure?

A. Set the value of the Total terms field for an entitlement to 20.
   Set the entitlement channel option to Phone.
   Set the value of the Total terms value to 20.
B. Set the value of the Total terms field for an entitlement to 20.
   Set the entitlement channel option to Email. Set the value of the Total terms field to 20.
C. Set the value of the Total terms field for an entitlement to 20.
   Set the entitlement channel option to Email.
   Set the value of the Total terms field to 10.
   Add the Phone option. Set the value of the Total Terms field to 10.
D. Set the value of the Total terms field for an entitlement to 20.
   Set the entitlement channel option to Email. Set the value of the Total terms field to 0.
   Add the Phone option.
   Set the value of the Total Terms field to 10.

Correct Answer: B
Section:

QUESTION 33
You are using Dynamics 365 for Customer Service.
You need to create the entitlements for your customers.
What should you do?

A. Create queues for each channel.
B. Create an entity for each channel and configure the relationship with the entitlement.
C. Configure entitlement channels.
D. Configure routing rules.

Correct Answer: C
Section:

QUESTION 34
You are a customer service manager for A P-L-U-S company using Dynamics 365 for Customer Service.
You need to set up queues to manage support. You assign a team to each queue.
What type of queue should you configure?

A. Personal
B. Private
C. Business unit
D. Public

Correct Answer: B
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-upqueuesmanage-activities-cases

QUESTION 35
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.
You need to customize the survey for each client.
Solution: Clone the satisfaction survey and customize the questions.
Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/designbasicsurvey#clone-or-import-an-existing-survey

QUESTION 36
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.
You need to customize the survey for each client.
Solution: Open the source survey and the new survey. Drag the questions from the source survey to the new survey. Then customize the questions.
Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section:

QUESTION 37
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.
You need to customize the survey for each client.
Solution: Create custom question types. Add the custom question types to a new survey. Customize the questions.
Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section:

QUESTION 38
You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.
You need to create a customer service satisfaction survey and embed it on a website.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Copy the portal web link and paste it into your website.
B. Copy the URL from the Anonymous link field and paste it into your website.
C. On the Voice of the Customer survey, select Run in iFrame.
D. Copy the HTML code from the iFrame URL field and paste it on your website.

Correct Answer: C, D
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-ofcustomer/distribute-survey

QUESTION 39
You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.
You must display the question: Have you used the product before? If the response is Yes, you must display additional questions concerning the product. If the answer is No, you must display a different set of questions concerning other products.
You need to select a survey feature to use.
Which survey feature should you use?

A. Answer tag
B. Response routing
C. Piping
D. List of ratings
E. Basic

Correct Answer: B
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/designadvancedsurvey#design-interactive-surveys-by-using-response-routing

QUESTION 40
You send surveys to customers who have opened cases within the past month.
You need to send a summary of the survey results to individuals who do not have a Dynamics 365 license.
What are two possible ways to achieve the goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Run the summary report. Export the report to Microsoft Excel. Send the Excel file to the users.
B. Run the survey summary report. Send a link to the report from within Dynamics 365.
C. Create a dashboard of the survey summary reports and share the dashboards with the users.
D. Create a view with the data, and then email a link.
E. Run the survey summary report. Print the report to a PDF file. Send the PDF file to the users.

Correct Answer: A, E
Section:

QUESTION 41
You are creating surveys for Voice of the Customer (VoC).
You need to configure VoC to ensure that recipients can unsubscribe to surveys.
Which two survey features should you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Add an Unsubscribe check box after each question.
B. Set the Allow unsubscribe setting to Yes.
C. Give users the option to unsubscribe from different features of the survey.
D. Configure the survey to display when Dynamics 365 customers receive email and enable the Unsubscribe option.

Correct Answer: B, D
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/designadvancedsurvey#add-the-unsubscribe-option-to-a-survey

QUESTION 42
You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer (VoC).
You need to ensure that VoC survey responses trigger an escalation in support.
Which workflow should you use?

A. VoC – Process Survey Response
B. VoC – Close Survey Activity
C. VoC – Process NPS Response
D. VoC – Process Face Response

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/plansurvey

QUESTION 43
You are creating a survey using Voice of the Customer.
You need to embed the survey into a website and make it available to your customer.
What should you do?

A. Create the website. Add the URL to the Dynamics 365 site in your website.
B. Create your Dynamics 365 portal. Display the Voice of the Customer page from within the main website page.
C. Create a webpage on the website. Add the URL to link the Voice of the Customers.
D. Create an iFrame URL. Copy the HTML code to an iFrame in your website.
E. Add the iFrame URL to your website.

Correct Answer: D
Section:
Explanation:

QUESTION 44
You are a system administrator for Dynamics 365 for Customer Service.
All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.
You need to configure cases.
What should you do?

A. Validate that customer and case title fields have not been removed as fields that child cases inherit from parent cases. Add product and case-type fields to the list. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.
B. On the case entity, update the Parent case-Child case 1:N relationship field mapping to include the fields.
Create a business rule on the case entity to prevent the parent from closing if it has one or more open child cases.
C. Create a business rule.
D. Validate that customer and case title fields have not been removed as fields that child cases inherit from the parent cases. Add product and case-type fields to the list. The closure preference setting does not need to be changed. This is default behavior.

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-childcases

QUESTION 45
You are a system administrator for Dynamics 365 for Customer Service.
All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.
You need to configure cases.
What should you do?

A. Validate that customer and case title fields have not been removed as fields that child cases inherit from parent cases. Add product and case-type fields to the list. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.
B. On the case entity, update the Parent case-Child case 1:N relationship field mapping to include the fields.
Create a business rule on the case entity to prevent the parent from closing if it has one or more open child cases.
C. Create a business rule.
D. Validate that customer and case title fields have not been removed as fields that child cases inherit from the parent cases. Add product and case-type fields to the list. The closure preference setting does not need to be changed. This is default behavior.

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases

QUESTION 46
A P-L-U-S company uses Dynamics 365 Customer Service.
You are configuring the advanced similarity rules. You create a similarity rule on cases and put an exact match for the Modified On field in the Match Fields tab.
You test the rule and discover that exact matches do not appear.
You need to determine why the rule is not working.
What are two possible reasons why the rule is not working? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. A Power Automate flow was not created.
B. The similarity rule is deactivated.
C. The security role is not set to run the similarity rule.
D. The similarity rule was not published.
E. The Modified On field is not set to searchable in the customization of the case entity in the solution.

Correct Answer: B, E
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case

QUESTION 47
You are a help desk representative for an organization using Dynamics 365 Customer Service.
Users need to search within the system for similar cases. None of the out-of-the-box settings have been changed.
You need to determine which search features are available for use by default.
Which two search features are available? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Advanced Find
B. Quick Find
C. Relevance Search
D. Full-text Quick Find

Correct Answer: A, B
Section:

Explanation:
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization
https://docs.microsoft.com/en-us/powerapps/user/search

QUESTION 48
You are a Dynamics 365 Customer Service administrator.
You need to add a new status reason to the case entity.
What are two possible ways to accomplish the goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Navigate to Cases in the Customer Service Hub app. Open a record, edit the form, and then edit the Status reason field.
B. Modify the existing solution and the case entity. Edit the status reason and add an additional status reason value.
C. Create a new solution and add the existing Case entity. Select Status Reason and add a new value.
D. Modify the existing solution. Add another entity named Status. Then, create a status reason field with additional options.

Correct Answer: B, C
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-status-reason-transitionscasemanagement

QUESTION 49
You set a default entitlement for a customer.
You need to ensure that the default entitlement is automatically associated with a case.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Create a case.
B. Update the customer, contact, or product field on an existing case.
C. Update the description field on an existing case.
D. Add an activity to an existing case.

Correct Answer: A, B
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-definesupport-termscustomer
https://docs.microsoft.com/en-us/power-platform/admin/system-settings-dialog-box-service-tab

QUESTION 50
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.
You need to automatically create cases from emails sent to the support@contoso.com email address.
Solution: Create an automatic record creation and update rule. Set the Source type to Email, and then select the queue. Configure conditions for record creation.
Does the solution meet the goal?

A. Yes
B. No

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customerservice/automatically-create-case-from-email

QUESTION 51
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.
You need to set up the queues to meet the following requirements:
Users must have their own queues that no one else can access.
Users must not be able to view each other's queue.
Users must be able to work from the support queue.
Solution:
Set up each user queue to be private.
Set up level1 and level2 queues to be public and add applicable members.
Set up the support queue to be public.
Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activitiescases

QUESTION 52
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.
You need to set up the queues to meet the following requirements:
Users must have their own queues that no one else can access.
Users must not be able to view each other's queue.
Users must be able to work from the support queue.
Solution:
Set up each user queue to be private.
Set up level1 and level2 queues to be public and add applicable members.
Set up the support queue to be private.
Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activitiescases

QUESTION 53
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.
You need to set up the queues to meet the following requirements:
Users must have their own queues that no one else can access.
Users must not be able to view each other's queue.
Users must be able to work from the support queue.
Solution:
Set up each user queue to be public.
Set up level1 and level2 queues to be public and add applicable members.
Set up the support queue to be public.
Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activitiescases

QUESTION 54
You are a Dynamics 365 Customer Service administrator. You are creating a customer service schedule.
You need to ensure that the schedule shows the correct time zone for available customer service hours.
What should you do?

A. Set the time zone in each customized schedule.
B. Allow the system to automatically convert to each user's time zone when a user signs in.
C. Set the time zone in Dynamics 365 personal options.
D. Set the time zone to GMT (Coordinated Universal Time) to enable conversion when you sign in.

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-customer-serviceschedule-definework hours

QUESTION 55

A P-L-U-S company uses Dynamics 365 Customer Service.
The schedule shows working intervals of 45 minutes. The intervals cause customer service representatives to have too much free time during working hours. The company wants to change the intervals to every 30 minutes.
You need to configure the intervals.
What should you configure?

A. Schedule with travel time and distance
B. Fulfillment preferences
C. Resource crew scheduling
D. Requirement groups
E. Schedule within time constraints

Correct Answer: B
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups

QUESTION 56
You are helping A P-L-U-S company implement Power Virtual Agents with Omnichannel for Customer Service.
The company has a chatbot that escalates to a manager if a customer wants to escalate from a chatbot.
You need to configure a prerequisite before you can implement the chatbot.
Which prerequisite should you configure?

A. Configure context variables for a chatbot.
B. Create one chatbot in one queue with a human having a higher capacity over the chatbot.
C. Create one chatbot in one queue with the chatbot having the highest capacity over human capacity.
D. Configure a Microsoft Teams support channel for the chatbot.
E. Configure an SMS channel for a chatbot.

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

QUESTION 57
A P-L-U-S company is implementing Omnichannel for Customer Service.
The company separates agents into teams for billing, new product inquiries, support, and warranty.
The new product team currently handles text messages, emails, and live chats from the company website.
The company plans to release a new product. Before the new product launch, the company wants to add the ability to manage conversations coming in from Facebook and Twitter.
You need to configure the system with the least amount of effort.
What should you do?

A. Create a new resource characteristic.
B. Create a routing rule.
C. Create a new work stream for each channel.
D. Add the new channel to the existing work stream.

Correct Answer: D
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams

QUESTION 58
You are a Dynamics 365 Customer Service administrator.
You are configuring a case dashboard.
You need to filter the dashboard to show only escalated cases and cases that are marked as Request.
Which filter should you use?

A. Timeframe
B. Priority
C. Global
D. Visual

Correct Answer: C
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guidedashboard

QUESTION 59
You are implementing Dynamics 365 Customer Service Insights.
The product manager would like to see product sales trends by age group. The groupings are as follows:
Ages 18 and younger
Ages 19-25
Ages 26-40
Ages 41-55
Ages 56 and older
You need to configure the system.
What should you define?

A. activity
B. measure
C. segment
D. member

Correct Answer: B
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-insights/audience-insights/measures

QUESTION 60
A customer needs to know how data from third-party applications can be reported on in a Customer Service Insights dashboard.
You need to advise the customer on how to display the data.
What should the customer use?

A. lead and opportunity data from Common Data Service
B. call intelligence data from Common Data Service
C. ding web search for data creation data in Common Data Service
D. data integration data maps With Common Data Service

Correct Answer: D
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/use-external-datasources

QUESTION 61
You are implementing a help desk system that enables users to submit cases by using telephone or email.
You need to ensure that cases are classified correctly.
What should you do?

A. Configure relevance search
B. Configure categorized search
C. Create security roles by support function. Assign the security role to users.
D. Modify' the subject tree.

Correct Answer: D
Section:
Explanation:
Define subjects to categorize cases, products, and articles.
To edit a subject, in the Subject Tree, select a subject, and then under Common Tasks select Edit Selected Subject.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/define-subjects-categorize-casesproducts-articles

QUESTION 62
You are a Dynamics 365 Customer Service administrator. Emails are automatically converted to cases.
Users report that emails are no longer being converted to cases.
What is the possible cause?

A. The Dynamics Flow process is not running.
B. Your user ID does not have permission to run the process effectively.
C. The workflow process has been deactivated.
D. The solution has not been published.

Correct Answer: C
Section:
Explanation:
When a case creation rule is activated, a corresponding workflow is created automatically. If you create or assign a rule, you must have permissions to perform the same action on workflows. The case creation rule is applied and a case is created in context to the permissions that the owner of the case creation rule has.
Note: A workflow can only be activated or deactivated by the workflow owner or by someone with the Act on Behalf of Another User privilege such as the system administrator.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-case-fromemail

QUESTION 63
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
A P-L-U-S company uses Dynamics 365 Customer Service Hub.
Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.
A customer service representative is not able to perform a relevance search for emails.
You need to ensure that the customer service representative can perform relevance searches for email addresses.
Solution: Configure interactive experience global filter.
Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section:

QUESTION 64
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
A P-L-U-S company uses Dynamics 365 Customer Service Hub.
Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.
A customer service representative is not able to perform a relevance search for emails.
You need to ensure that the customer service representative can perform relevance searches for email addresses.
Solution: Enable the customization to include Knowledge Management.
Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section:

QUESTION 65
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
A P-L-U-S company uses Dynamics 365 Customer Service Hub.
Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.
A customer service representative is not able to perform a relevance search for emails.
You need to ensure that the customer service representative can perform relevance searches for email addresses.
Solution: Enable smart matching.
Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B

Section:

QUESTION 66
You are an administrator of a Dynamics 365 Customer Service system for a computer support company.
Team members must handle cases as follows:
A case for a new customer follows a different process than for a returning customer.
A case for a returning customer who has a contract follows a different process than for a customer who is pay as you go.
All cases must be researched and resolved.
Cases must be handled in a manner that is simple to maintain.
You need to ensure that all team members follow the same process for handling cases.
What should you do?

A. Create a business process flow that branches.
B. Create two different forms and a business process flow for each type of customer.
C. Create a Power Automate flow that branches.
D. Create two different queues for the different types of customers.

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/onpremises/customize/enhance-business-process-flows-branching?view=op-9-1

QUESTION 67
A P-L-U-S company is implementing a customized app that will automatically route cases.
You need to determine the correct URL to connect to the app location in the cloud.
Which URL format should you use?

A. https://"<"org">.dynamics.com/apps
B. https://"<"org">.crm.dynamics.com/
C. https://<orgname>.<CRMRegion>.dynamics.com/Apps/uniquename/<AppUniqueName>
D. https://"<"org">/apps

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-routecases

QUESTION 68
A P-L-U-S company must standardize the management of web leads and leads generated across their internal and external sales teams.
You need to create an entitlement.
Which type of entitlement should you create?

A. Multi-channel
B. Omnichannel
C. Teams channel

Correct Answer: B
Section:
Explanation:
Omni-channel: An omni-channel solution offers two or more channel experiences to customers, and the customer experience is consistent across channels. The context of the case and customer is used to streamline the experience across apps. For example, a customer starts on a self-service portal but then starts a chat conversation. All the pages that the customer has opened are available to the agent.
By providing multi-channel or omni-channel solutions to your customer, you help guarantee that each customer can interact with your organization by using the option that's best for him or her.
When you provide multi-channel or omni-channel solutions, you must also consider the effect on the organization. Although it's important to make sure that customers have a consistent experience when they work with the different channels, it's also important to remember that each channel is different.
Reference:
https://www.globalits.bh/how-customer-service-can-handle-entitlement-channels-in-dynamics-365/

QUESTION 69
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.
You need to set up the queues to meet the following requirements:
Users must have their own queues that no one else can access.
Users must not be able to view each other's queue.
Users must be able to work from the support queue.
Solution:
Set up each user queue to be private.
Set up level1 and level2 queues to be private and add applicable members.
Set up the support queue to be public.
Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section:
Explanation:
The level1 and level2 queues must be public so the users can access them.
Note: Public: All users can see and access these queues, depending on their security role.
Users pick items from the queue. The items that a user picks are then moved to that user's personal queue.
Private: Access to these queues is assigned to specific users. (Members are defined on the queue record.)
Users pick items from the queue. The items that a user picks are then moved to that user's personal queue.
Also:
In Customer Service, you can create two types of queues:
Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.
Public queues: Create to let everyone in the organization view the queue and all of its items.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activitiescases

QUESTION 70
You are a Dynamics 365 Customer Service representative.
You need to take the appropriate action when creating new cases to ensure that the automated routing rule is applied.
What should you use?

A. Add to queue
B. Run workflow
C. Save and route
D. Share

Correct Answer: A
Section:
Explanation:
Routing rules define how conversations are routed to different queues. Each routing rule has a condition and a destination queue. If the rule condition is evaluated as True, then the conversation is routed to the destination queue.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-rules

QUESTION 71
You are using Dynamics 365 Customer Service to create and activate entitlements.
Customer service representatives state that the entitlement status is set to Waiting, and they cannot use the entitlement. You must ensure customer service representatives can use the entitlement.
You need to identify the entitlement issue.
What is the cause of the issue?

A. The Products or Contact field values have not been configured before activation.
B. The start date of the entitlement is in the future.
C. The entitlement has expired and is awaiting renewal.
D. The end date of the entitlement has been incorrectly configured to a date that has already passed.

Correct Answer: B
Section:
Explanation:
If the start and end date of the entitlement fall in the future, the status of the entitlement is set to Waiting. On the start date, the status automatically changes to Active. If the end date is in the past, the entitlement is set to Expired.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-definesupport-terms-customer

QUESTION 72
Your company uses Dynamics 365 Customer Service. You create the following support offerings.
Customers must choose one of the three offerings.
Email only
Phone only
Half phone and half email
You allocate 50 cases to each support offering.
You need to create the entitlement with terms that adhere to the support offerings.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Create one entitlement template that includes the three different terms. Apply the template to the customer, and then remove the terms that do not apply.
B. Create a new entitlement for each new support offering for the customer, with terms equal to 25 phone calls and 25 emails.
C. Create a new entitlement for each new support offering for the customer, with terms equal to 50 phone calls and 50 emails.
D. Create different entitlement templates for each set of terms. Apply the appropriate template to the customer.
E. Create three entitlement templates with terms for 50 calls and 50 emails. Apply the template to the customers as they sign the support offering.

Correct Answer: C, E
Section:
Explanation:
Note: Quickly create other entitlements prefilled with the basic information like the start and end date, service level agreement (SLA), allocation type, and total term by using an entitlement template in Dynamics 365 Customer Service. For example, create a template for a standard entitlement, and then apply this template for every standard customer in your organization.
Template information include:
Total Term: Specify the total amount of support the customer is entitled to with respect to the allocation type. For example, if the allocation type is number of cases and you specify 100 in Total term, then the customer is entitled to support up to 100 cases.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-definesupport-terms-customer
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entitlements-templates

QUESTION 73
You are a Dynamics 365 system administrator.
The customer service desk needs to be able to apply service level agreements (SLAs) on demand to customers that do not have SLAs.
You need to determine how SLAs on demand can be assigned.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Use an existing customer SLA and change the conditions after assigning the SLA to the customer record.
B. Create a new SLA for each case that does not have a customer SLA.
C. Go into the SLA configuration and assign it to a customer.
D. Automatically apply SLAs to records based on business logic.
E. Assign SLAs manually to records.

Correct Answer: D, E
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-levelagreements#apply-slas-on-demand

QUESTION 74
You are using Dynamics 365 Customer Service.
You need to ensure that customers request support by using email, phone or web, based on their signed contracts with your company.
What should you do?

A. Configure entitlement channels.
B. Create an entity for each channel and configure the relationship with the entitlement.
C. Create queues for each channel.
D. Configure routing rules.

Correct Answer: A
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-definesupport-terms-customer

QUESTION 75

A P-L-U-S company uses Dynamics 365 Customer Service. A client purchases a premium support package that allows six support incidents over two years.
You need to set up support entitlement enforcement.
Which three attributes should you configure? Each correct answer presents a part of the solution.
NOTE: Each correct selection is worth one point.

A. Specify the remaining item
B. Specify the total term
C. Specify the end date
D. Set the Restrict based on entitlement terms value
E. Specify the service-level agreement (SLA)

Correct Answer: B, C, D
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-definesupport-terms-customer

QUESTION 76
You are a Dynamics 365 Customer Service system administrator. You work with the Customer Service Hub application.
You need to enable entities for service-level agreements (SLAs).
For which entity can you enable SLAs?

A. Contract
B. Business unit
C. KPIs
D. Customer service schedule
E. Holiday schedule
F. Account

Correct Answer: F
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-service-levelagreements

QUESTION 77
A customer's entitlement is not available to assign to a case.
You need to determine the cause of the customer's issue.
What are two possible reasons for the issue? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. The entitlement is active
B. The entitlement is in waiting status
C. The entitlement is expired
D. The entitlement was renewed
E. The entitlement is set as the default

Correct Answer: B, C
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-definesupport-terms-customer

QUESTION 78
A fitness company has several locations.
The company implements Dynamics 365 Customer Service and uses it to schedule personal trainer sessions with customers.
Customers report the following issues:
Customers are assigned personal trainers who do not reside at the customer's location.
Customers are assigned personal trainers during the trainers' non-working hours.
You need to resolve the issues.
Which two settings should you configure? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Customer Service Calendar
B. resource skills
C. Work Hours
D. facility resources
E. Fulfillment Preferences

Correct Answer: A, C
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/resources-service-scheduling

QUESTION 79
You are describing Power Virtual Agents to executives at a company.
The executives want to know which features are available out of the box.
You need to describe these features.
Which three features are available? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Monitor bot conversations in real time.
B. Assign cases to specific users.
C. Escalate to a live person.
D. Use bots in post-chat surveys through routing rules.
E. Display a view of customer cases to users.

Correct Answer: A, C, E
Section:
Explanation:
A: Smart assist is an intelligent assistant that provides real-time recommendations to agents, helping them take actions while interacting with customers. It allows organizations to build a custom bot and plug-in to their environment. These custom bots interpret conversations in real time and provide relevant recommendations such as knowledge articles, similar cases, and next-best steps to the agent's user interface.
C: With Power Virtual Agents, you can hand off conversations to live agents seamlessly and contextually.
When you hand off a conversation, you share the full history of the conversation (the context) as well as all user-defined variables. Having access to this context means live agents that are using any connected engagement

hub can be notified that a conversation requires a live agent, see the context of the prior conversation, and resume the conversation.
Reference:
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/smart-assist
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off

QUESTION 80
You create a Power Virtual Agents chatbot. The chatbot includes Power Automate flows. You are not a system administrator.
Users in your organization must collaborate to develop the chatbot.
You attempt to share the chatbot by adding user email addresses and assigning them Manager, Power Automate User, and Transcript Viewer permissions on the bot. The Send an email invitation to new users option is disabled.
Sharing of the chatbot fails.
You need to use the principle of least privilege to share the chatbot with users for collaboration.
Which two actions should you perform? Each correct answer presents part of a solution.
NOTE: Each correct selection is worth one point.

A. Assign the users the Environment Maker security role.
B. Ensure that a System Administrator assigns the users the Environment Maker security role.
C. Share the Power Automate flows.
D. Enable Send an email invitation to new users and re-share the chatbot.
E. Configure a custom context variable for the chatbot.

Correct Answer: B, C
Section:
Explanation:
B: Insufficient environment permissions
Users in the environment must have the Environment maker security role before a bot can be shared with them.
System administrators of the environment need to assign the Environment maker security role to the user before you share the bot.
C: Share Power Automate flows used in a bot
You can add actions to a bot using flows in Power Automate; however, flows in a bot aren't automatically shared with other users when sharing a bot.
Users who don't have access to the shared flow can still run it by using the test bot canvas.
To let other users edit or add flows you'll need to share them in Power Automate. You can open flows directly from the topic where the flow is used.
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/admin-share-bots
https://docs.microsoft.com/en-us/dynamics365/customerengagement/onpremises/customize/create-site-map-app

QUESTION 81
You are customizing an Omnichannel for Customer Service implementation for a call center.
The call center manager wants to create a new quick response for agents to save time typing a greeting message.
You need to create a quick response that includes a customer's full name.
How should you create the quick response?

A. Hi {CusComel{Fullname}}, How may I help
B. Hi Customer {Full name) , How may I help
C. Hi Full Name {Customer} , How may I help
D. Hi {Full Name {Customer} } , How may I help

Correct Answer: D
Section:
Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-quick-replies

QUESTION 82
You are customizing an Omnichannel for Customer Service implementation.
You need to configure the escalation process to a human agent.
Which three actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. In the Power Virtual Agent topic, add the Transfer to agent node.
B. Add a context variable in Power Virtual Agents to escalate the conversation.
C. Select a context variable in Omnichannel and update the information from Power Virtual Agents.
D. Add a bot user to the Omnichannel queue.
E. Set the operating hours to escalate a conversation.

Correct Answer: A, B, D
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

QUESTION 83
You are creating a Power Virtual Agents chatbot to handle common customer inquiries.
A manager reports that some inquiries are not routing to the appropriate customer service representatives. You observe that one node is inactive.
You need to determine why the node is inactive.
What should you use?

A. Maker portal
B. Supervisor dashboard
C. Test bot pane
D. Topic checker

Correct Answer: D
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/authoring-topic-management

QUESTION 84
You are integrating Power Virtual Agents with Omnichannel for Customer Service.
You create context variables.
You need to complete the handoff process to a human agent.
Which three actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. In Power Virtual Agents, enter the Power Virtual Agents Application ID.
B. In the Power Virtual Agents topic, add the Transfer to Agent node in the End the conversation node.
C. In the Omnichannel Administration app. add a user as a virtual agent.

D. In Power Virtual Agents, disable the Teams channel.

E. In Power Virtual Agents, select Transfer to agent.

Correct Answer: A, B, E
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/configuration-hand-off-omnichannel

QUESTION 85
You create a canvas app to show trending results from a Power Virtual Agents chatbot.
The results must be viewable on the Dynamics 365 Customer Service workspace home page.
You need to add the survey results canvas app to the Customer Service workspace.
What should you do?

A. Add an iFRAME component to the main home page form and reference the canvas app name

B. Share the canvas app

C. Add the canvas app to the sitemap

D. Create a solution in the environment and add the canvas app to the solution

E. Add the canvas app component to the main home page form and reference the canvas app name

Correct Answer: A
Section:
Explanation:
https://nishantrana.me/2020/11/12/embedding-canvas-app-in-an-iframe-inside-dynamics-365/

QUESTION 86
A P-L-U-S company enables custom context variables on a chat widget.
Users report that the context variables are not being populated on new chats.
You need to troubleshoot the issue by querying the event listeners.
Which listener is required to be running?

A. setContextProvider

B. startProactiveChat

C. startChat

D. getContextProvider

E. initializeNewConversation

Correct Answer: D
Section:

QUESTION 87
A GOV company uses Omnichannel for Customer Service.
The company wants to configure Power Virtual Agents within Omnichannel to have automatic answers when a customer starts a chat session.
You need to set up the prerequisites for the Power Virtual Agents.
Which three technologies should you set up? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Work stream
B. Queues
C. Azure Application ID
D. Chat widget
E. Chatbot

Correct Answer: B, C, E
Section:
Explanation:
CE: Prerequisites
Before you integrate Power Virtual Agents bots in Omnichannel for Customer Service, check the following:
* Azure Application ID - You'll need an application registered on the Azure portal before connecting to Omnichannel for Customer Service.
* Bot - You must have a pre-configured bot that can integrate with Omnichannel for Customer Service.
* Product licenses - You need a product license for Power Virtual Agents * Role - You must have the Omnichannel administrator role.
B: In Omnichannel Administration, after the Power Virtual Agents bot is created and configured to work with Omnichannel for Customer Service, you can configure it to hand off conversations to queues. To receive incoming messages, you must add the bot to at least one queue.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

QUESTION 88
A trucking company uses a custom table named Leased Truck in Dynamics 365 Customer Service to capture leasing details. The company is implementing Connected Customer Service for Azure IoT Hub to track the leased trucks.
You need to configure the custom table Leased Truck for IoT integration.
Which two methods achieve the goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Set the relationship in the Power Platform admin center.
B. Create a one-to-many relationship from the Leased Truck table to the loT Alert table.
C. Call the loT - Register Custom Entity action to associate a Leased Truck record with an existing loT device.
D. Enable connections to the Leased Truck table.

Correct Answer: C, D
Section:
Explanation:
IOT enabling an entity type
Dynamics 365 entities can be associated to IoT entities so that within Dynamics 365 they can participate in IoT-related business processes and analyses. There are two methods of "IoT enabling" a Dynamics 365 entity; you can:
* (D) Programmatically form an association through the standard Dynamics 365 Connection entities capability. You can alternatively accomplish this same association through the administration UI; for more information, see Create connections to view relationships between records.
* (C) Call the IoT – Register Custom Entity action to associate an entity with an existing or new IoT Device.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-extend-connectedcustomer-service-solutions

QUESTION 89
A GOV company administrator is setting up Dynamics 365 Omnichannel for Customer Service.
The administrator is unable to complete the setup due to insufficient permissions.
You need to ensure that the administrator can complete the setup.
Which three security settings should you assign to the administrator? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Dynamics 365 System Administrator
B. Power Platform Admin role
C. Read access to the Client Access License
D. Dynamics 365 Global Administrator
E. -write access to the Client Access License

Correct Answer: A, C, D
Section:

QUESTION 90
You manage a Dynamics 365 Customer Service environment. The company processes thousands of cases daily. Some cases are parent cases, but most are child cases. When a child case is created, users report that they must re-enter information in fields from the parent case.
You need to ensure that, when a new child case is created from within the context of a parent case, information in specific fields from the parent case is passed to the child case fields.
What should you do?

A. Create a many-to-many relationship and update the data mapping.
B. Use a business rule.
C. Update the attributes that the child case will inherit from the parent case.
D. Create a routing rule.

Correct Answer: C
Section:

QUESTION 91
A GOV company uses Omnichannel for Customer Service. An administrator creates a report. You must change reports to intraday insight reports without using customization. You need to determine why you are unable to switch to the intraday insight reports. What is the issue?

A. The intraday insight reports need to be created in FetchXML first.
B. Users can configure only their own intraday insight reports.
C. Only administrators can configure the intraday insight reports.
D. The intraday insight reports must be configured from Dynamics 365 Customer Service settings.

Correct Answer: D
Section:

QUESTION 92
A GOV company uses Dynamics 365 Customer Service.
Telemetry on agent case resolution time reveals that agents spend 20 minutes on average resolving cases. Analysis determines that resolution duration is increased because agents are often required to view and modify data on the related account.
The company requires a solution that allows agents to enter data in a single screen and edit multiple records without navigating to each record.
You need to create the solution.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point

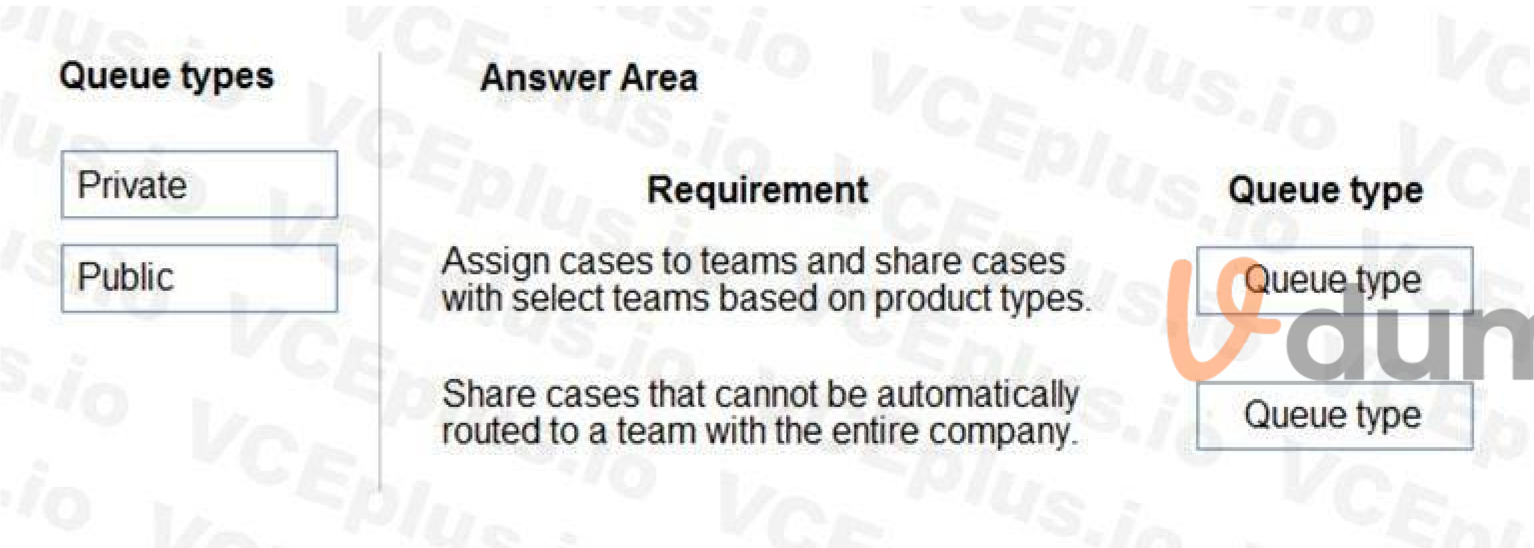
A. Configure the editable grid of the case view to include account details.

B. Add an editable grid control to the case view.
C. Configure the Nested grid view.
D. Add an editable grid of the account on the case form.

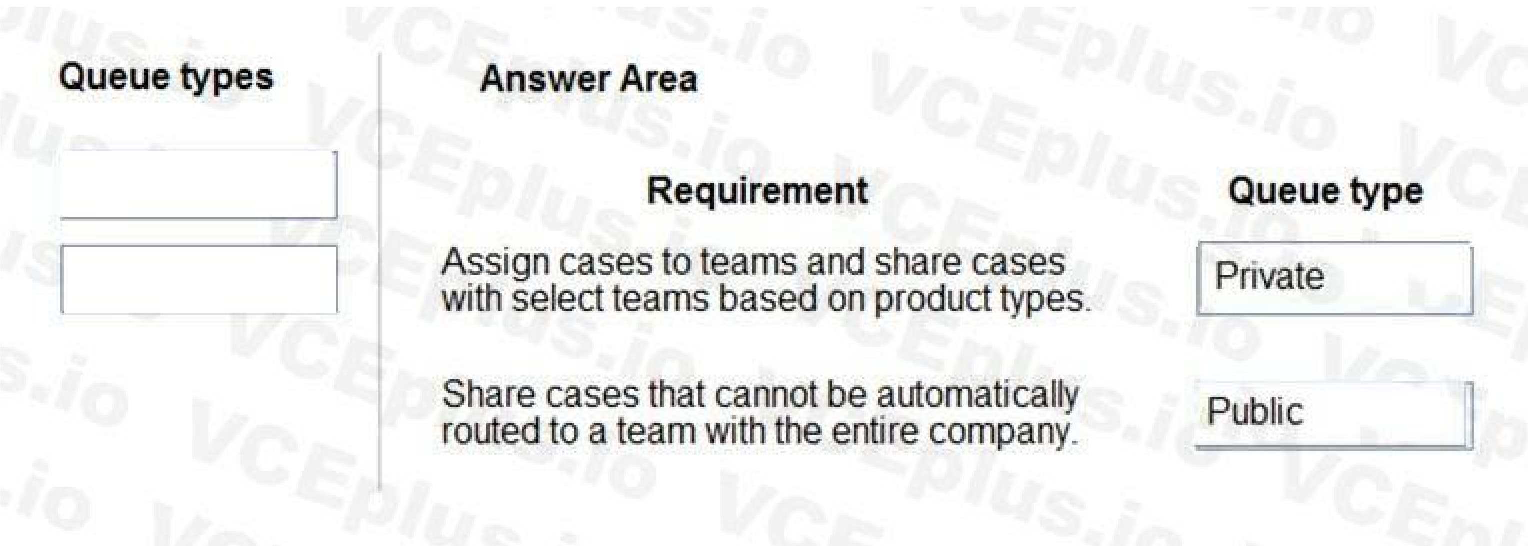
Correct Answer: D
Section:

QUESTION 93
DRAG DROP
A GOV company uses Dynamics 365 Customer Service.
You need to implement queues to meet company requirements.
Which types of queues should you use? To answer, drag the appropriate queue types to the correct requirements. Each queue type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Section:
Explanation:
Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

QUESTION 94

HOTSPOT

You are a Dynamics 365 for Customer Service administrator.

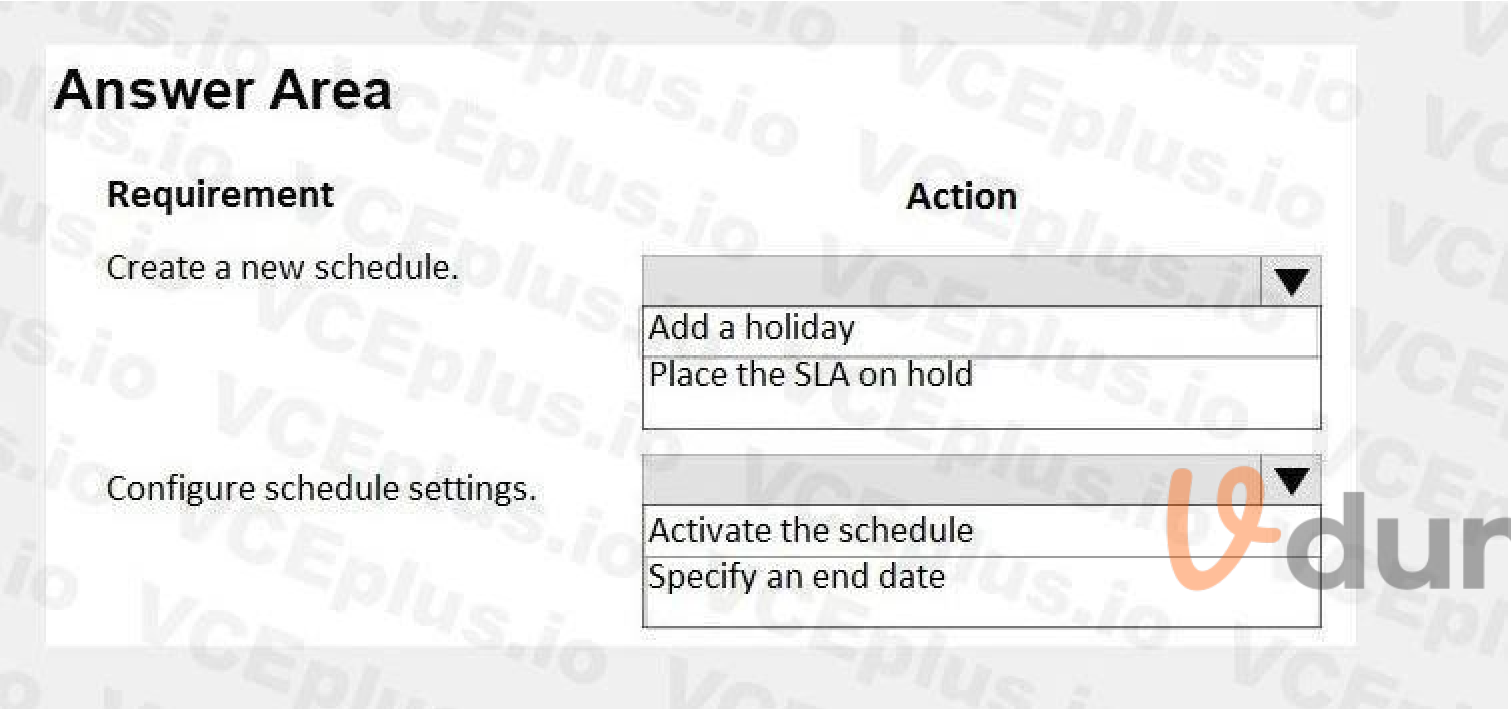
Members of the customer support staff must not be available on public holidays in the year 2021.

You need to configure holiday schedules.

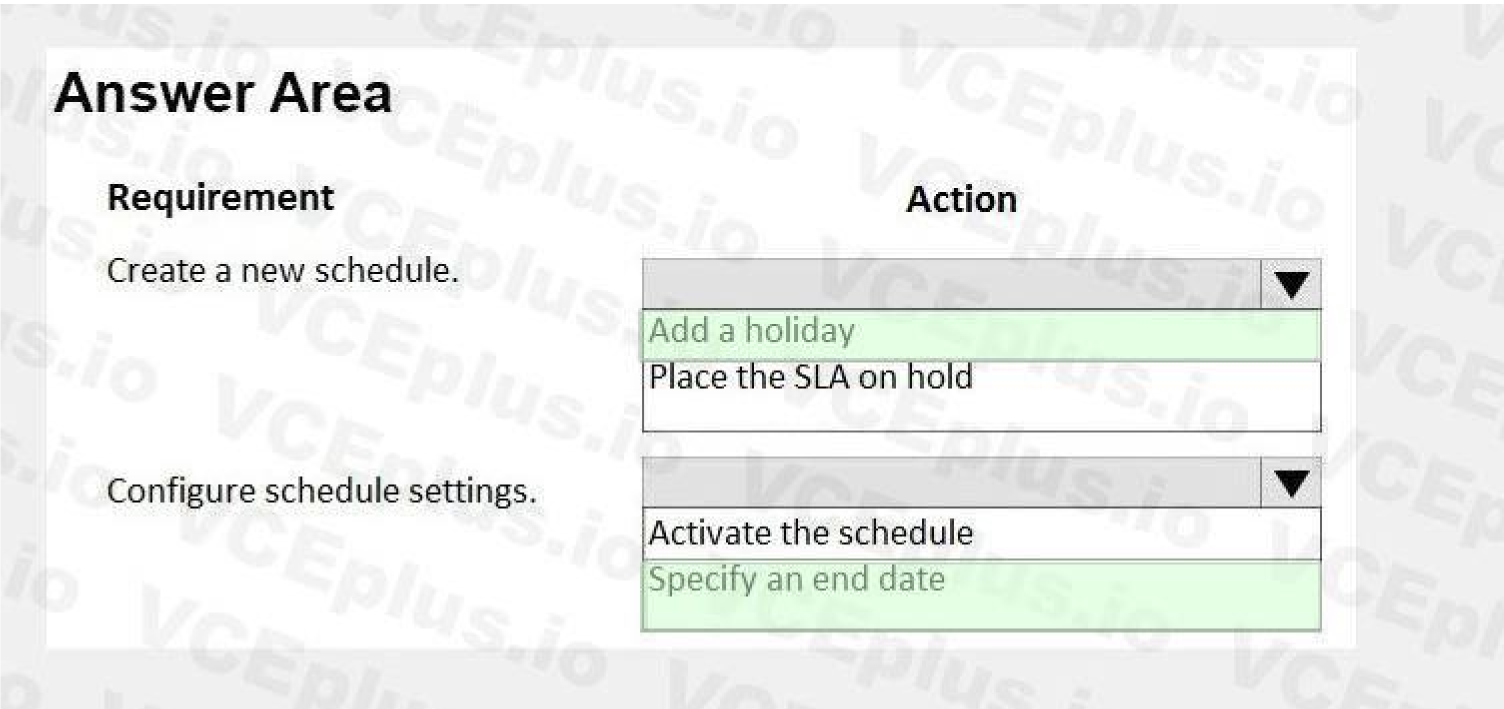
Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



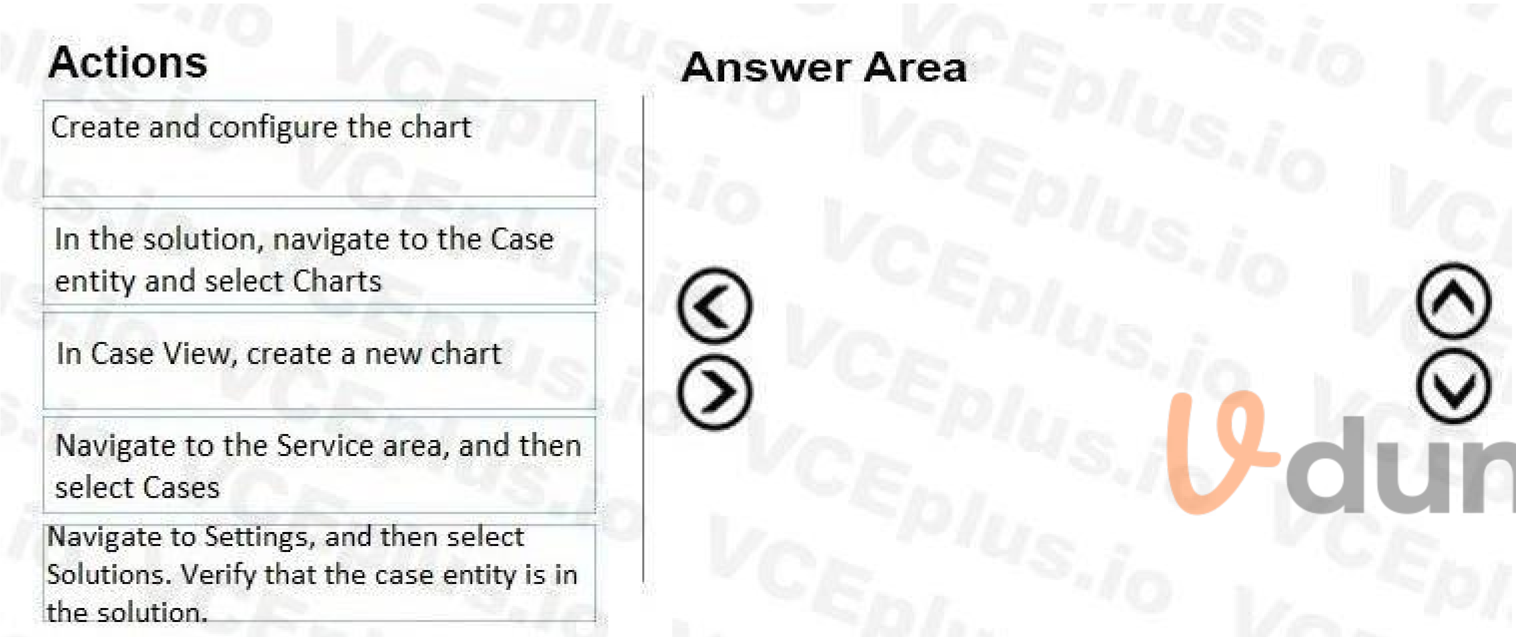
Answer Area:



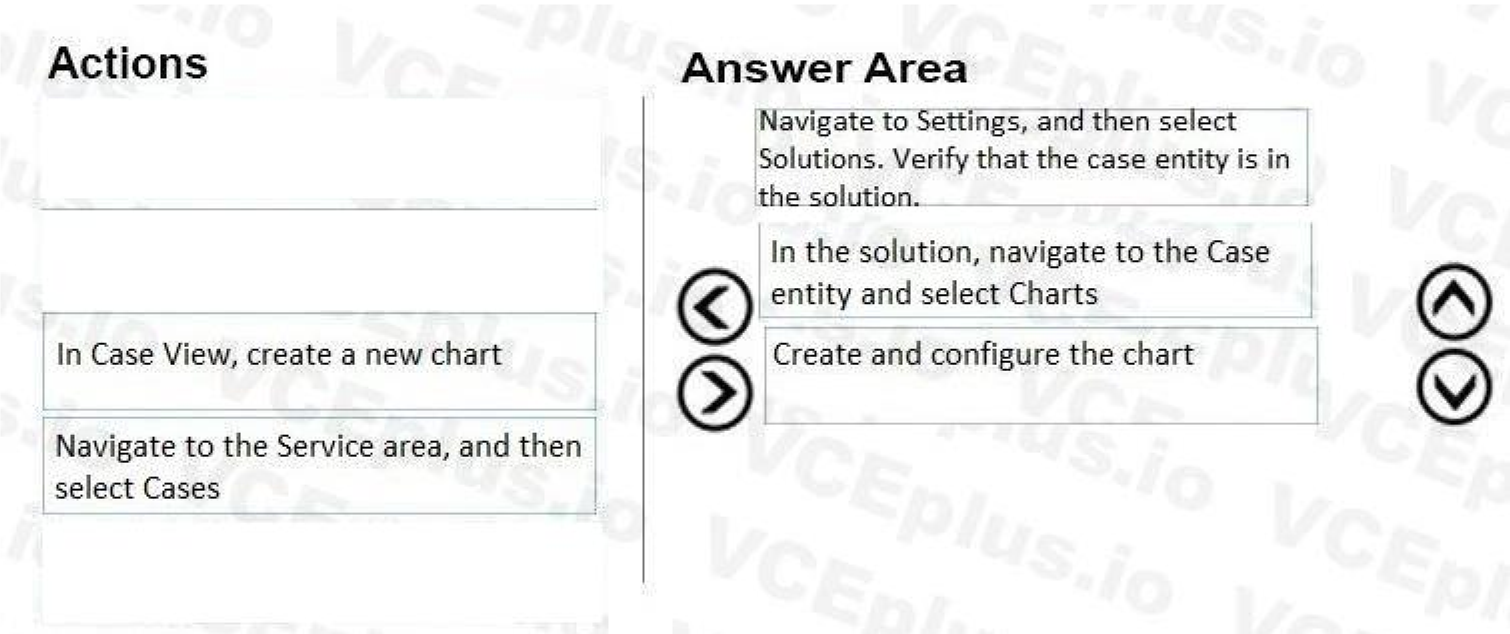
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-holiday-schedule

QUESTION 95
DRAG DROP
You are customizing a Dynamics 365 for Customer Service implementation.
The call center manager requires a visual representation that includes the number of resolved cases by month for each call center agent. The chart must be visible to all users within the service area.
You need to create the chart.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



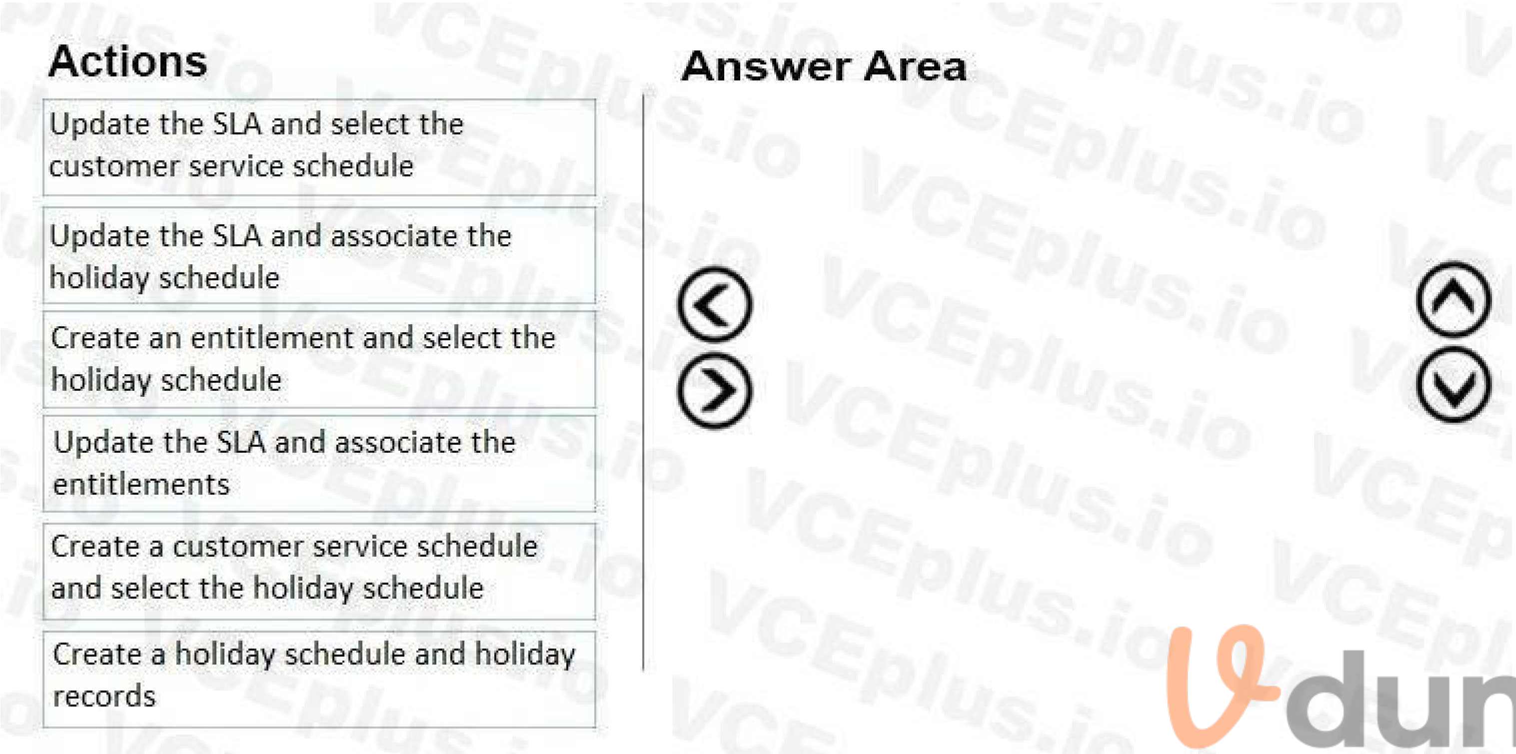
Correct Answer:



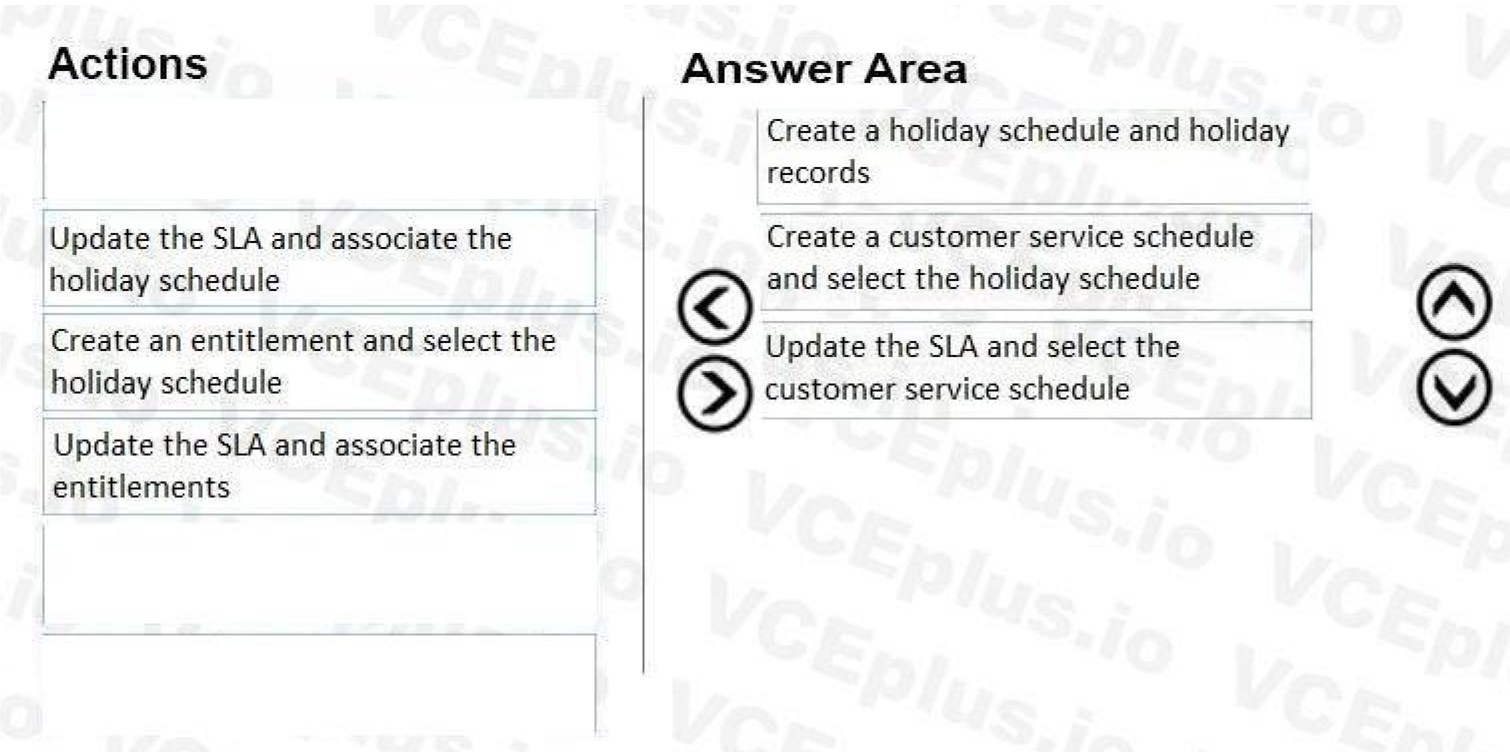
Section:
Explanation:

QUESTION 96
DRAG DROP
You manage Dynamics 365 for Customer Service.
You need to create a list of holidays and ensure that existing service-level agreements (SLAs) observe those holidays.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section:
Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-customer-service-schedule-define-work-hours

QUESTION 97
HOTSPOT
You are a Dynamics 365 for Customer Service administrator.
You need to categorize activities and cases by using queues.
How should you categorize each record? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

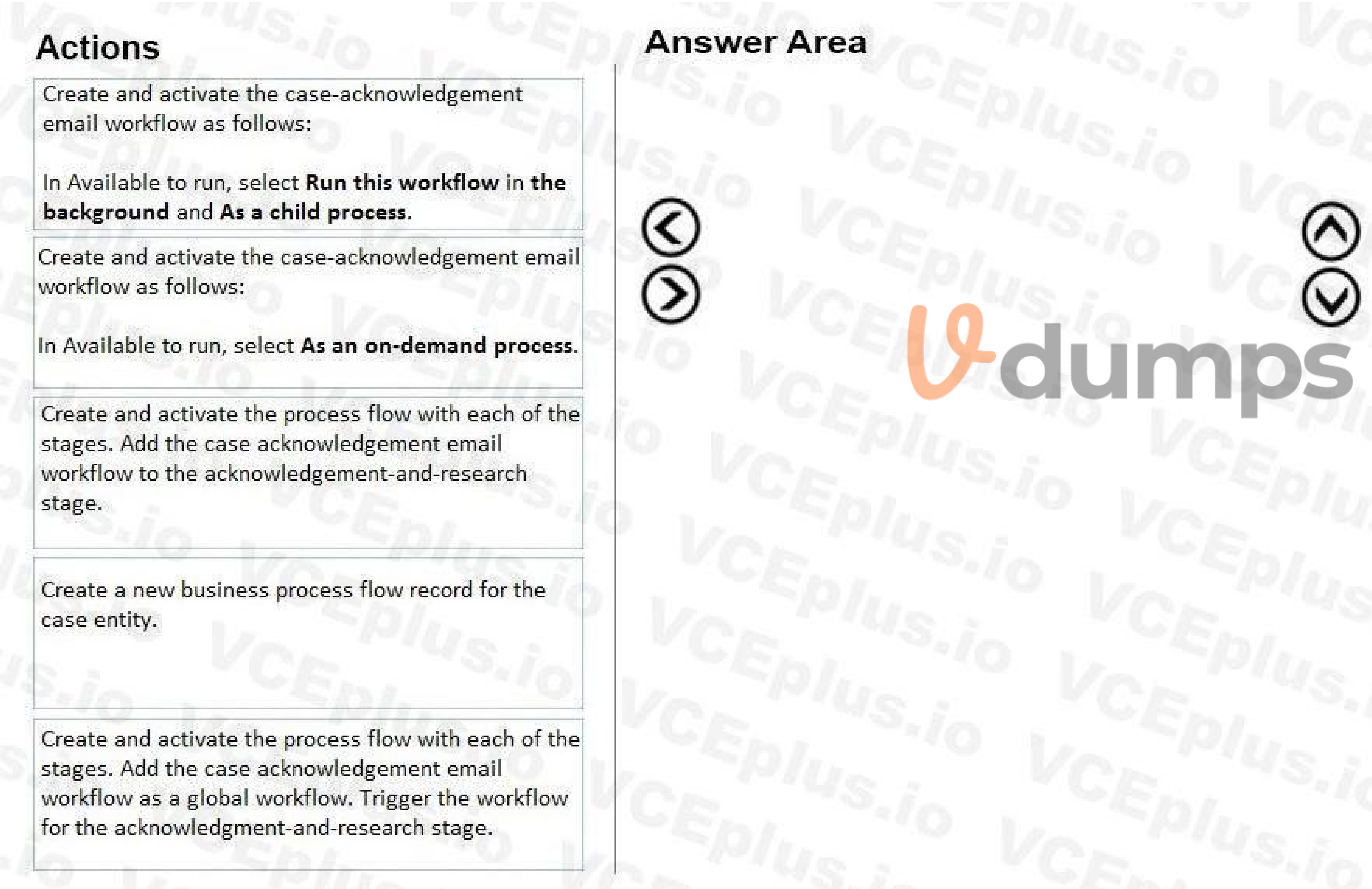
Hot Area:

Answer Area:

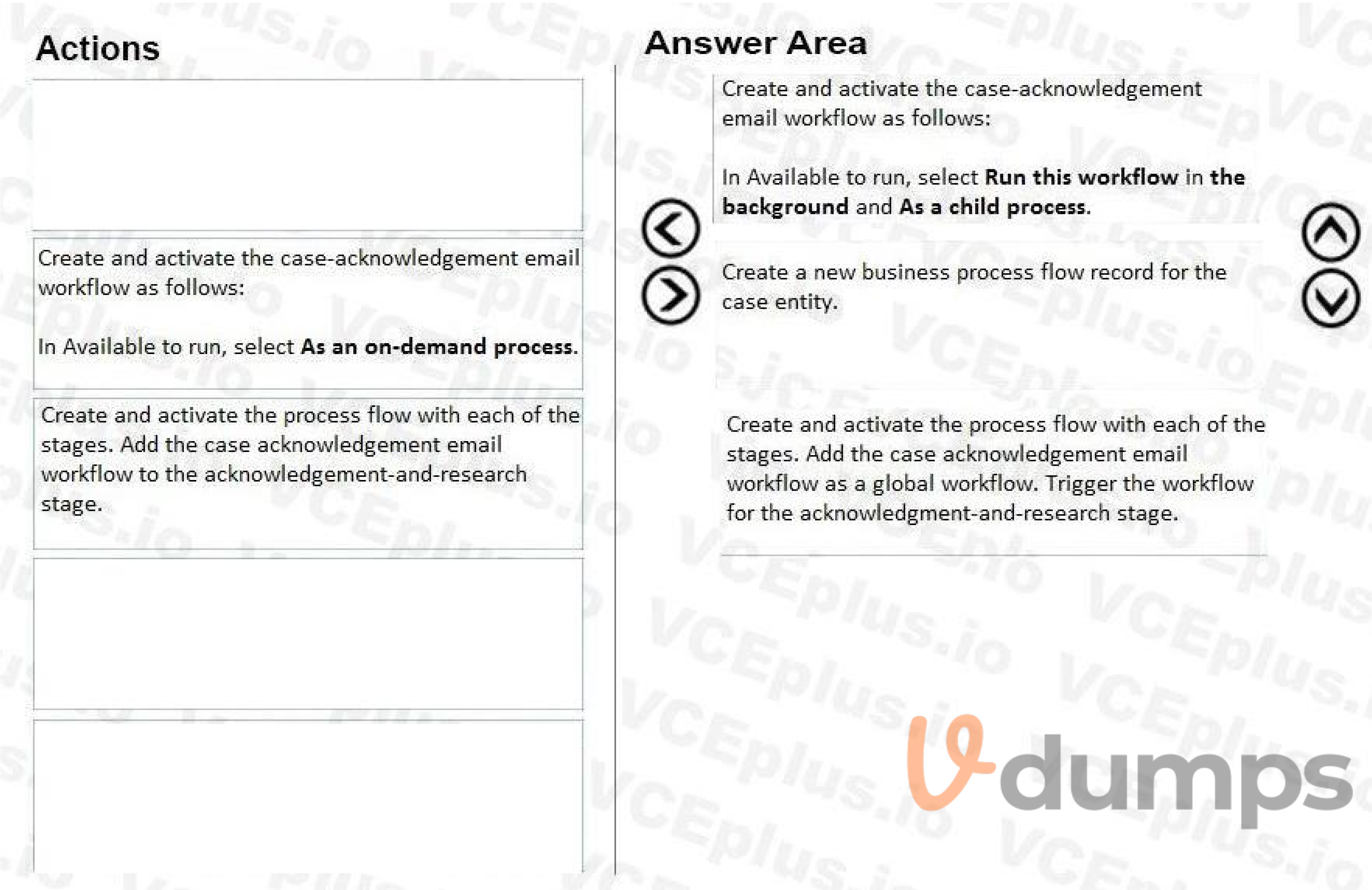
Section:
Explanation:

QUESTION 98
DRAG DROP
You are a Dynamics 365 for Customer Service administrator.
Your company requires a new phone-to-case business process flow for customer service representatives to follow.
The stages are as follows:
1. Verification
2. Acknowledgement and research
3. Resolution
Customer service representatives must send an email to the customer when a case enters the acknowledgement-and-research stage.
You need to create the required business process flow and components.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



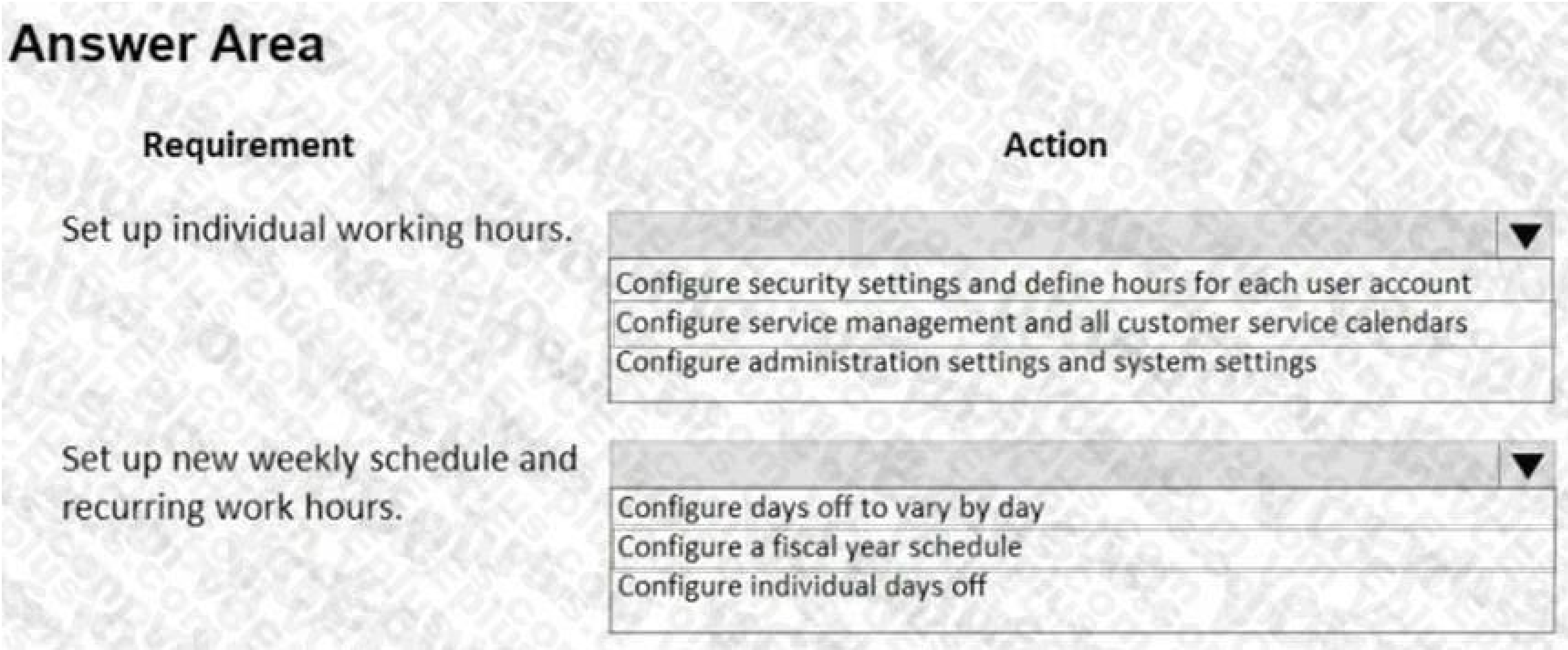
Correct Answer:



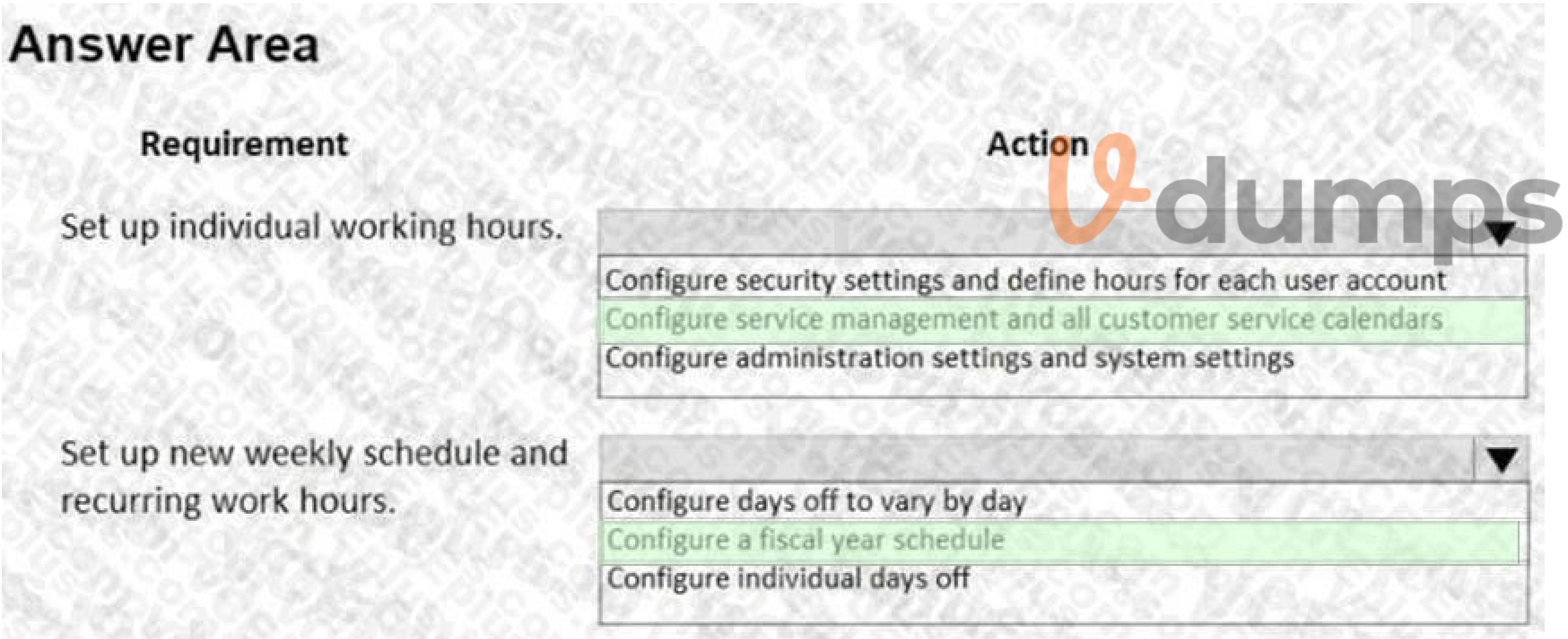
Section:
Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-process-flow
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/workflow-processes

QUESTION 99
HOTSPOT
You are implementing Dynamics 365 for Customer Service.
You need to set up available working hours to help desk representatives who have varying schedules.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

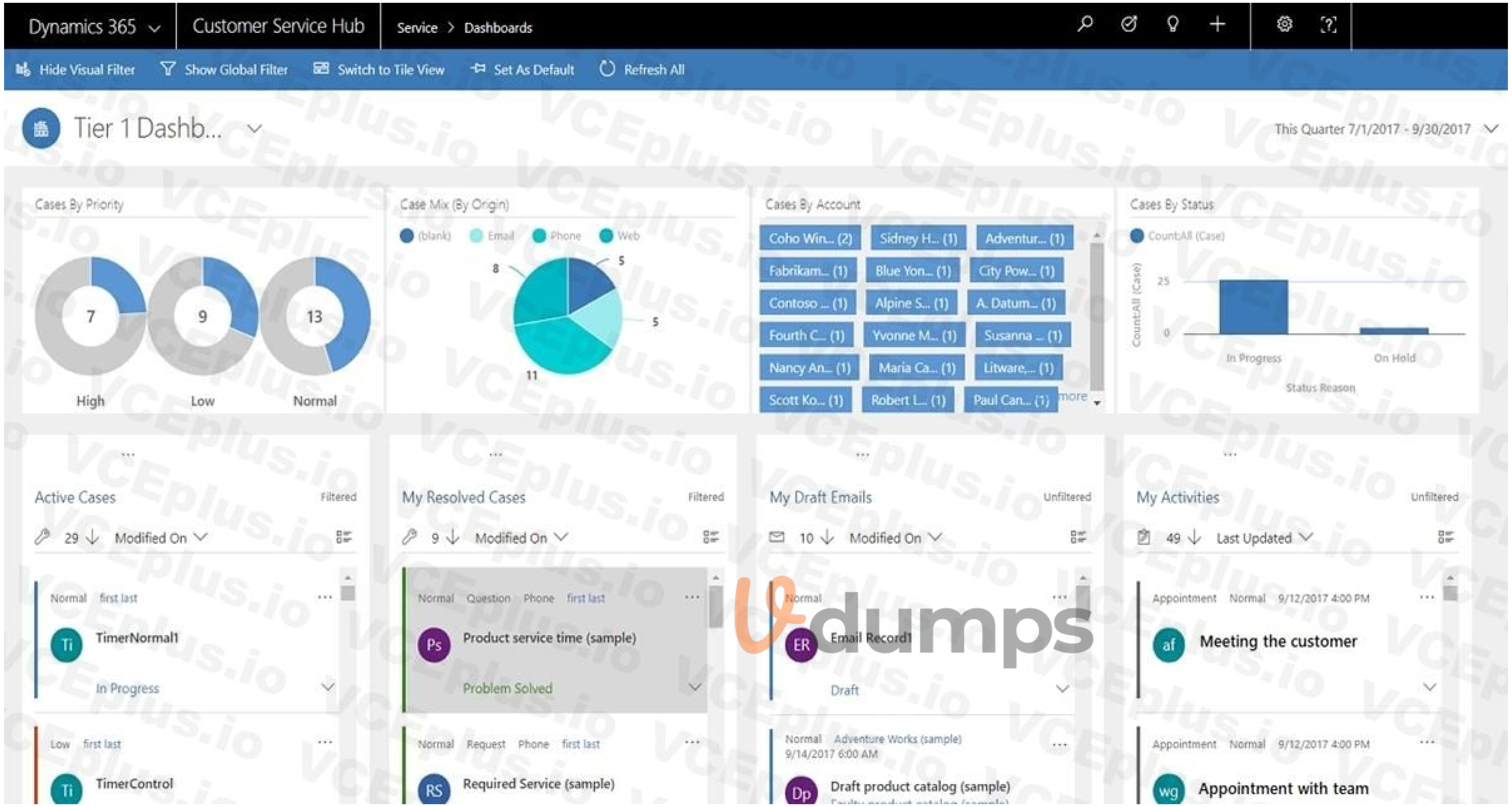


Answer Area:



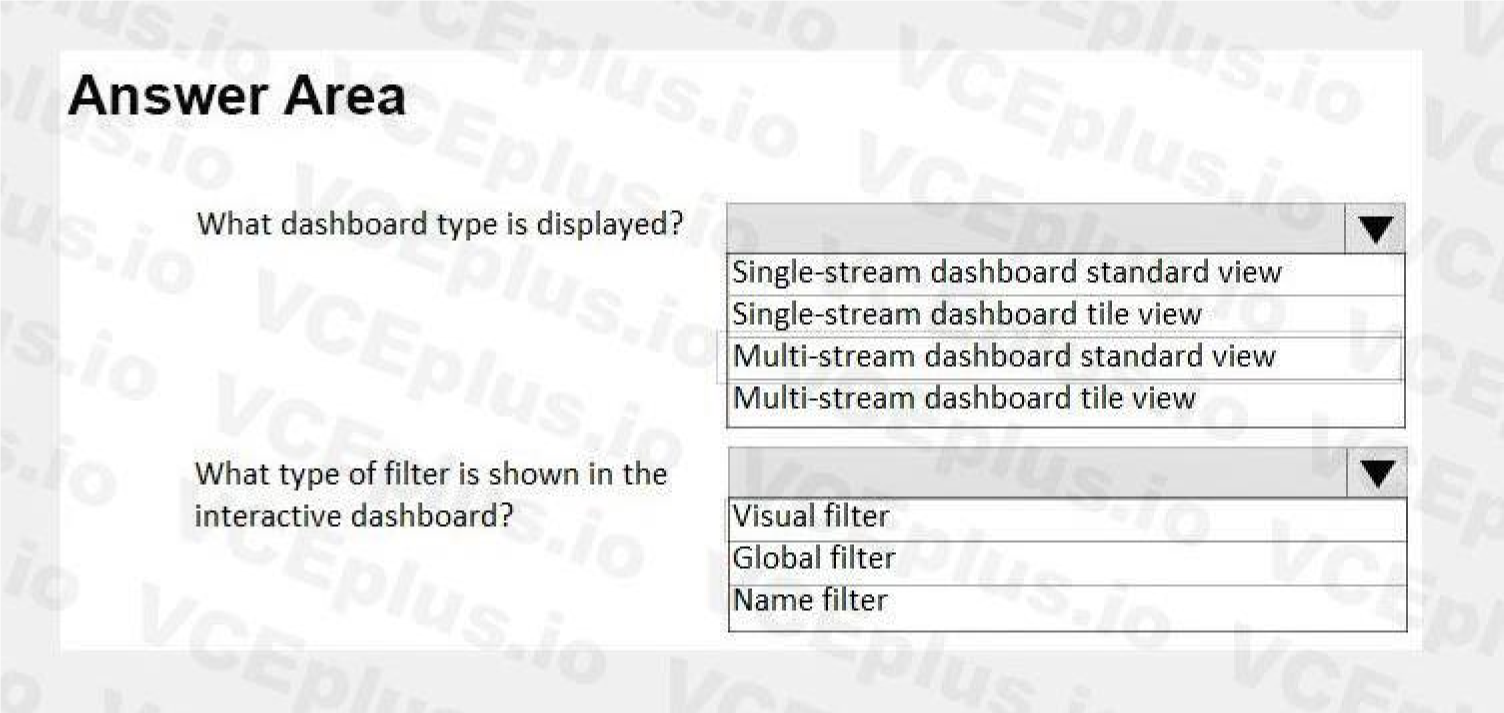
Section:
Explanation:

QUESTION 100
HOTSPOT
You view the interactive dashboard in the Microsoft Dynamics 365 Customer Service Hub.

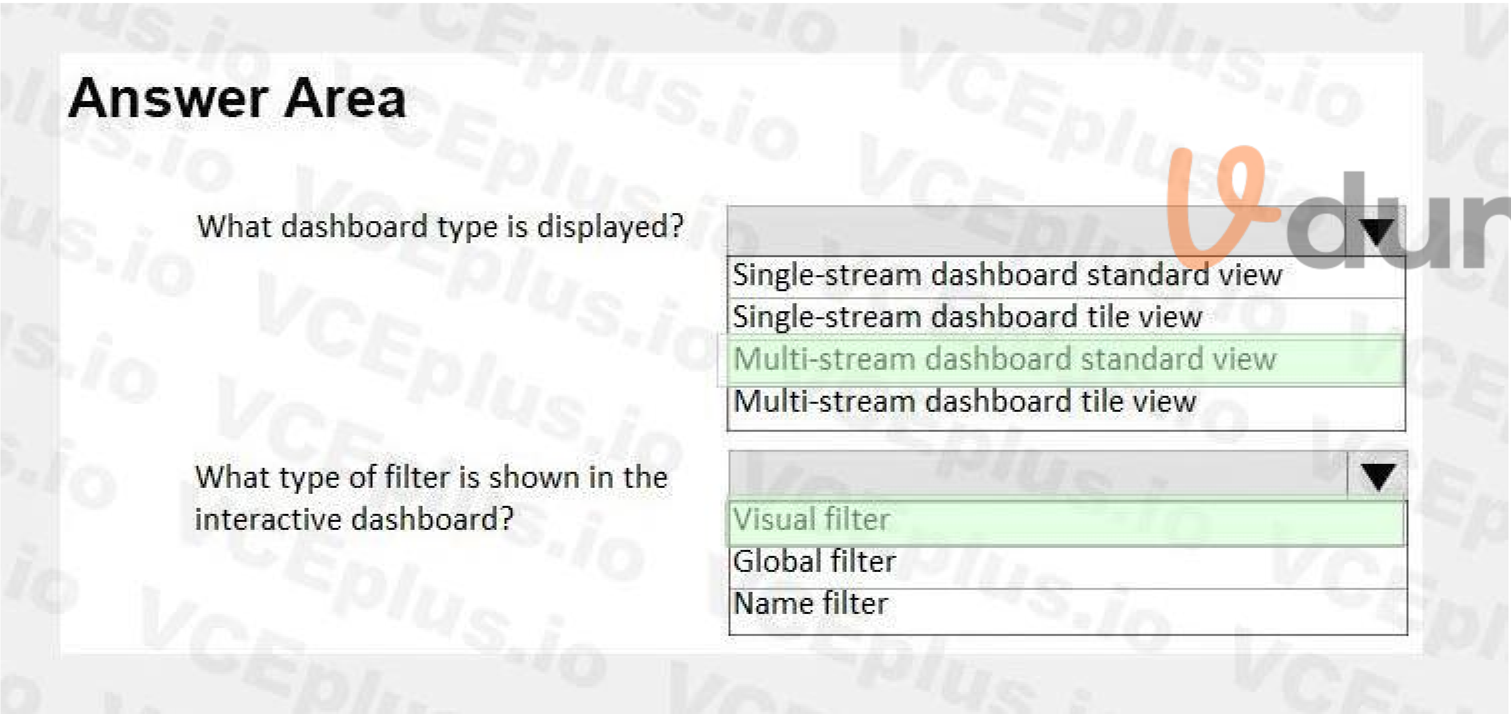


Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.
NOTE: Each correct selection is worth one point.

Hot Area:



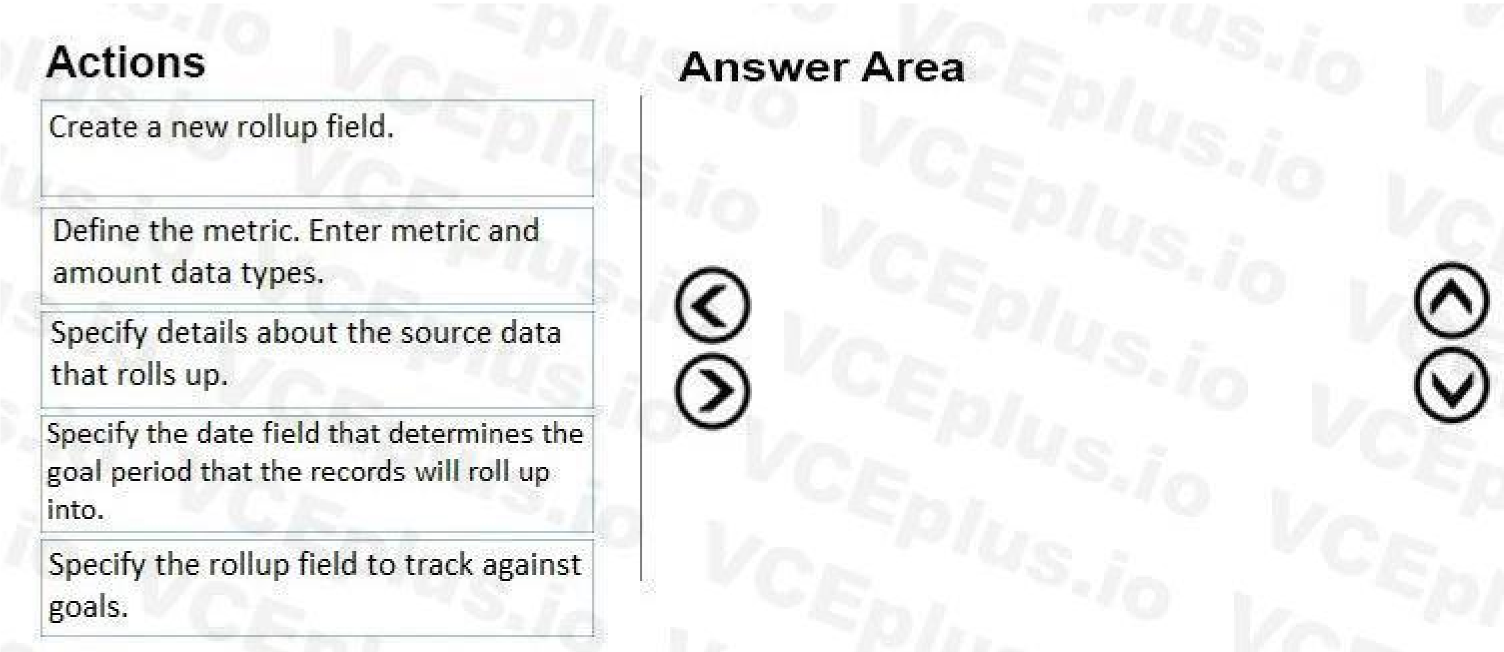
Answer Area:



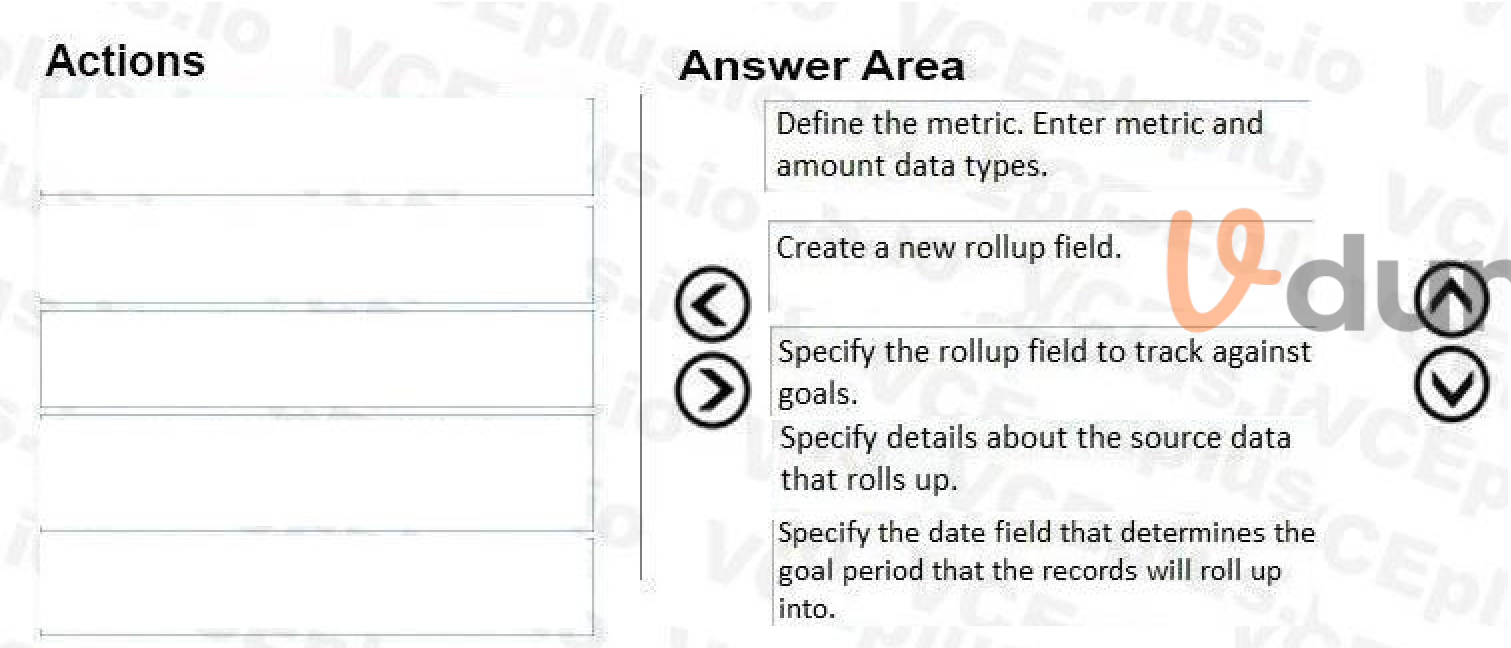
Section:
Explanation:

QUESTION 101
DRAG DROP
You are a Dynamics 365 system administrator.
Your customer service team must define goal metrics to track and measure all resolved cases.
You need to create a goal metric with a rollup field.
In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



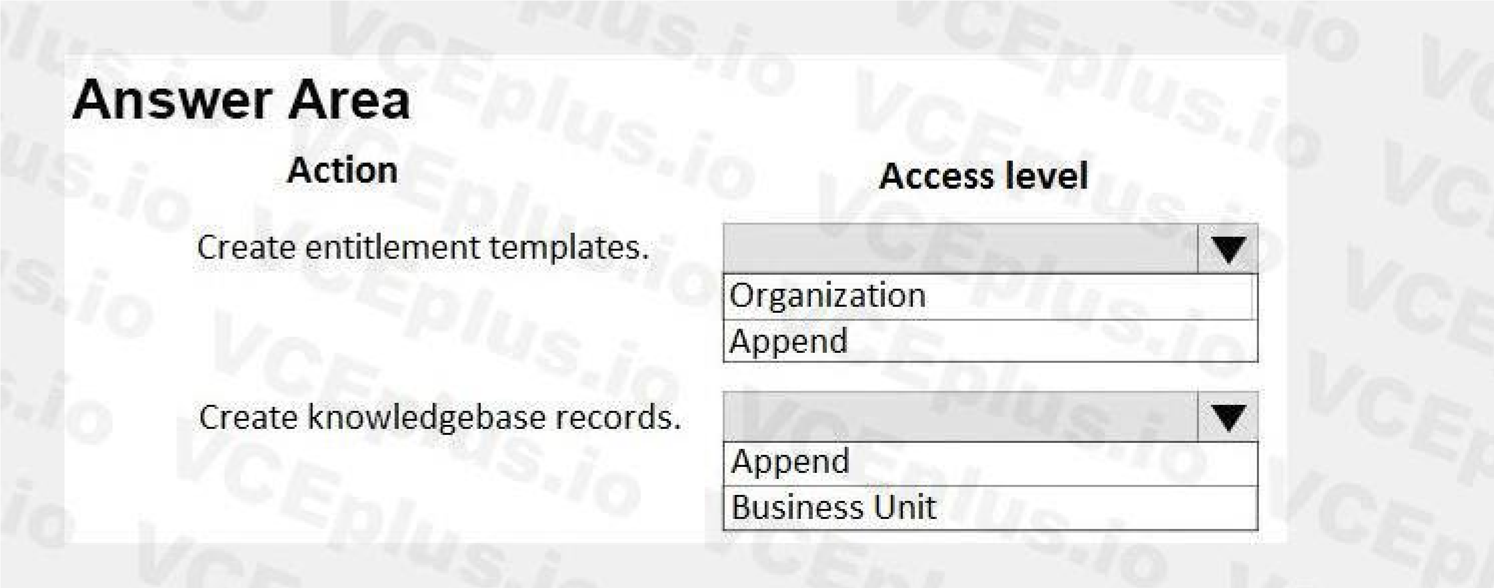
Correct Answer:



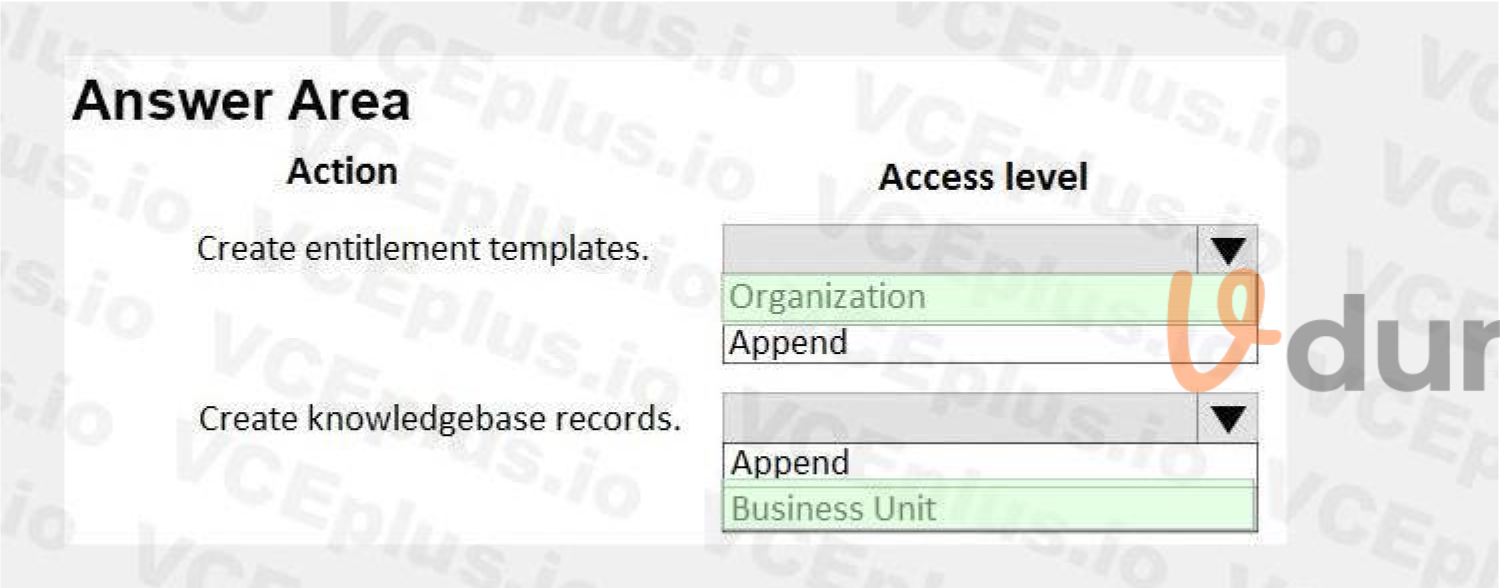
Section:
Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-goal-metric

QUESTION 102
HOTSPOT
You are configuring a Dynamics 365 for Customer Service instance.
Customer service manager cannot create new entitlements for customer service representatives.
You need to ensure that customer service managers can add new entitlement templates and knowledge base records for customer service representatives.
Which access levels should you apply? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



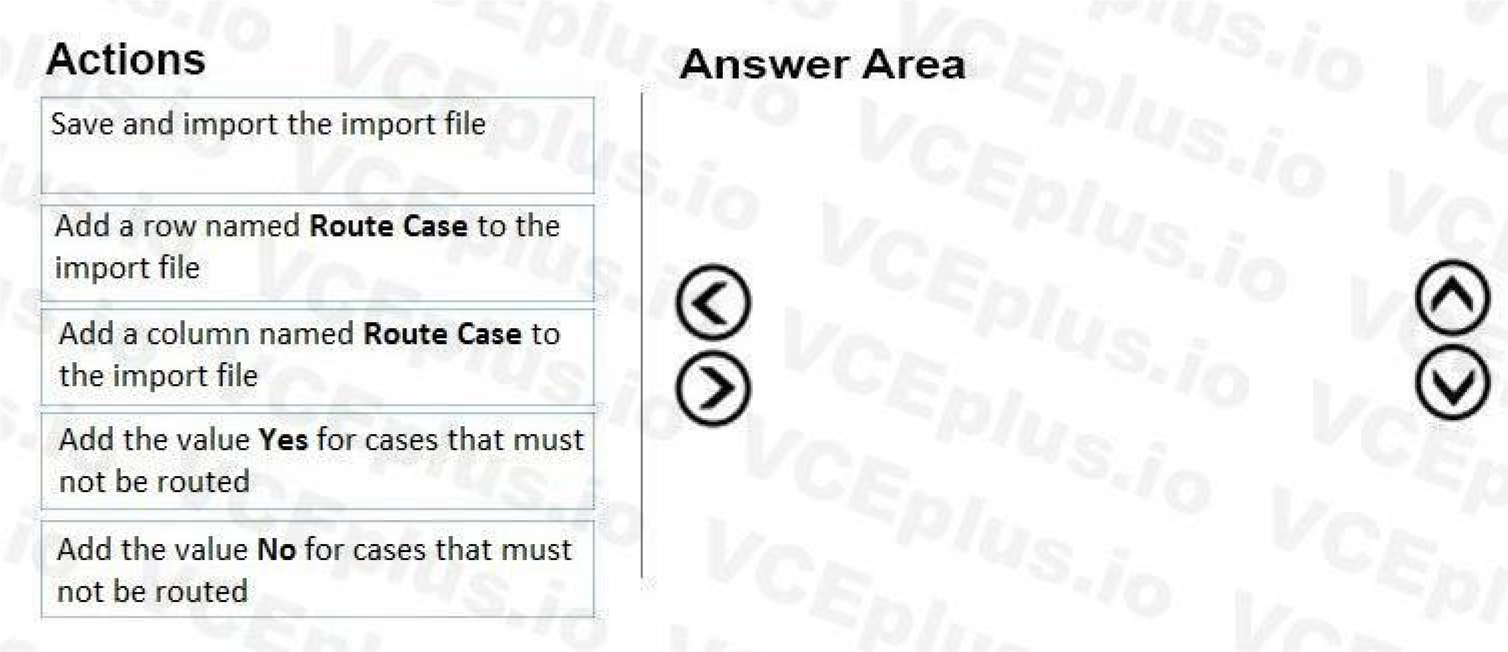
Answer Area:



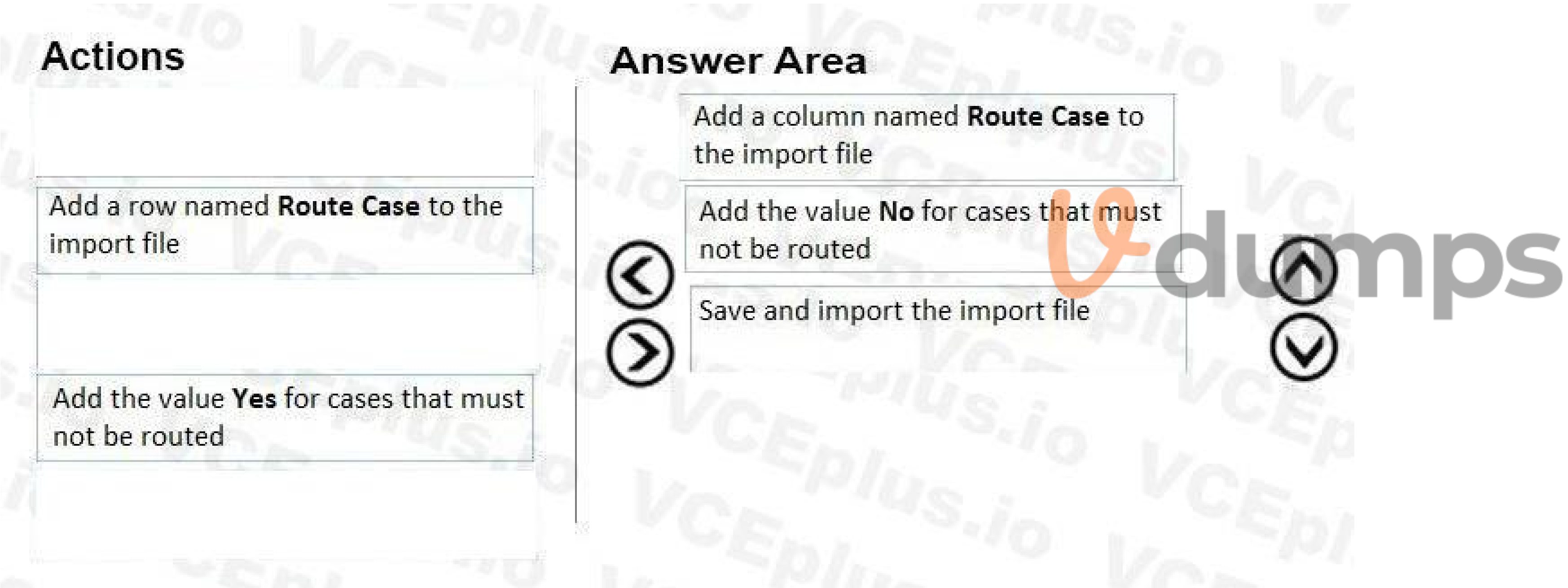
Section:
Explanation:

QUESTION 103
DRAG DROP
You are a Dynamics 365 for Customer Service administrator.
You need to import cases from a file without applying routing rules.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



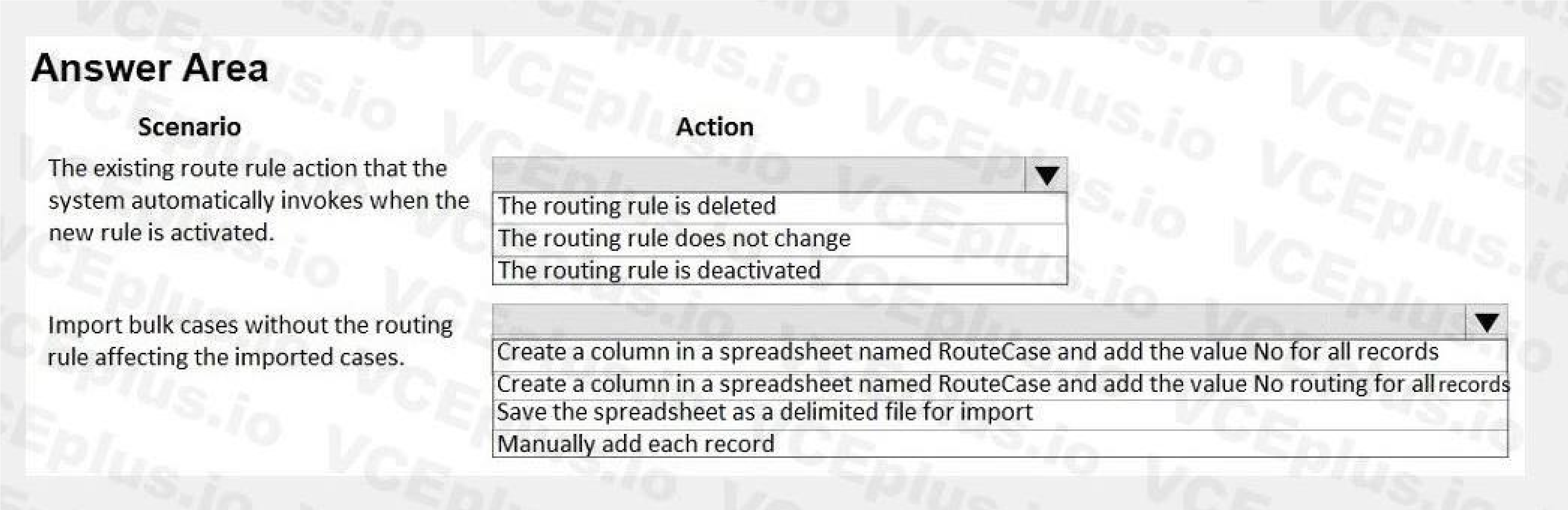
Correct Answer:



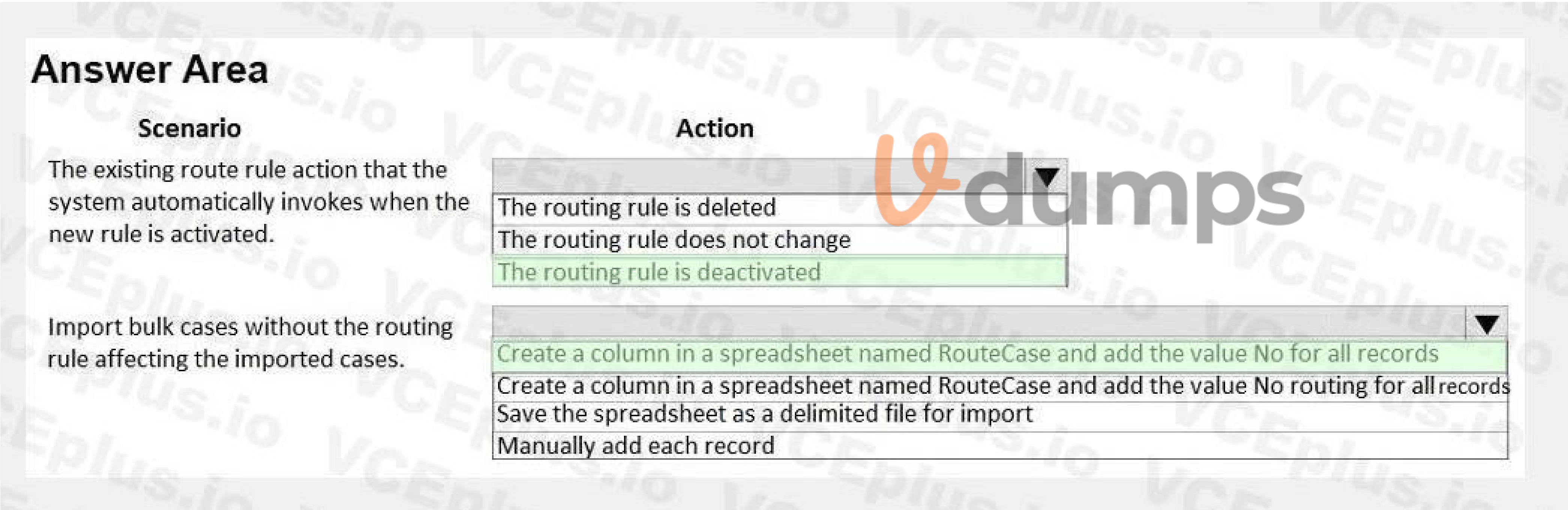
Section:
Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rules-automatically-route-cases

QUESTION 104
HOTSPOT
You are using Dynamics 365 for Customer Service. You have existing routing rules.
You need to create a routing rule for cases and bulk-import cases.
Which actions should you perform? To answer, select the appropriate action in the dialog box in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area:



Section:
Explanation:

QUESTION 105
DRAG DROP
A customer uses Dynamics 365 for Customer Service.
Customer service representatives must be able to create knowledge base articles.
You need to ensure that all knowledge base articles are submitted for review and approval before they are made available to use.
Which four actions must be performed in sequence to enable Knowledgebase articles to be available for all Customer service reps when searching the knowledgebase? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

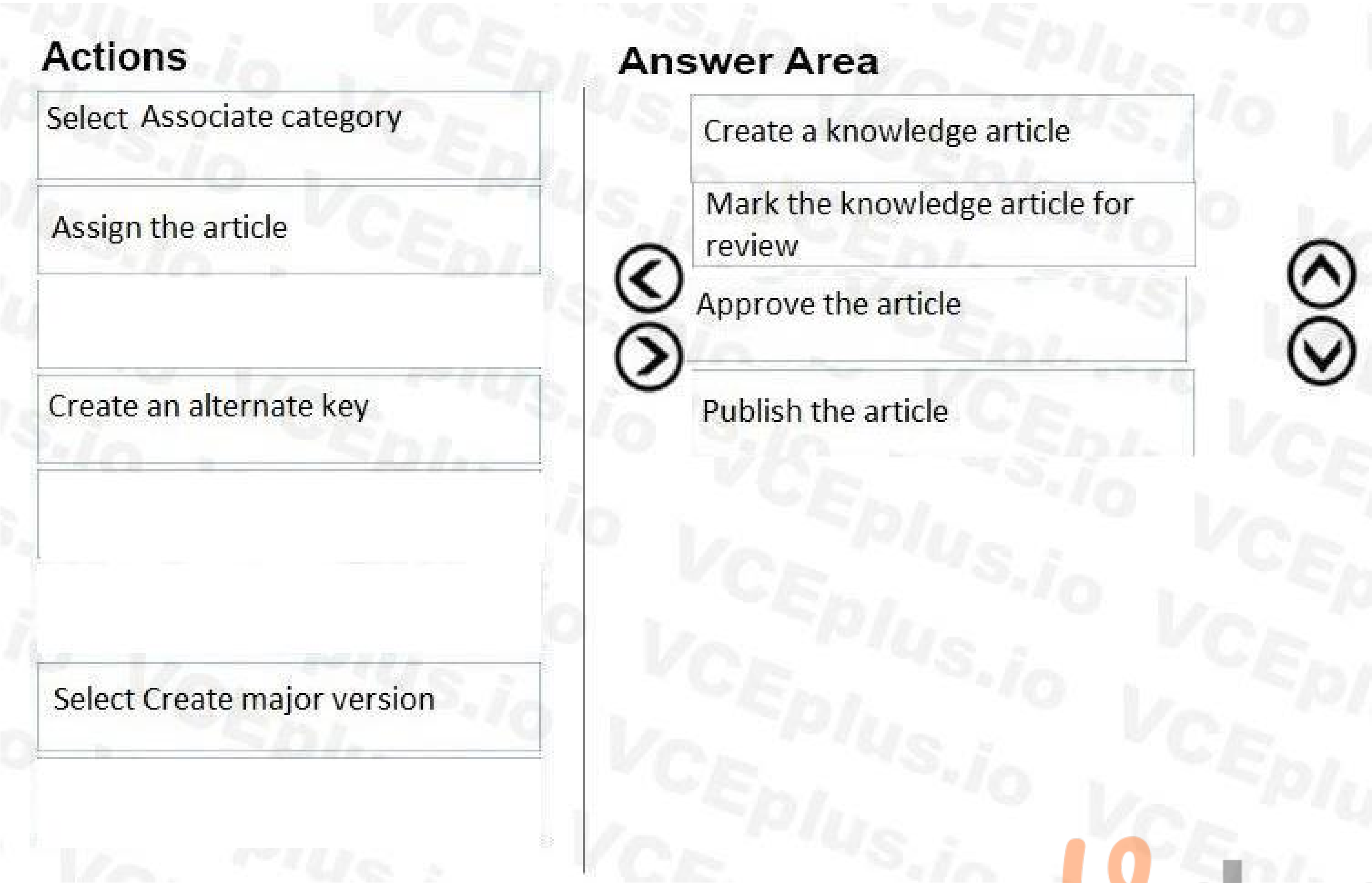
Select and Place:

Actions

- Select Associate category
- Assign the article
- Publish the article
- Create an alternate key
- Approve the article
- Create a knowledge article
- Select Create major version
- Mark the knowledge article for review

Answer Area

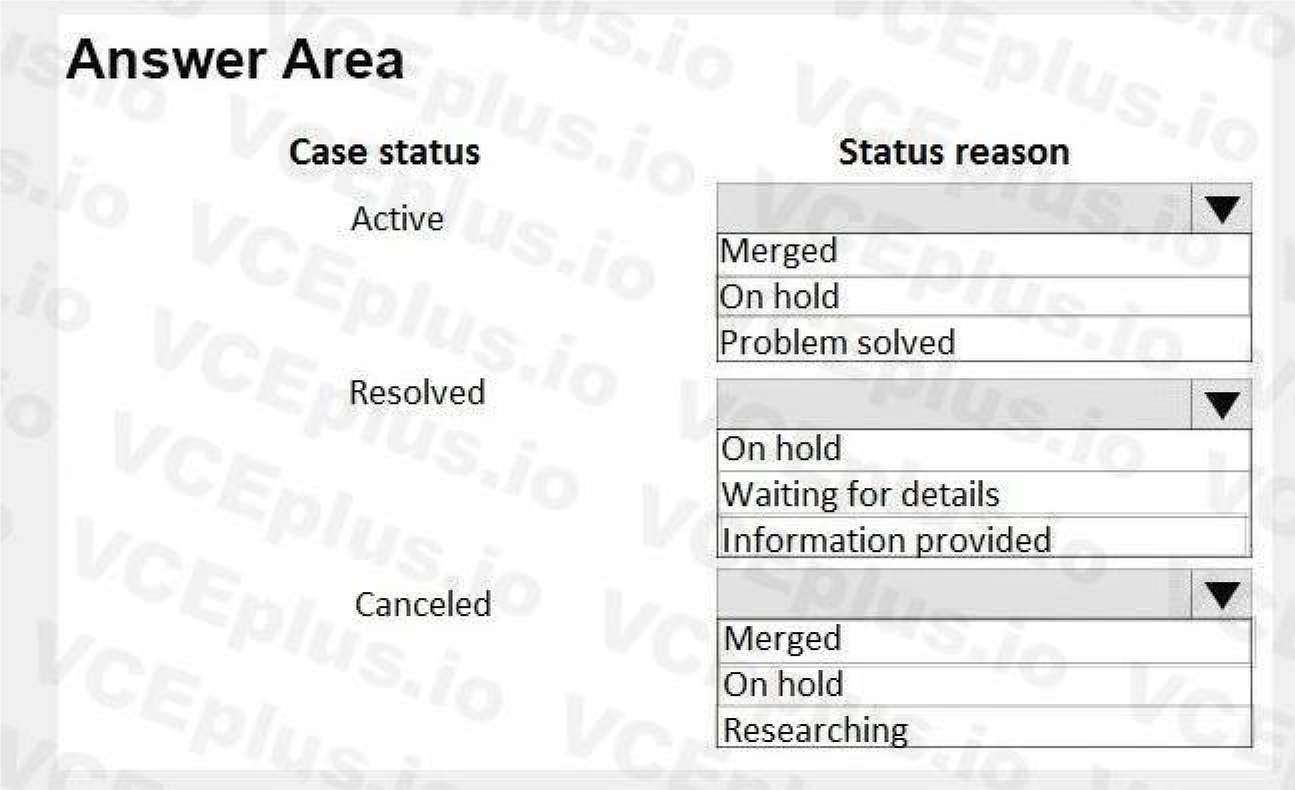
Correct Answer:



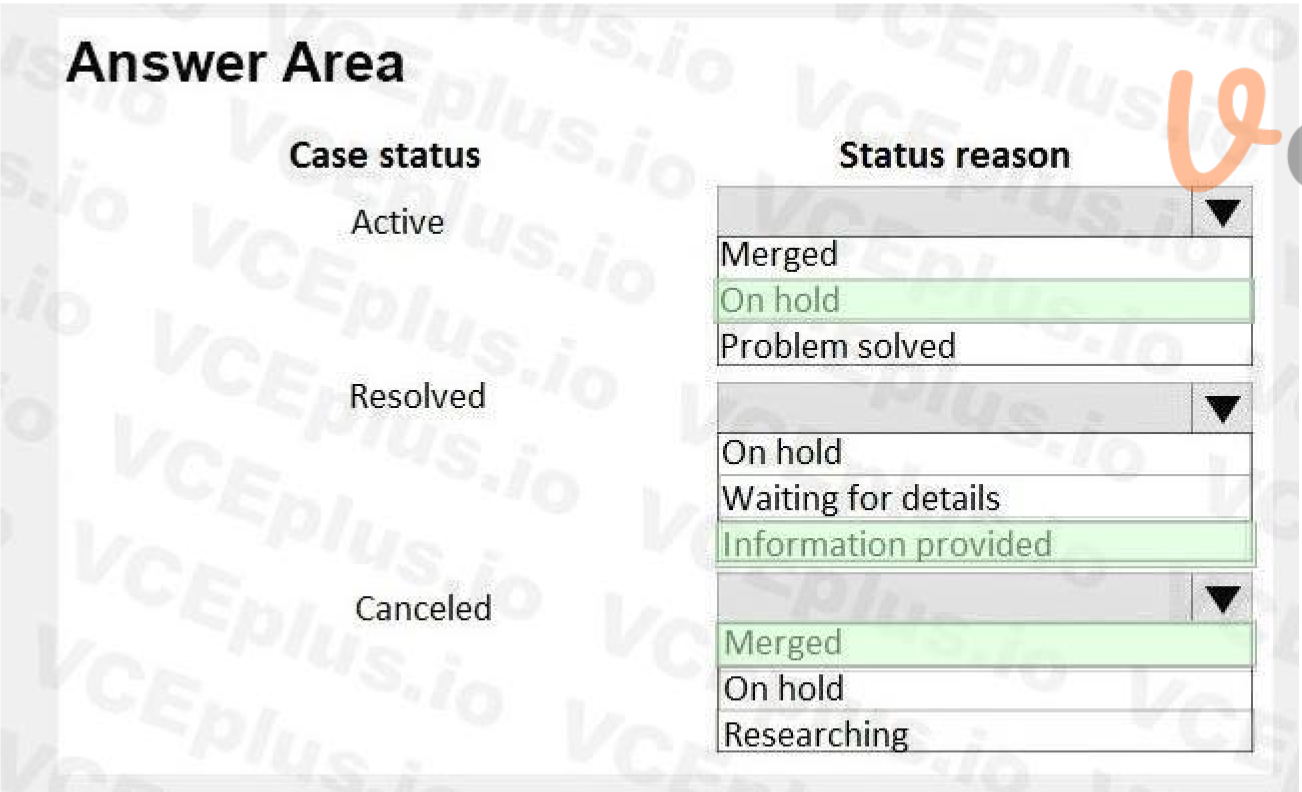
Section:
Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hub-user-guide-knowledge-article

QUESTION 106
HOTSPOT
A GOV company implements Dynamics 365 for Customer Service.
Which status reason is used for each case status? To answer, select the appropriate option in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area:

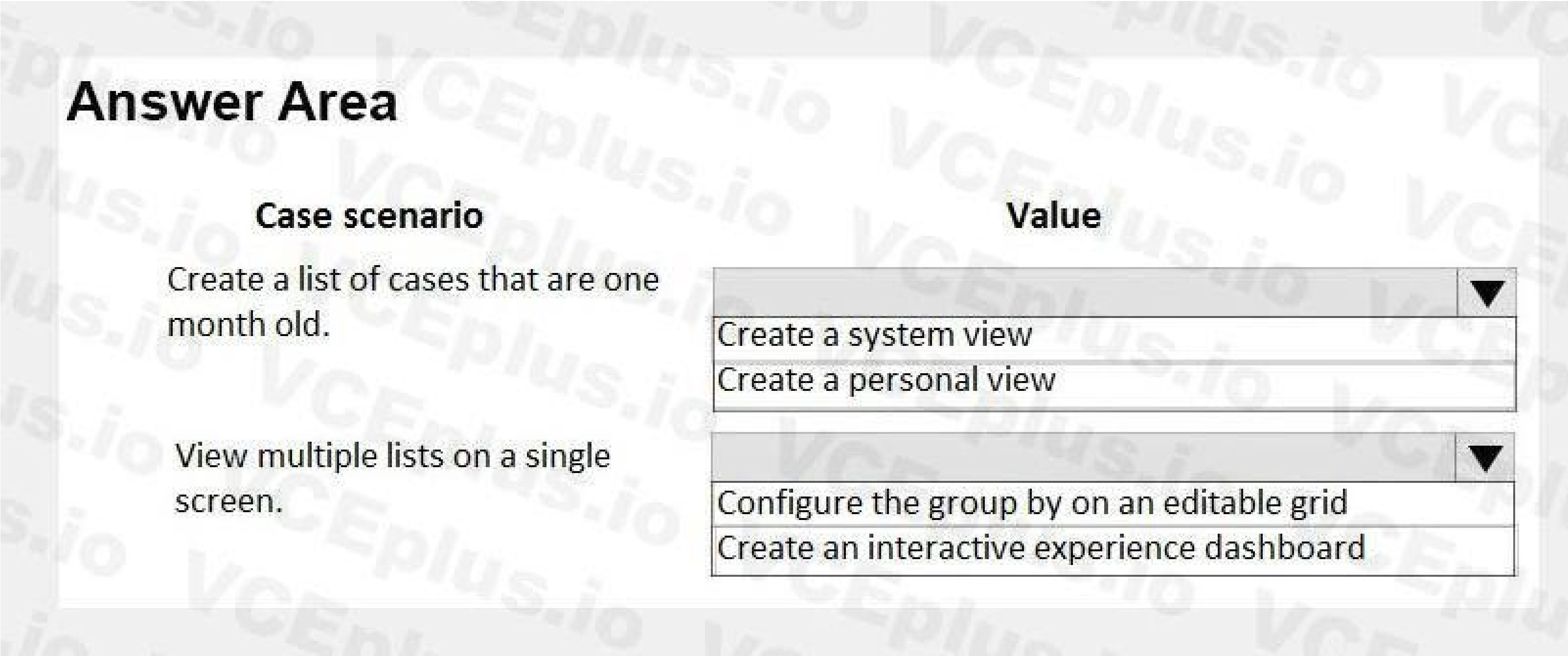


Section:
Explanation:

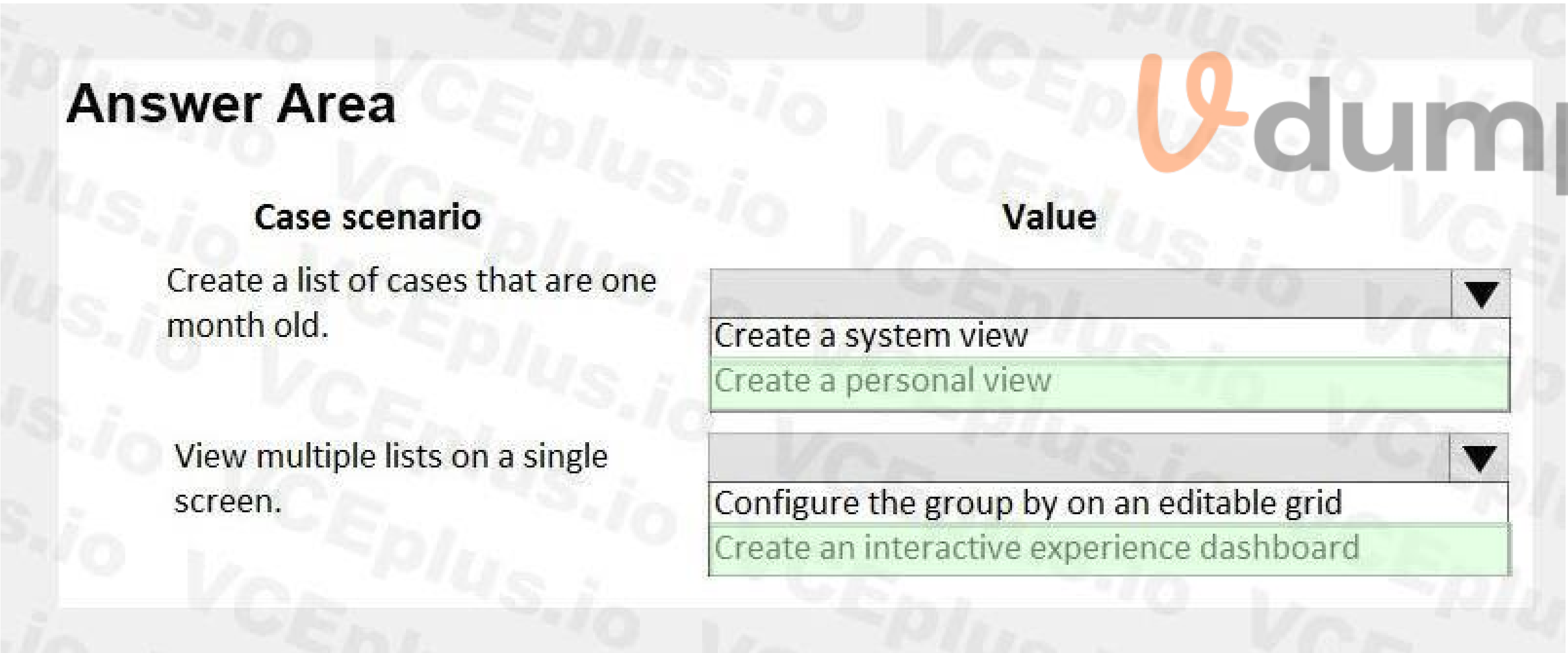
QUESTION 107
HOTSPOT
You are a customer service representative working with cases in Dynamics 365 for Customer Service.
You need to manage multiple lists of cases.
Which actions should you perform? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



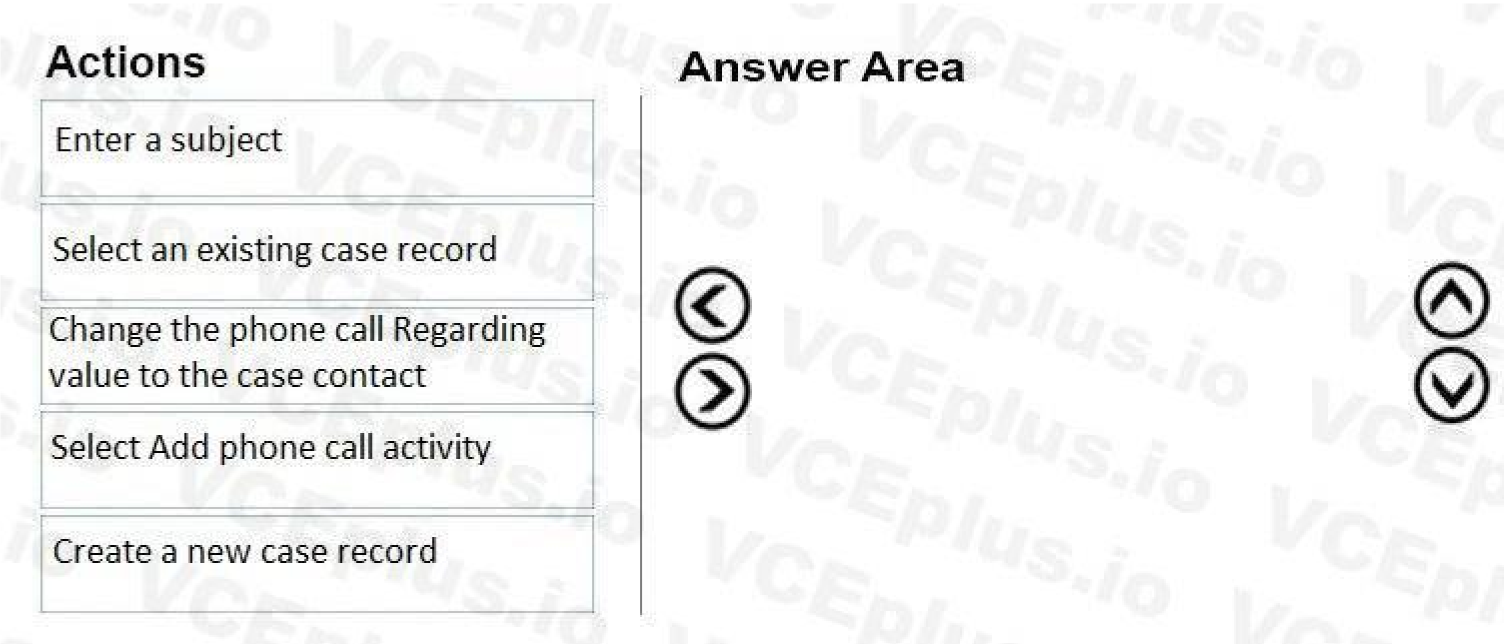
Answer Area:



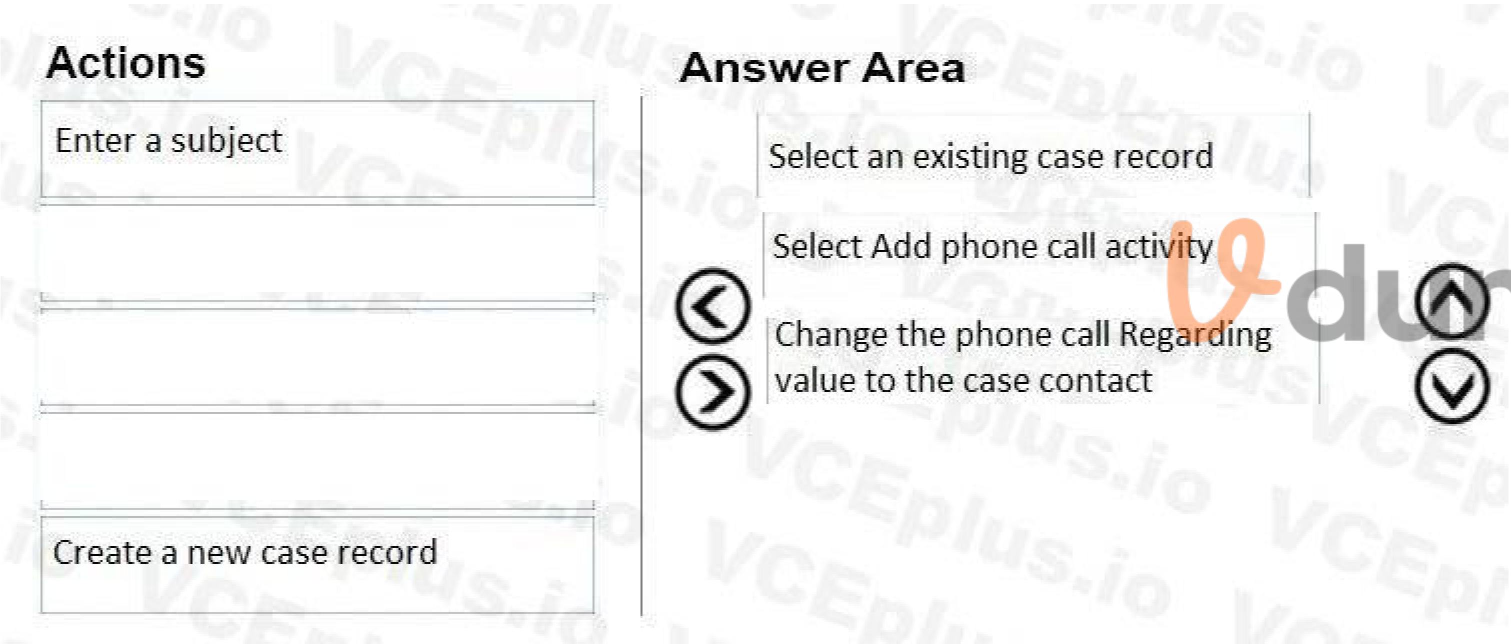
Section:
Explanation:

QUESTION 108
DRAG DROP
You make a phone call regarding an existing case record.
You need to create a phone call activity that appears on the case record timeline.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section:
Explanation:

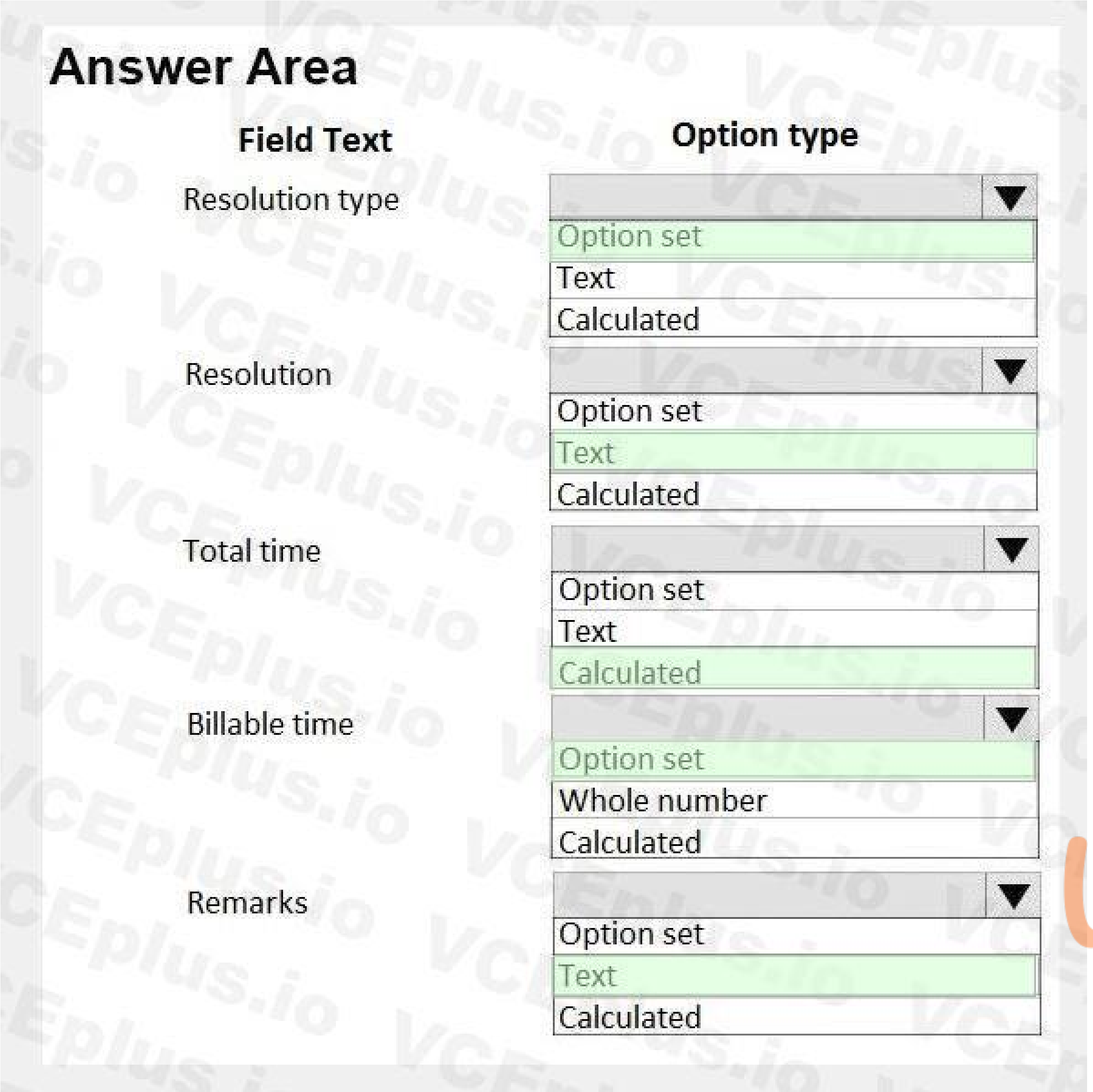
QUESTION 109
HOTSPOT
A client plans to implement a case resolution process.
Which field types does the Case Resolution form use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Field Text	Option type
Resolution type	Option set Text Calculated
Resolution	Option set Text Calculated
Total time	Option set Text Calculated
Billable time	Option set Whole number Calculated
Remarks	Option set Text Calculated

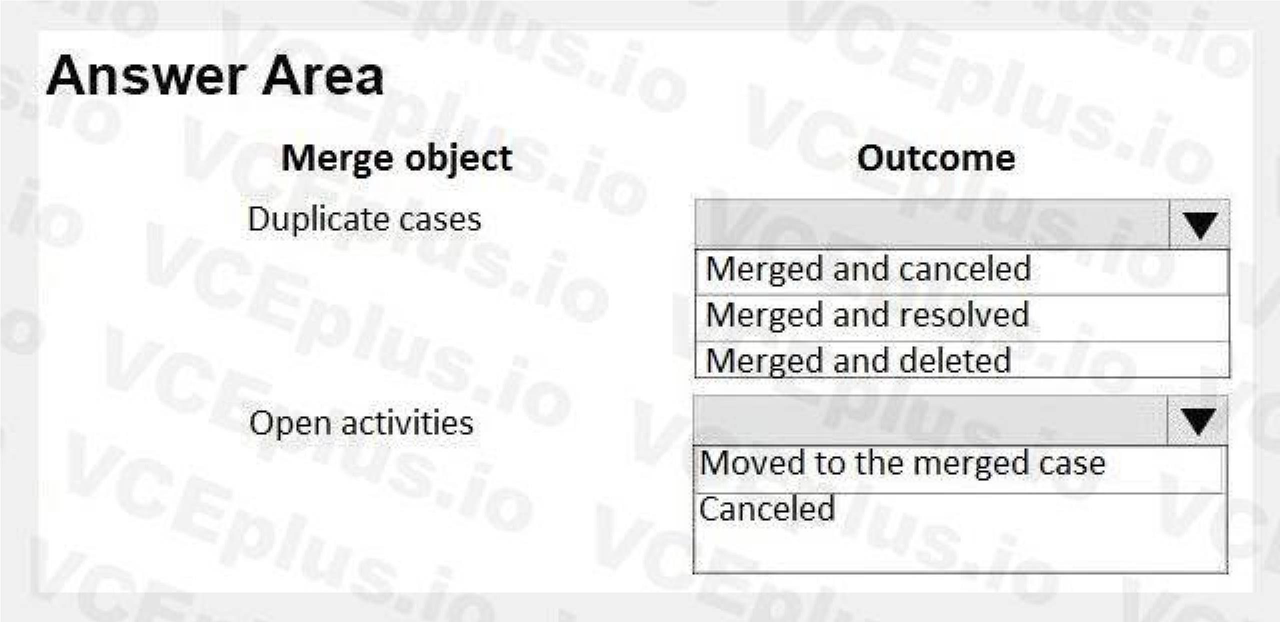
Answer Area:



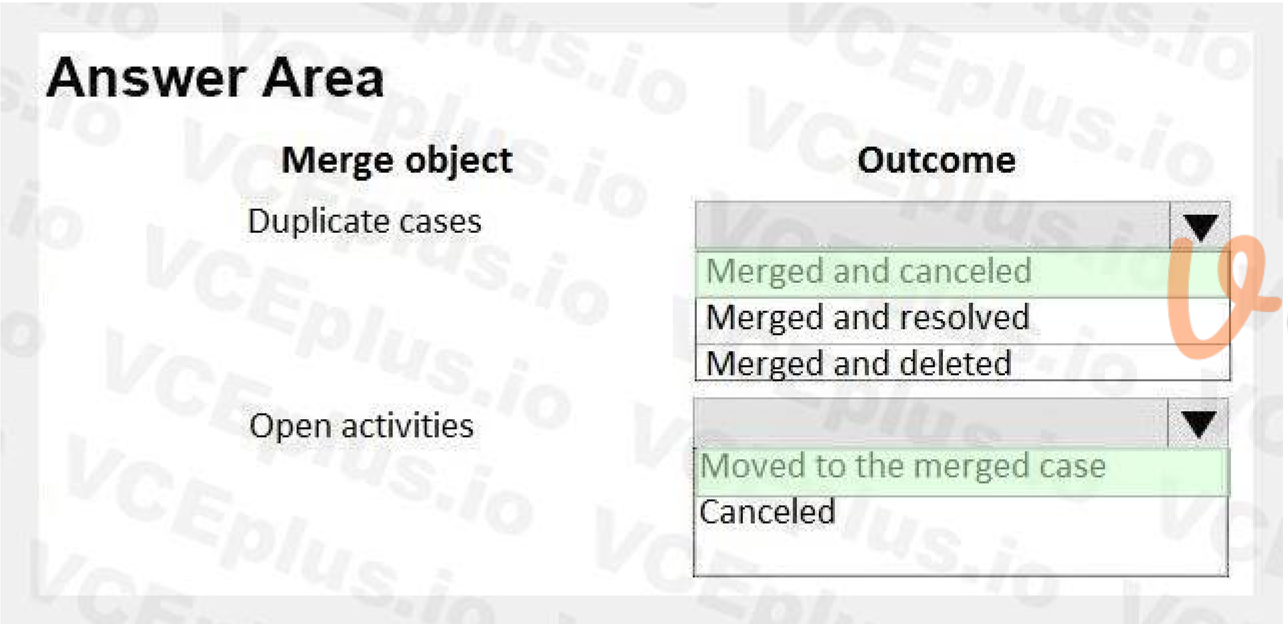
Section:
Explanation:

QUESTION 110
HOTSPOT
You use Dynamics 365 for Customer Service.
You need to merge cases.
What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



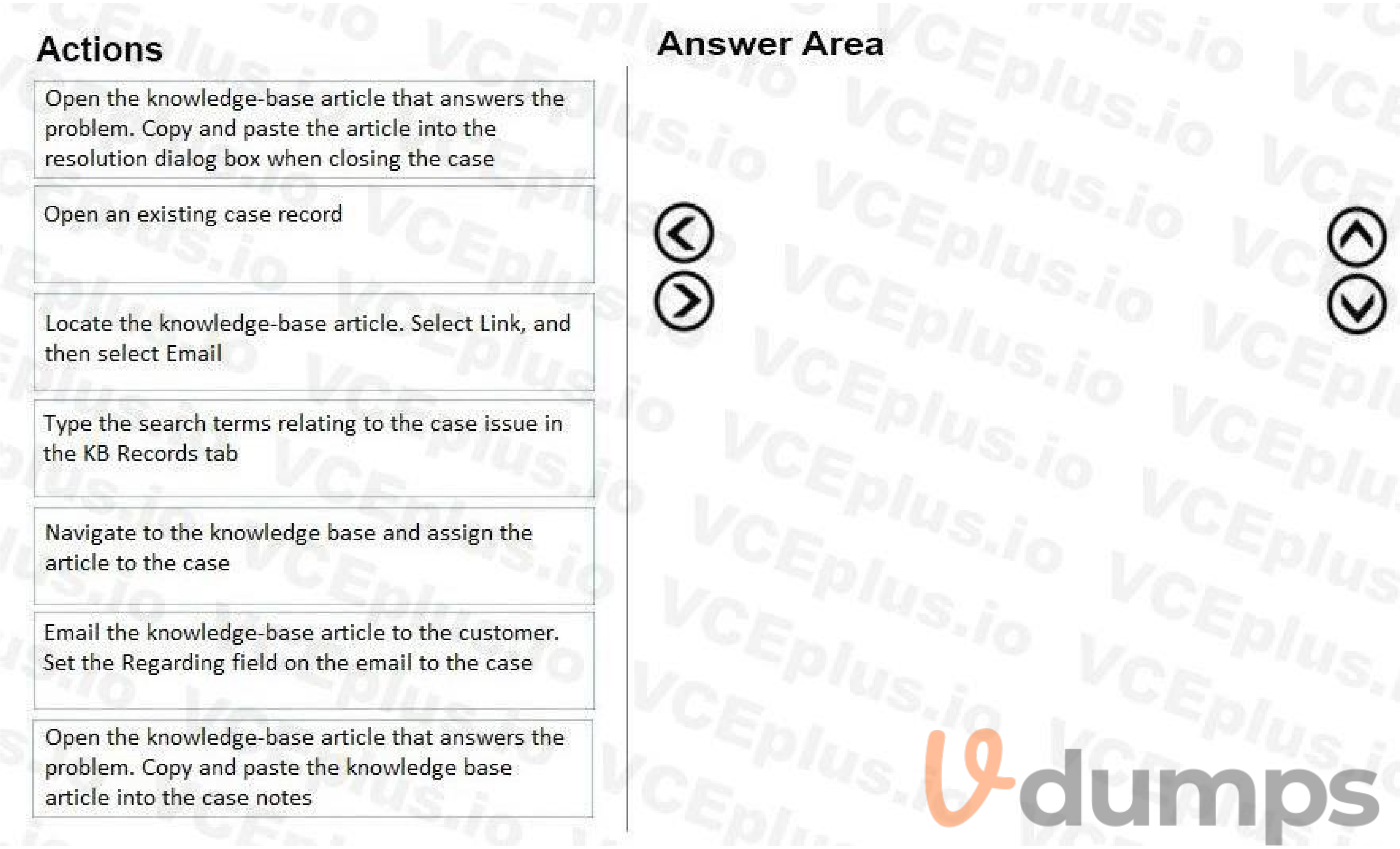
Answer Area:



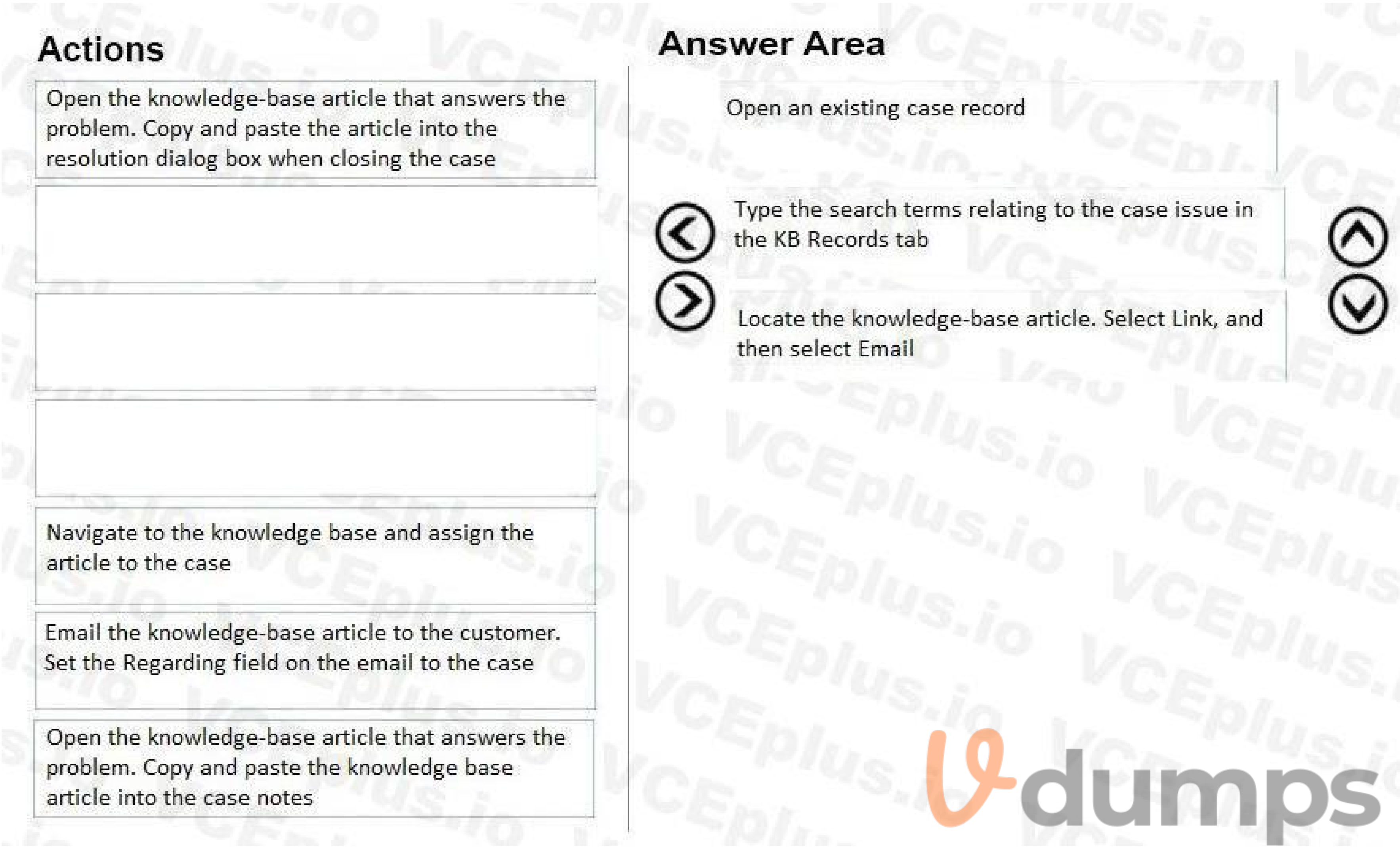
Section:
Explanation:

QUESTION 111
DRAG DROP
You are a customer service representative using Dynamics 365 Customer Service Hub.
You need to link the knowledge base records that relate to cases and send articles to customers.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in them correct order.

Select and Place:



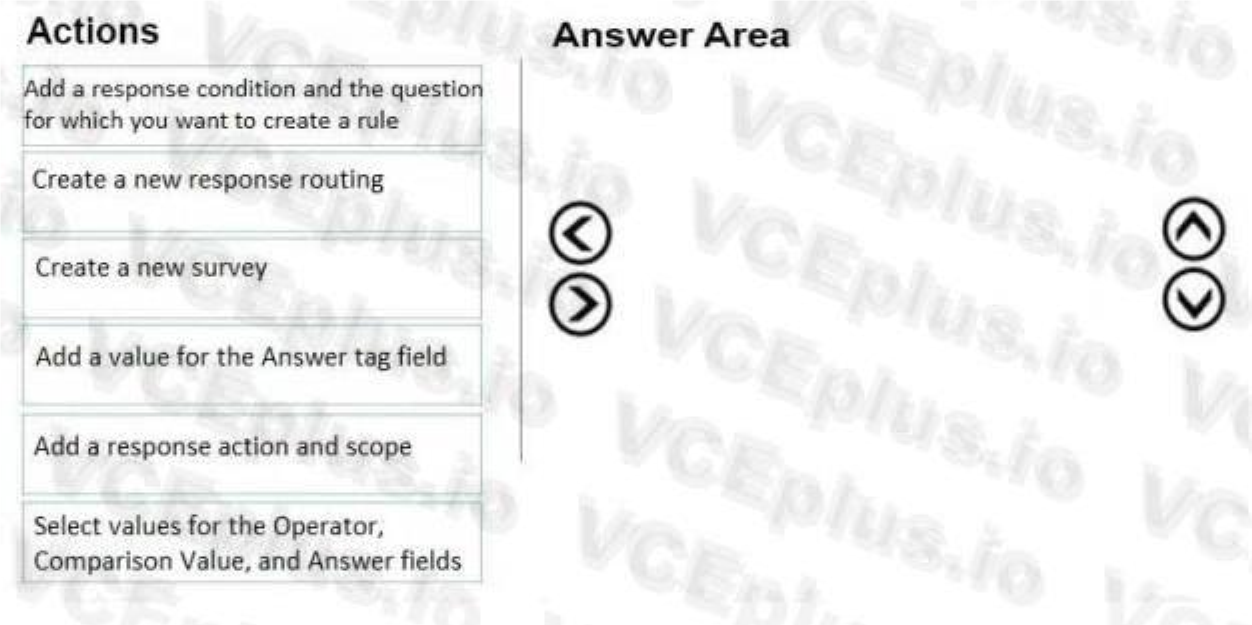
Correct Answer:



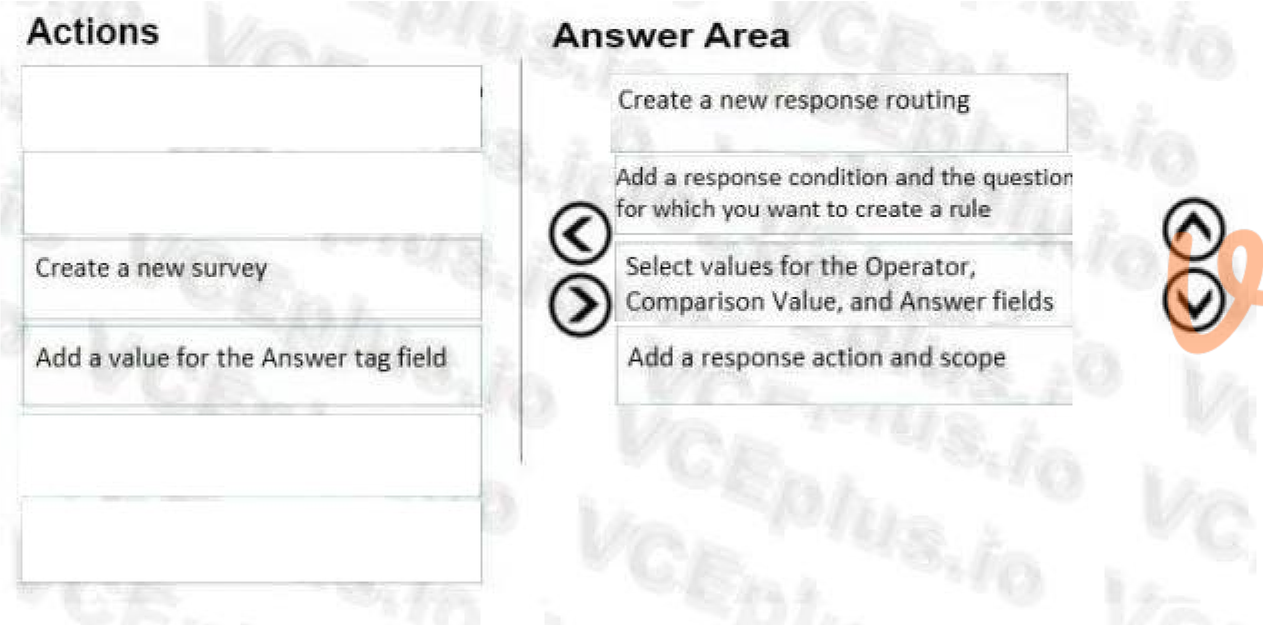
Section:
Explanation:

QUESTION 112
DRAG DROP
You are a Dynamics 365 for Customer Service administrator. You are using Voice of the Customer and are reviewing survey A survey responder marked 10 percent for overall satisfaction.
You need to ask additional questions based on the response.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section:
Explanation:

QUESTION 113
HOTSPOT
You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys.
You need to determine which survey question feature is needed to complete the design of the survey.
Which survey features should you use? To answer, select the appropriate survey type in the dialog box in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	Basic survey Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	Basic survey Client-side routing Response routing Piping
Hide questions depending on the answer the candidate selects.	Basic survey Response routing Client-side routing Tagging
Populate the second question with answers from the first question.	Piping Response routing Client-side routing Tagging

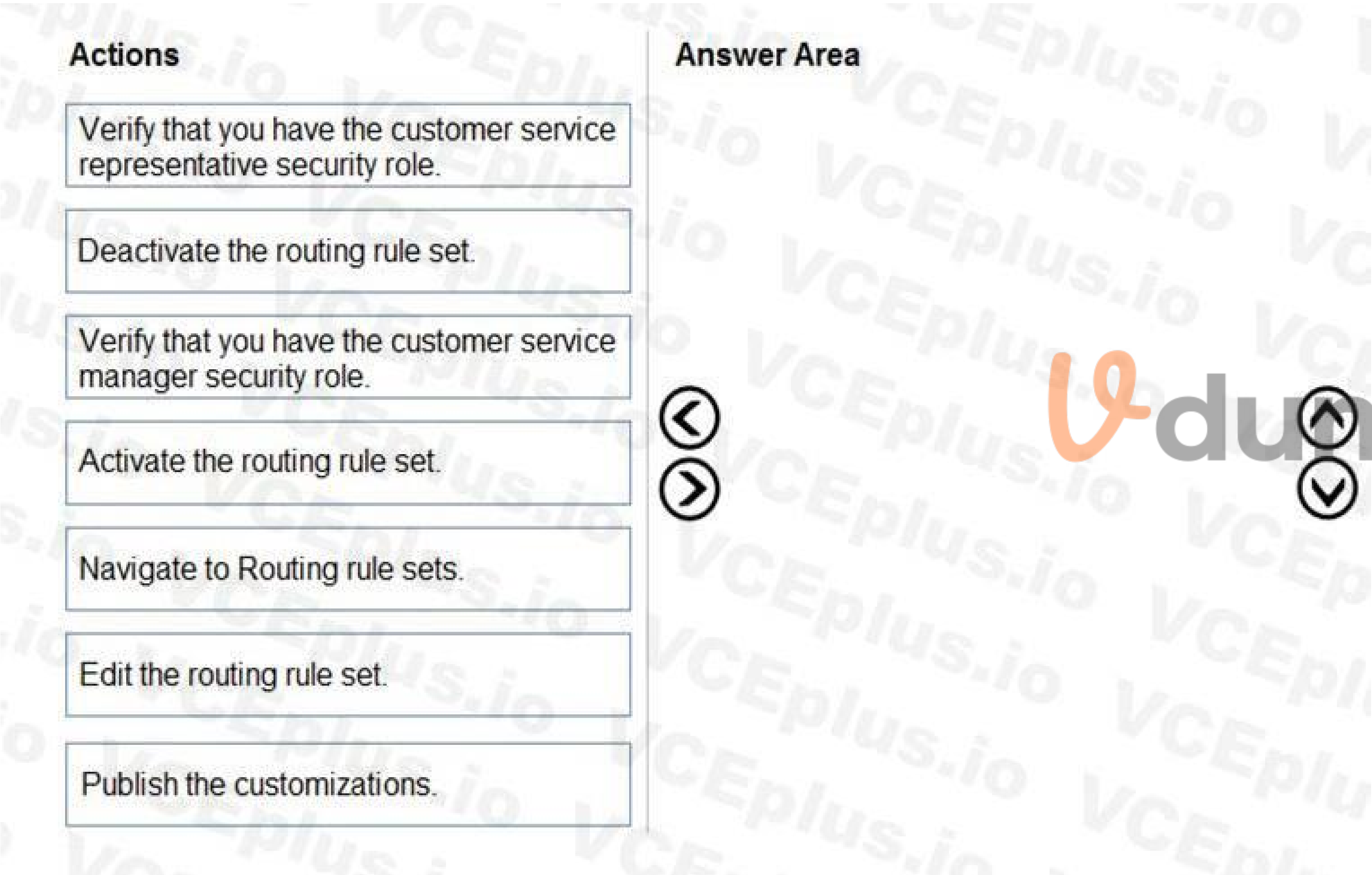
Answer Area:

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	**Basic survey** Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	Basic survey Client-side routing **Response routing** Piping
Hide questions depending on the answer the candidate selects.	Basic survey Response routing **Client-side routing** Tagging
Populate the second question with answers from the first question.	Piping Response routing Client-side routing **Tagging**

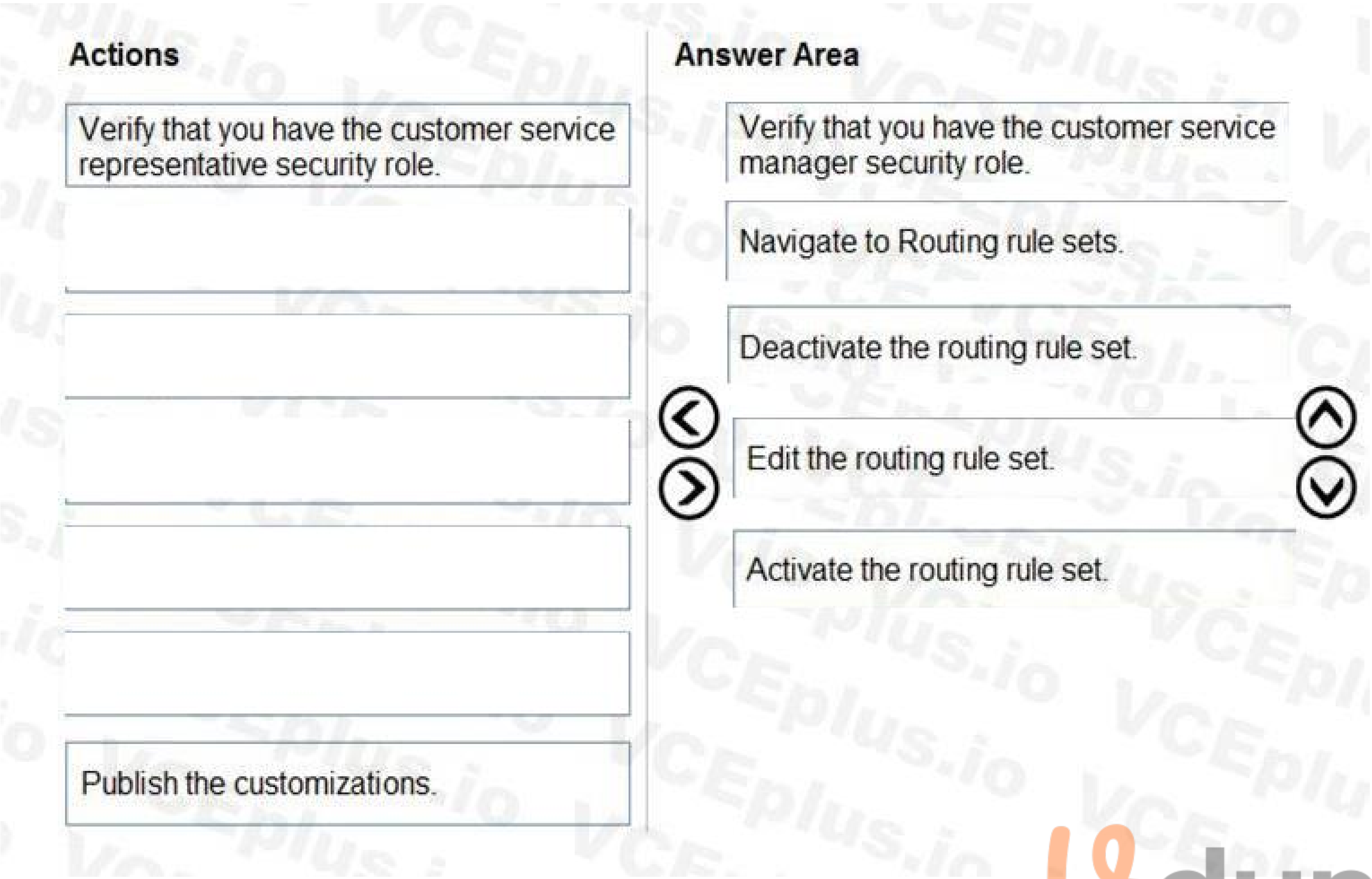
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/designadvancedsurvey

QUESTION 114
DRAG DROP
A Dynamics 365 Customer Service organization uses routing rules to escalate cases.
Security roles have not been modified or created.
You need to modify the routing rule set that is currently in use and enforce the principle of least privilege.
Which five actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:

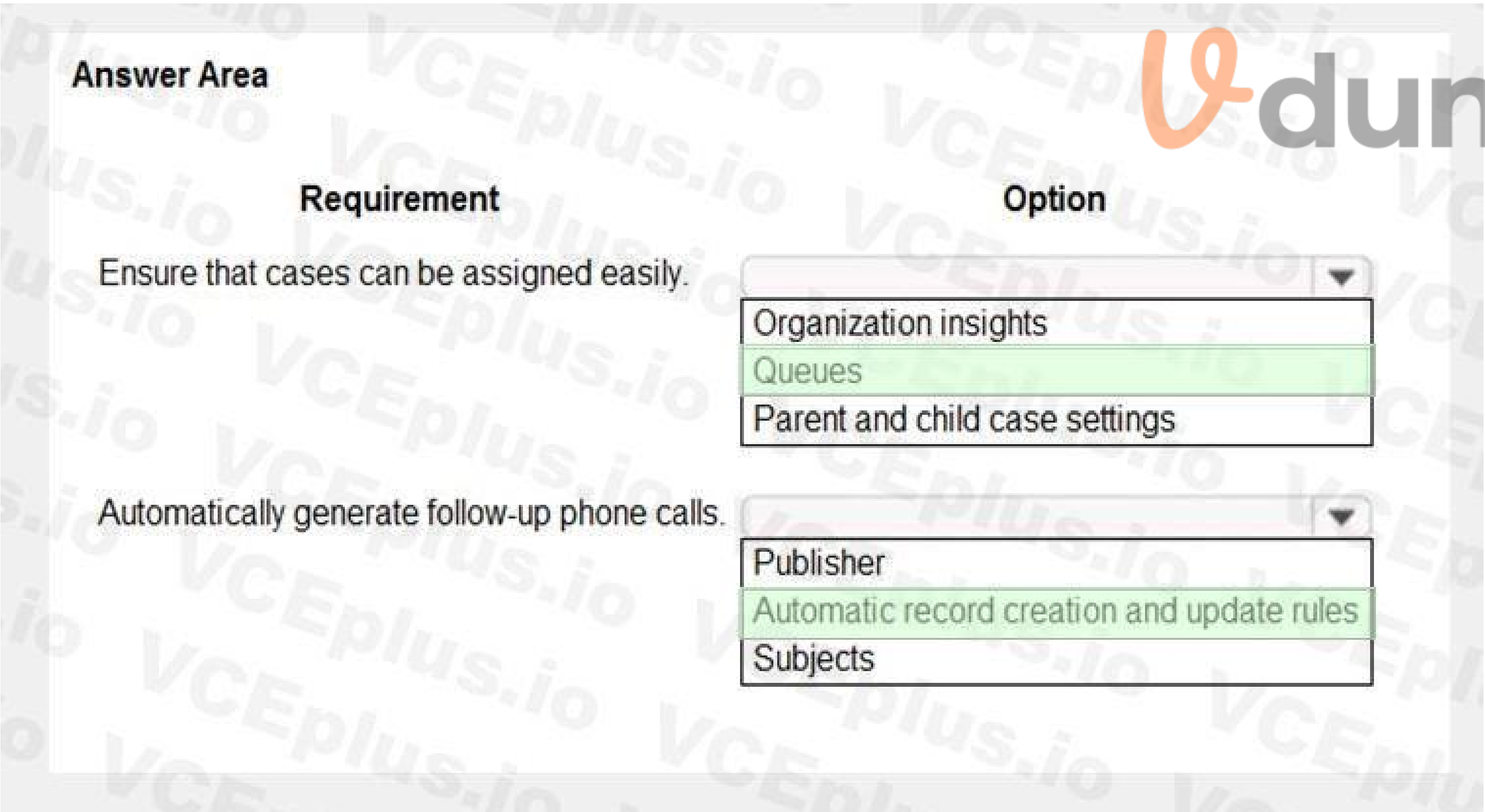


Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases

QUESTION 115
HOTSPOT
You are a Dynamics 365 Customer Service administrator.
You must track issues submitted by customers.
You need to configure case settings for the Service Management module.
What should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area:



Section:
Explanation:

QUESTION 116
HOTSPOT
You are a Dynamics 365 Customer Service administrator.

Users inform you about situations in which child cases are not working correctly.
You need to configure the system to correct the issues.
What should you do in each situation? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	Add Contact to the Selected attributes for Parent and Child case settings in system management. Copy and paste the contact from the Parent case. Manually type the contact into the field. In your solution, create a 1:N relationship from the contact entity to case entity.
All child cases are being closed when the parent case is closed.	Change permission on the parent case so that only administrators can close it. Create a workflow to automatically close the parent case when all the child cases are closed. Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management. Create a routing rule to send all child cases and parent cases to the same user for assignment.
The Origin field is automatically populating into the child case.	Create a business rule to remove the information from the origin field every time a child case is created. Remove the Origin field from the Selected attributes for Parent and Child case settings in system management. Instruct users to manually remove the information in the Origin field. Delete and re-create the Origin field in the case form.

Answer Area:

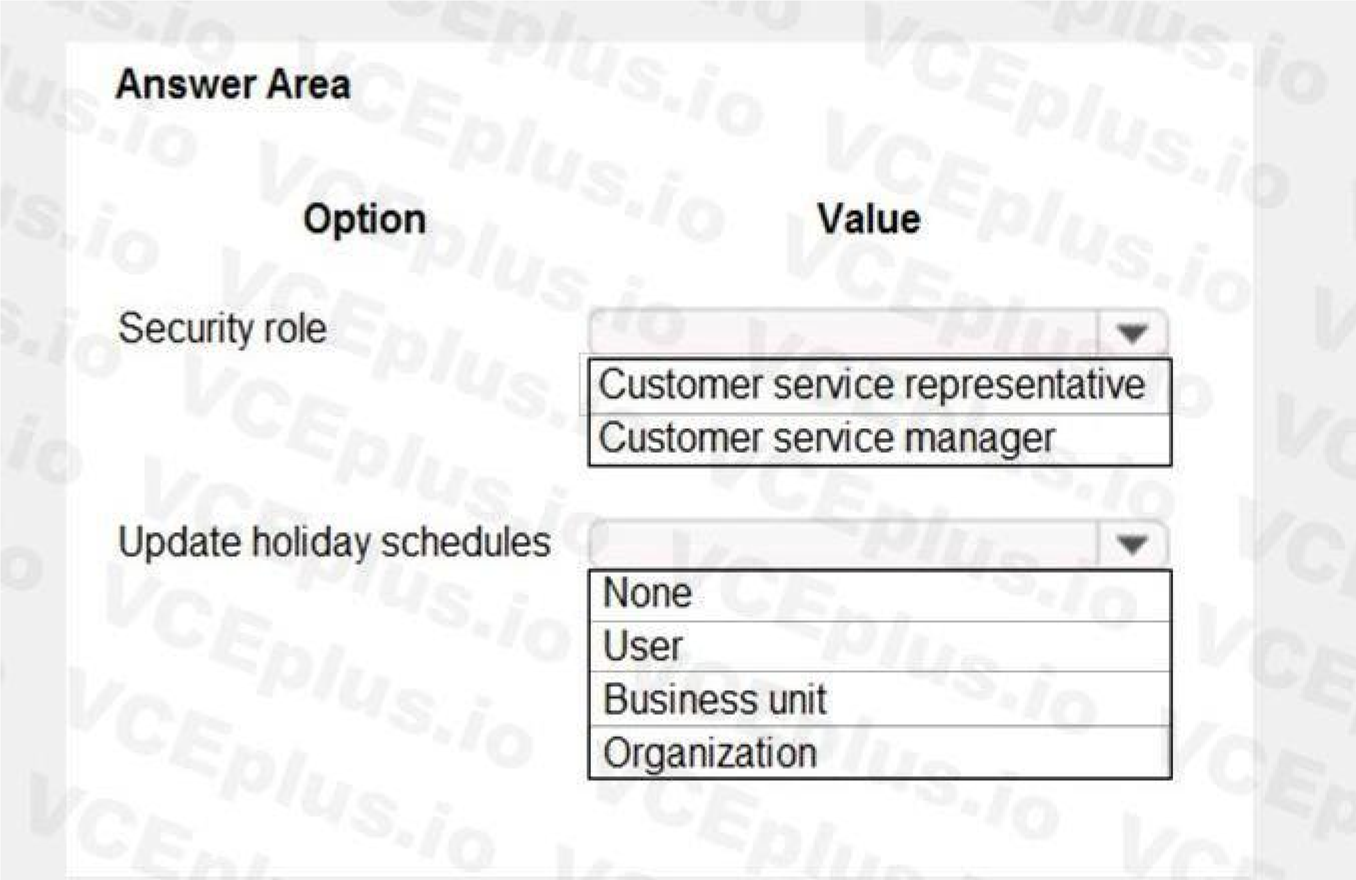
Answer Area

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	Add Contact to the Selected attributes for Parent and Child case settings in system management. Copy and paste the contact from the Parent case. Manually type the contact into the field. In your solution, create a 1:N relationship from the contact entity to case entity.
All child cases are being closed when the parent case is closed.	Change permission on the parent case so that only administrators can close it. Create a workflow to automatically close the parent case when all the child cases are closed. Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management. Create a routing rule to send all child cases and parent cases to the same user for assignment.
The Origin field is automatically populating into the child case.	Create a business rule to remove the information from the origin field every time a child case is created. Remove the Origin field from the Selected attributes for Parent and Child case settings in system management. Instruct users to manually remove the information in the Origin field. Delete and re-create the Origin field in the case form.

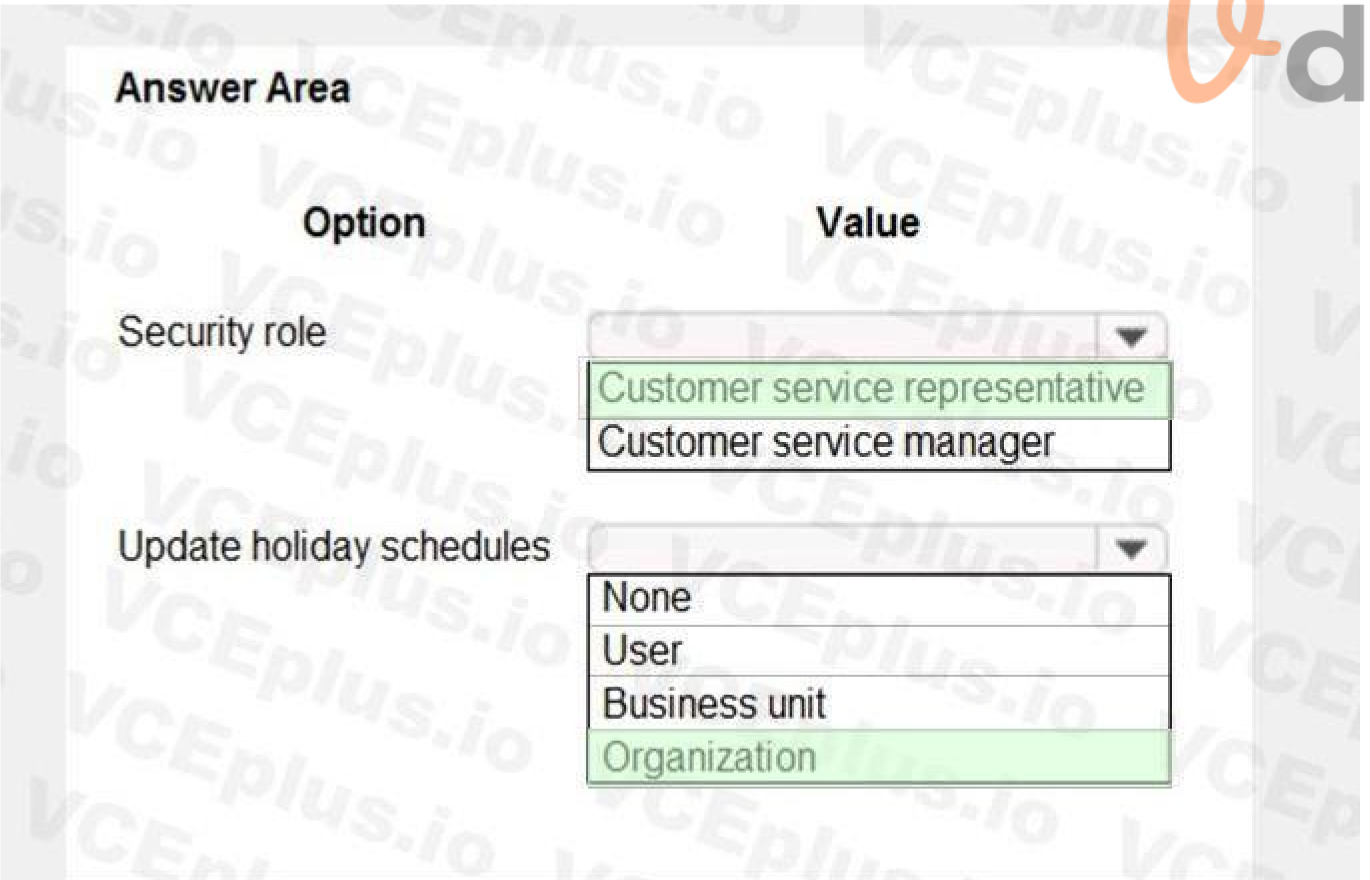
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases

QUESTION 117
HOTSPOT
You are working as a functional consultant for Dynamics 365 Customer Service. No changes have been made to security roles.
You need to ensure that customer service representatives can process cases that have service-level agreements (SLAs) and entitlements. You must grant only the minimum privileges required.
How should you configure security? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area:

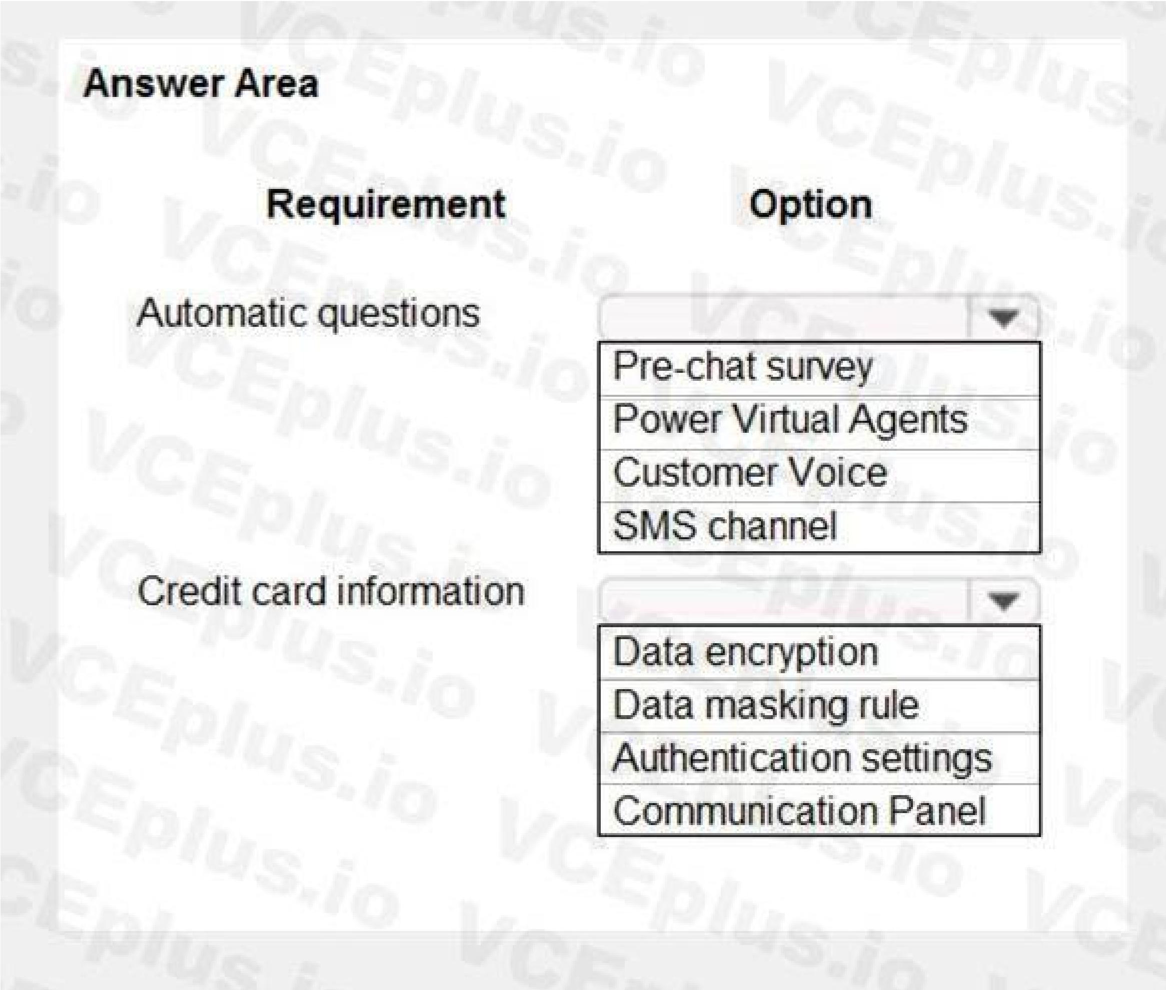


Section:
Explanation:
Reference:

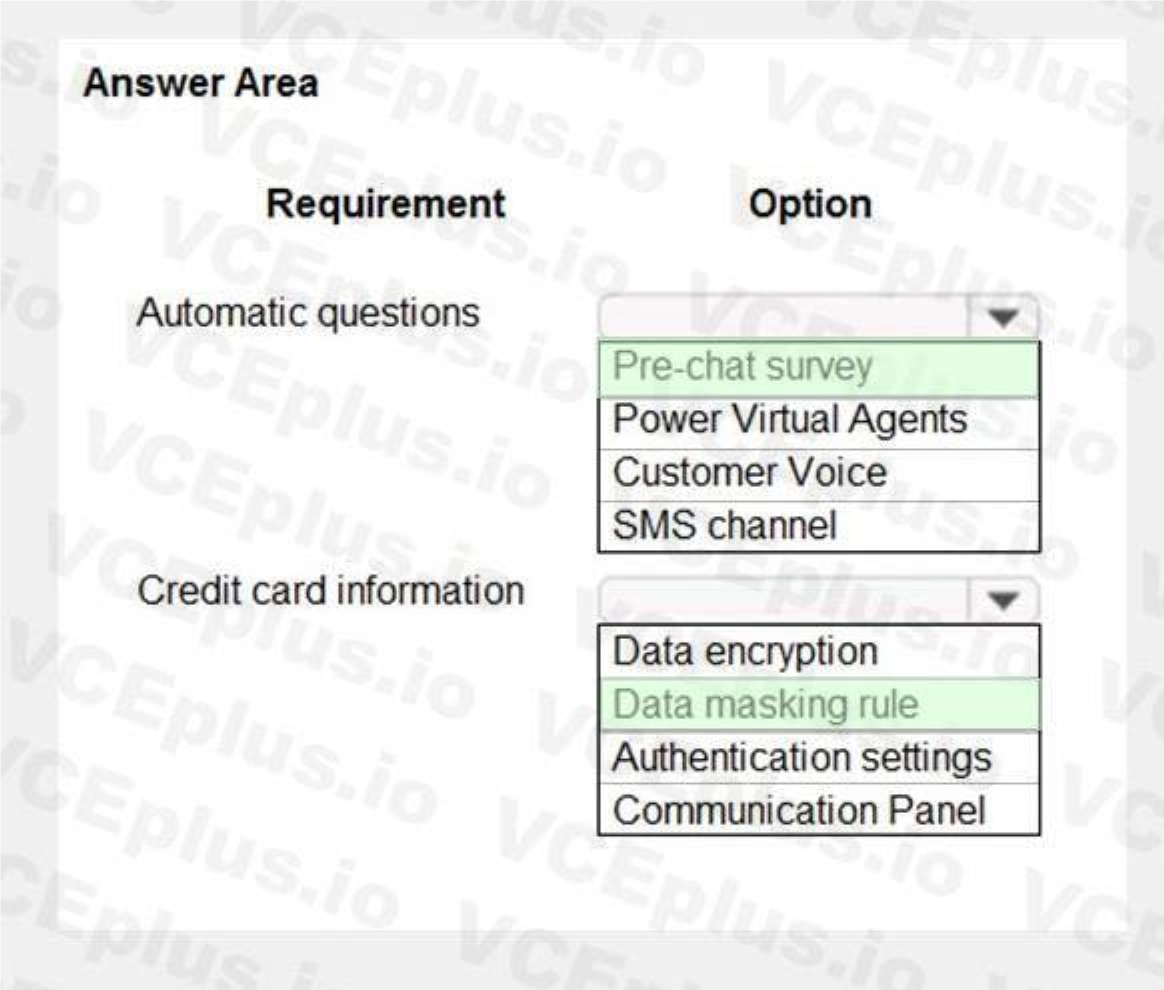
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

QUESTION 118
HOTSPOT
A GOV company uses Dynamics 365 Customer Service. The company purchases Omnichannel for Customer Service.
The company wants the following requirements implemented without the need to license additional software:
The system must automatically ask questions before the chat begins.
Credit card information that a customer enters in a chat must not be visible to the agent.
You need to configure the options to meet the requirements.
Which options should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area:



Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-pre-chat-survey
https://docs.microsoft.com/en-us/dynamics365/customer-service/data-masking-settings

QUESTION 119
DRAG DROP
You are customizing a Dynamics 365 Customer Service implementation for a call center.
The call center wants to enable SMS as a channel for the customer service department.
You need to complete the SMS channel configuration.
Which account information should you use for each provider? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

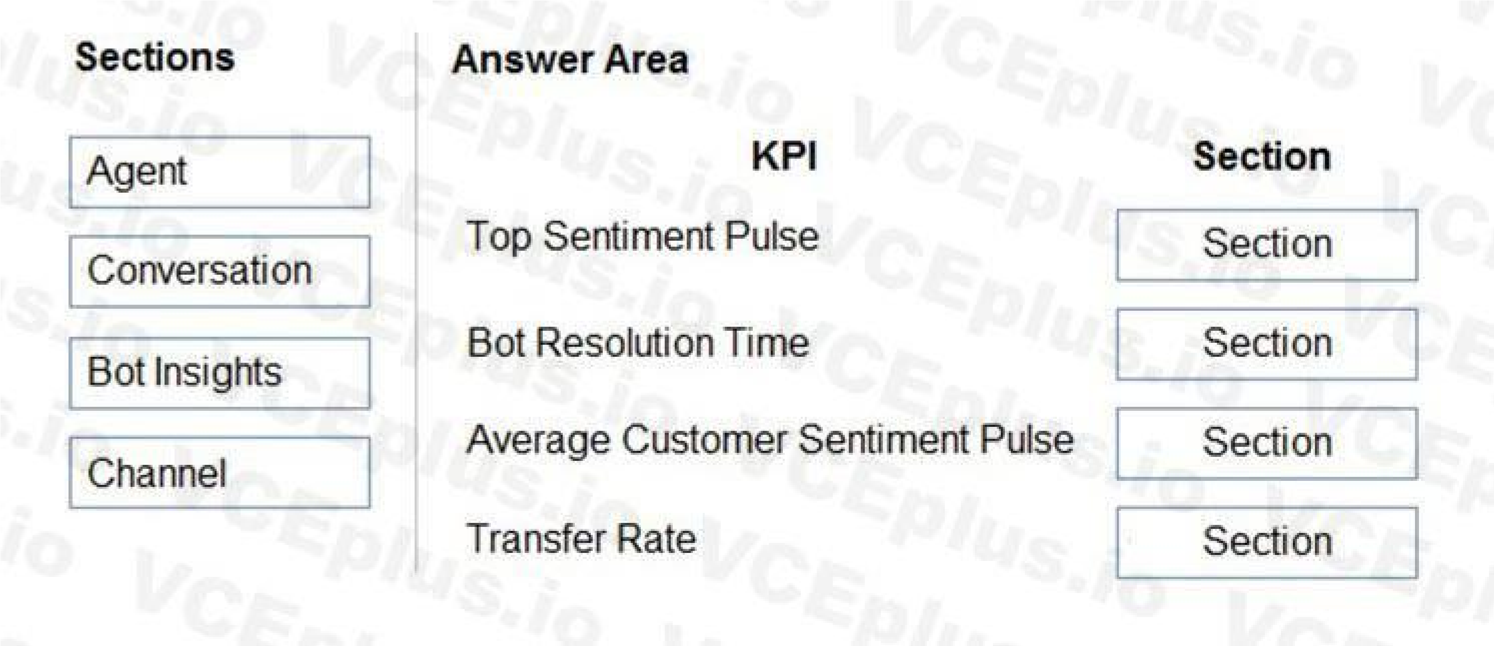
Select and Place:

Correct Answer:

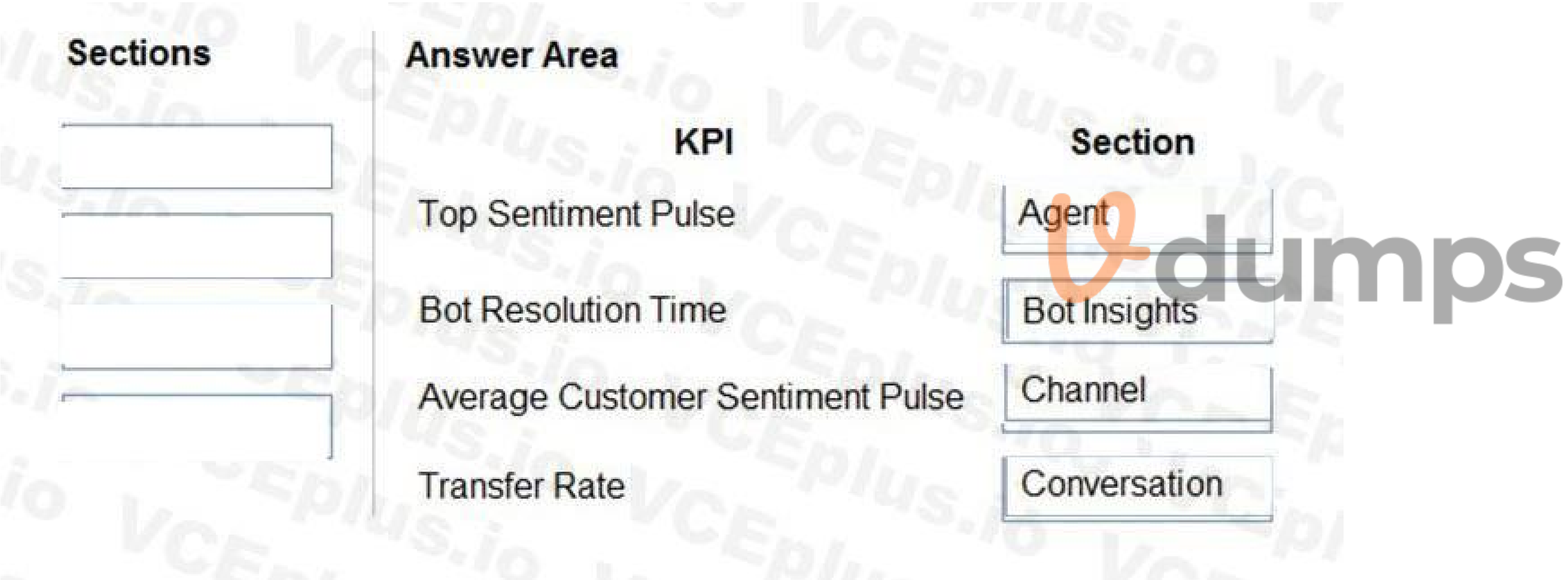
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel-twilio
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel

QUESTION 120
DRAG DROP
You are an Omnichannel supervisor for a company.
The company wants to deploy an Omnichannel Insights dashboard.
You need to set up and monitor KPIs.
In which section is each KPI located? To answer, drag the appropriate sections to the correct KPIs. Each section may be used once, more than once, of not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Select and Place:



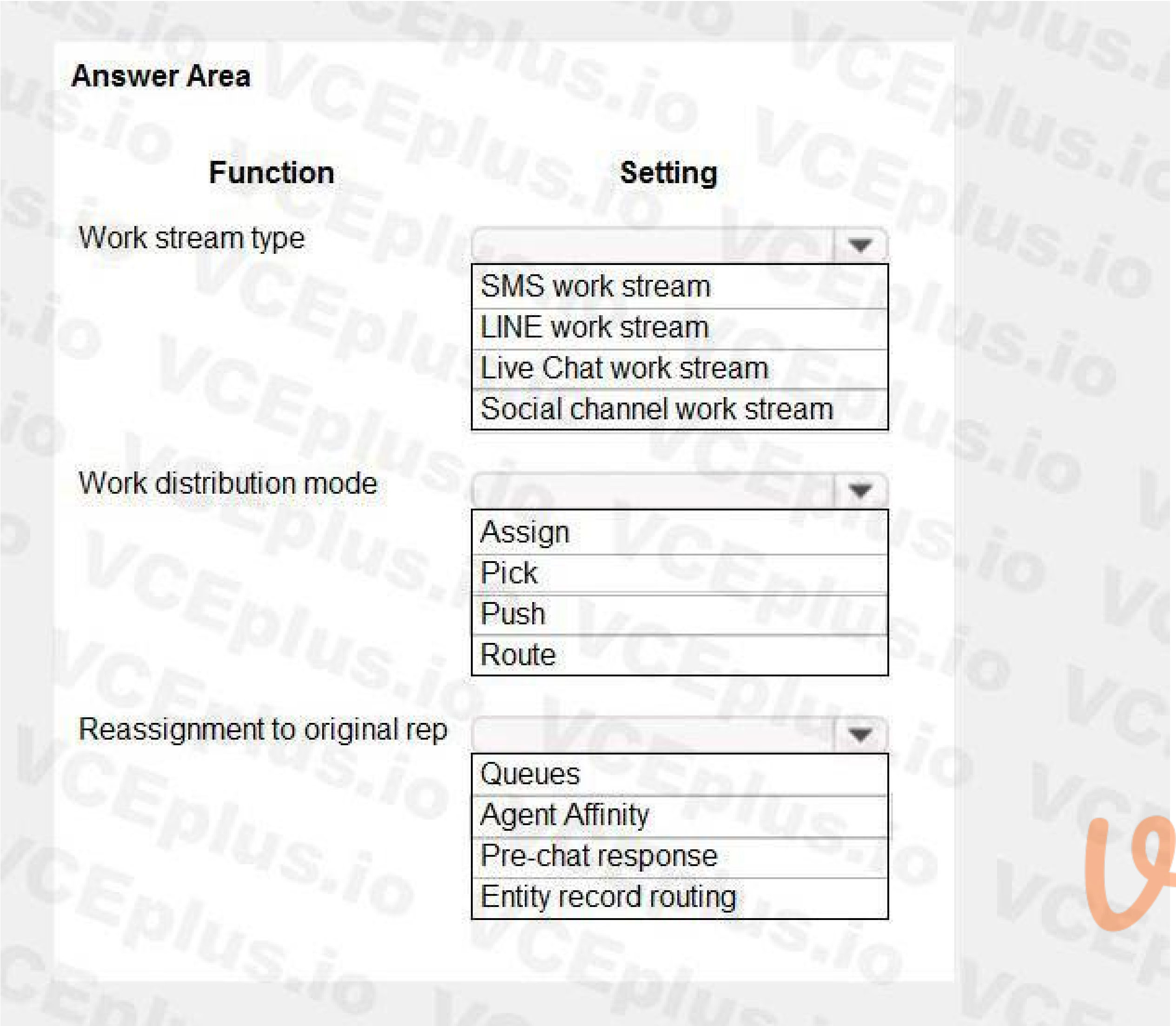
Correct Answer:



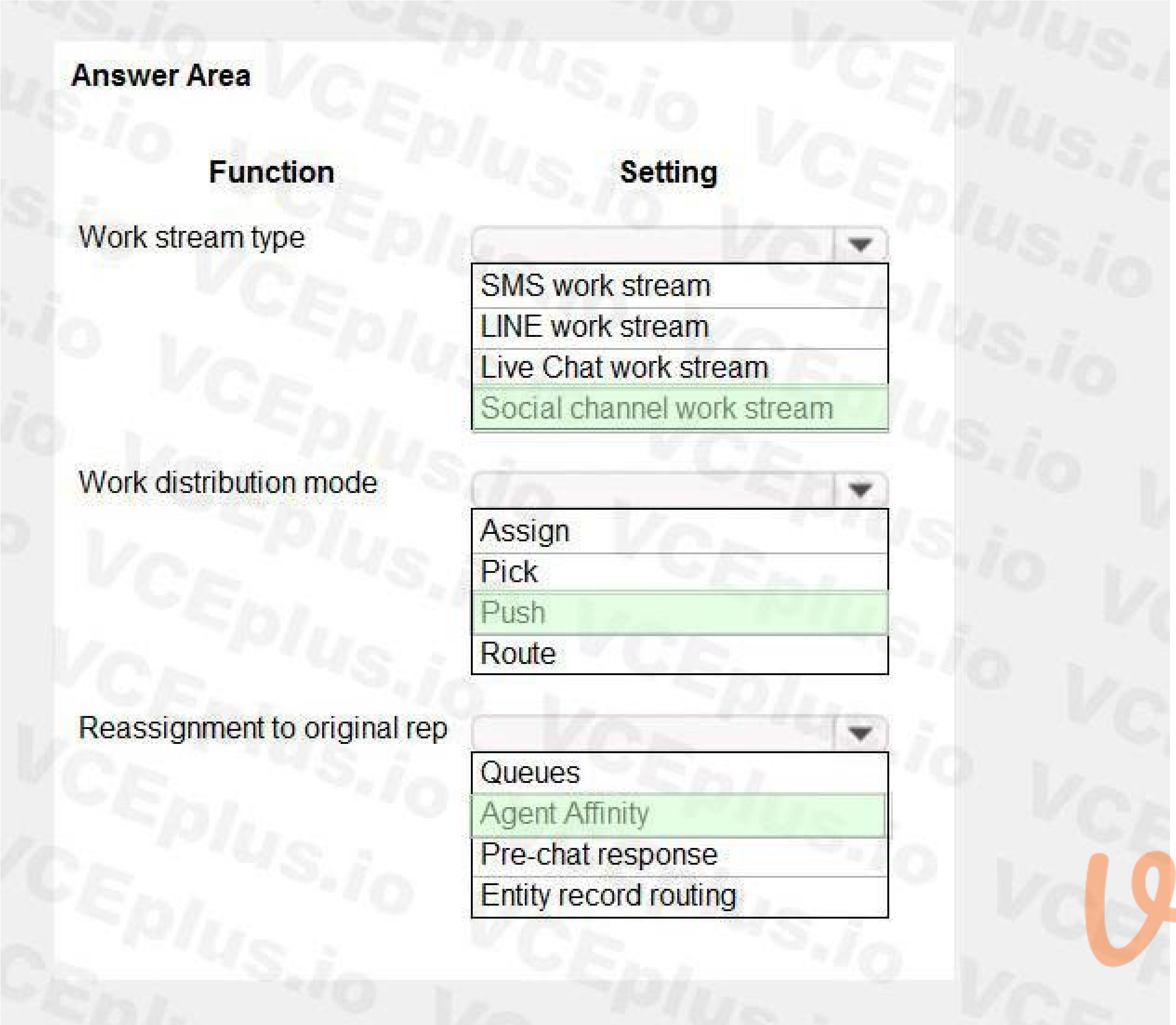
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-insights-dashboard

QUESTION 121
HOTSPOT
You must set up the following:
A work stream must be configured to use Twitter.
The cases must automatically go to the next available sales representative.
Any existing case that comes in must be assigned automatically to the sales representative who worked on the case originally.
You need to choose the correct setting.
Which setting should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



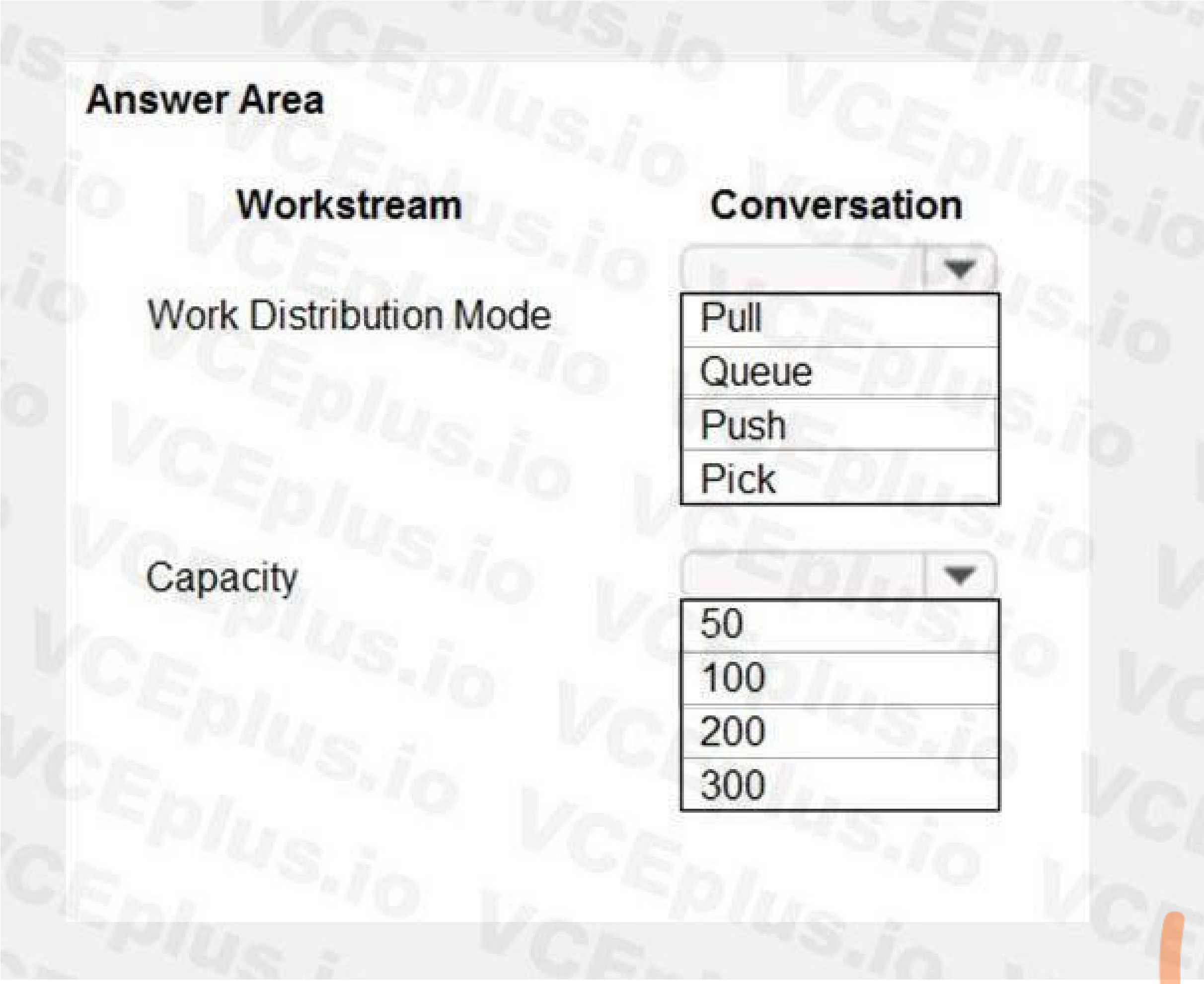
Answer Area:



Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/channels
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entity-workstream
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams

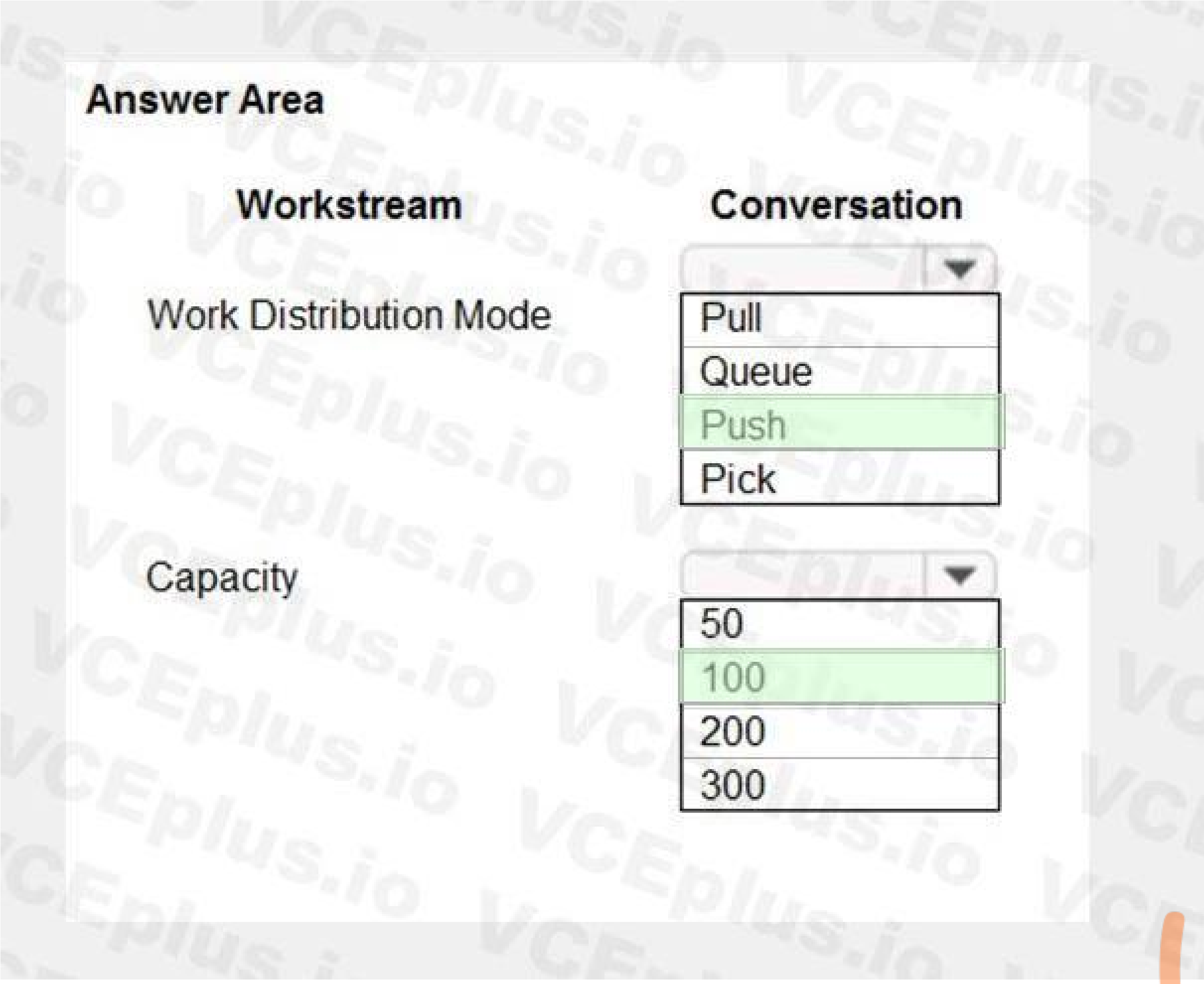
QUESTION 122
HOTSPOT
You are implementing Omnichannel for Customer Service for a hospital.
Each customer service agent has a chat capacity of 200.
The implementation requirements are as follows:
Each agent can take no more than two chats at a time.
A new conversation must auto assign to an available agent.
You need to select the conversation options to meet the requirements.
Which options should you configure?

Hot Area:



Answer Area
Workstream
Conversation
Work Distribution Mode
Pull
Queue
Push
Pick
Capacity
50
100
200
300

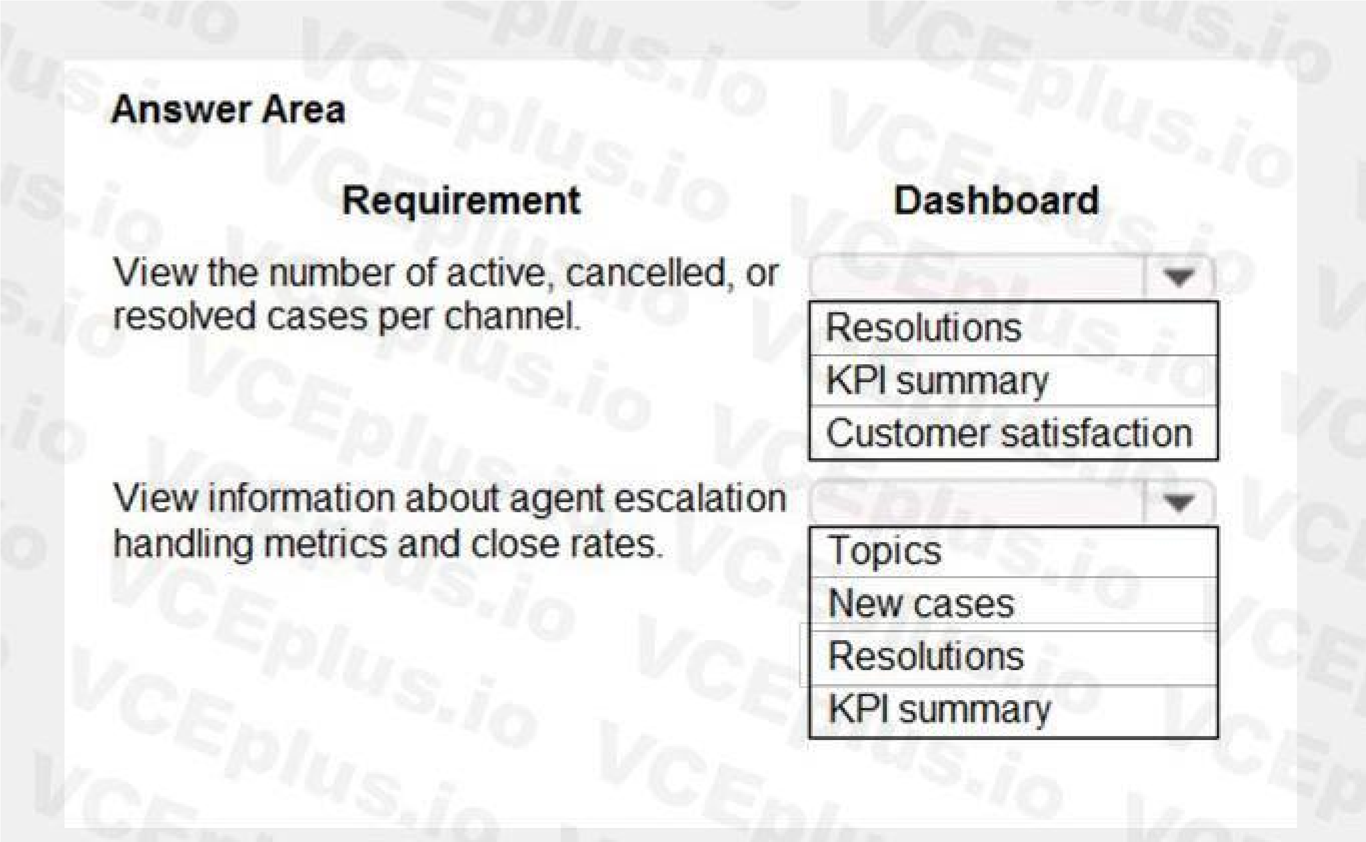
Answer Area:



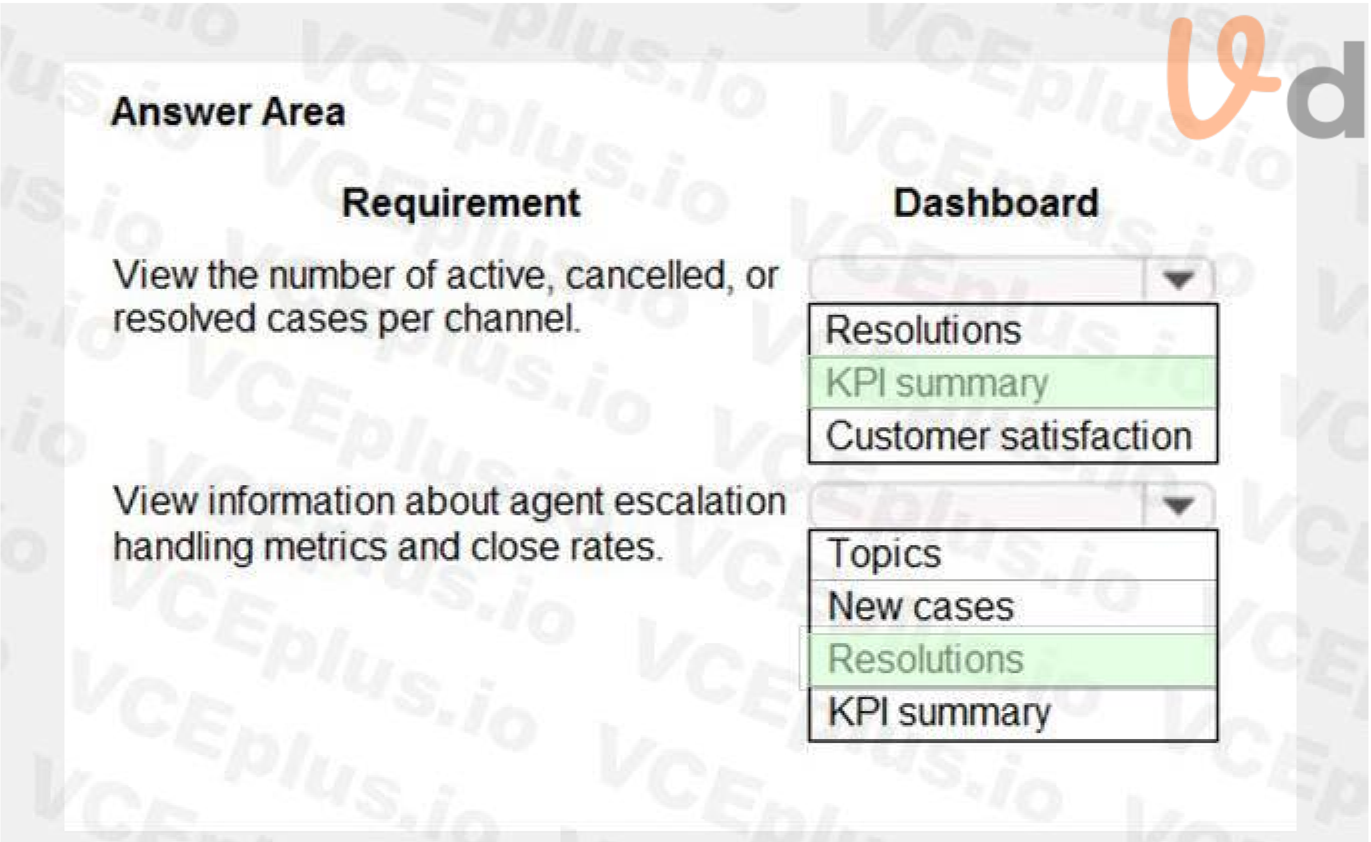
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/unified-routing-work-distribution

QUESTION 123
HOTSPOT
A GOV company is evaluating Dynamics 365 Customer Service Insights.
The company decides to use the sample data environment to expedite the evaluation process.
You need to recommend a dashboard.
Which dashboard should you recommend? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area:



Section:

Explanation:

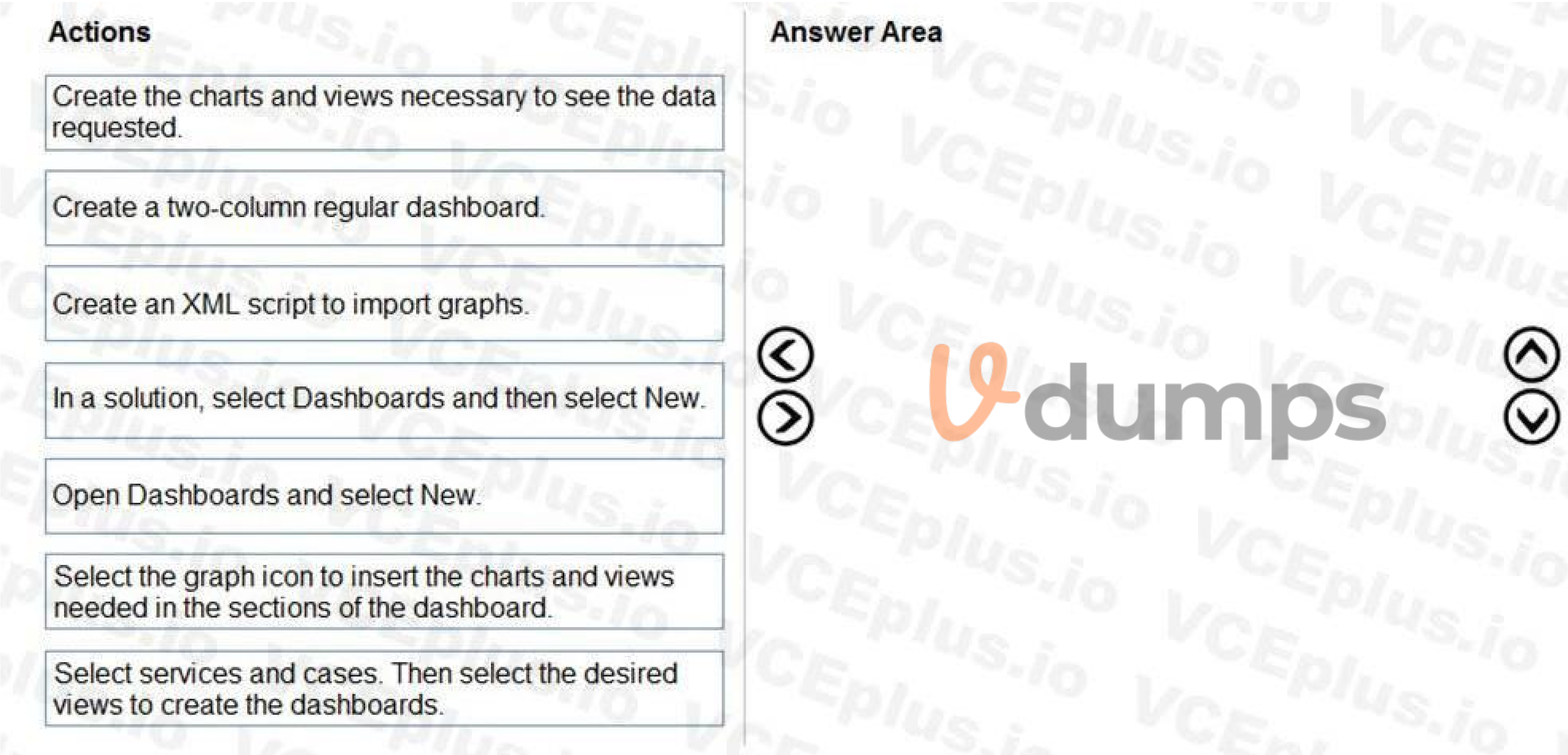
Reference:

https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/dashboard-kpi-summary

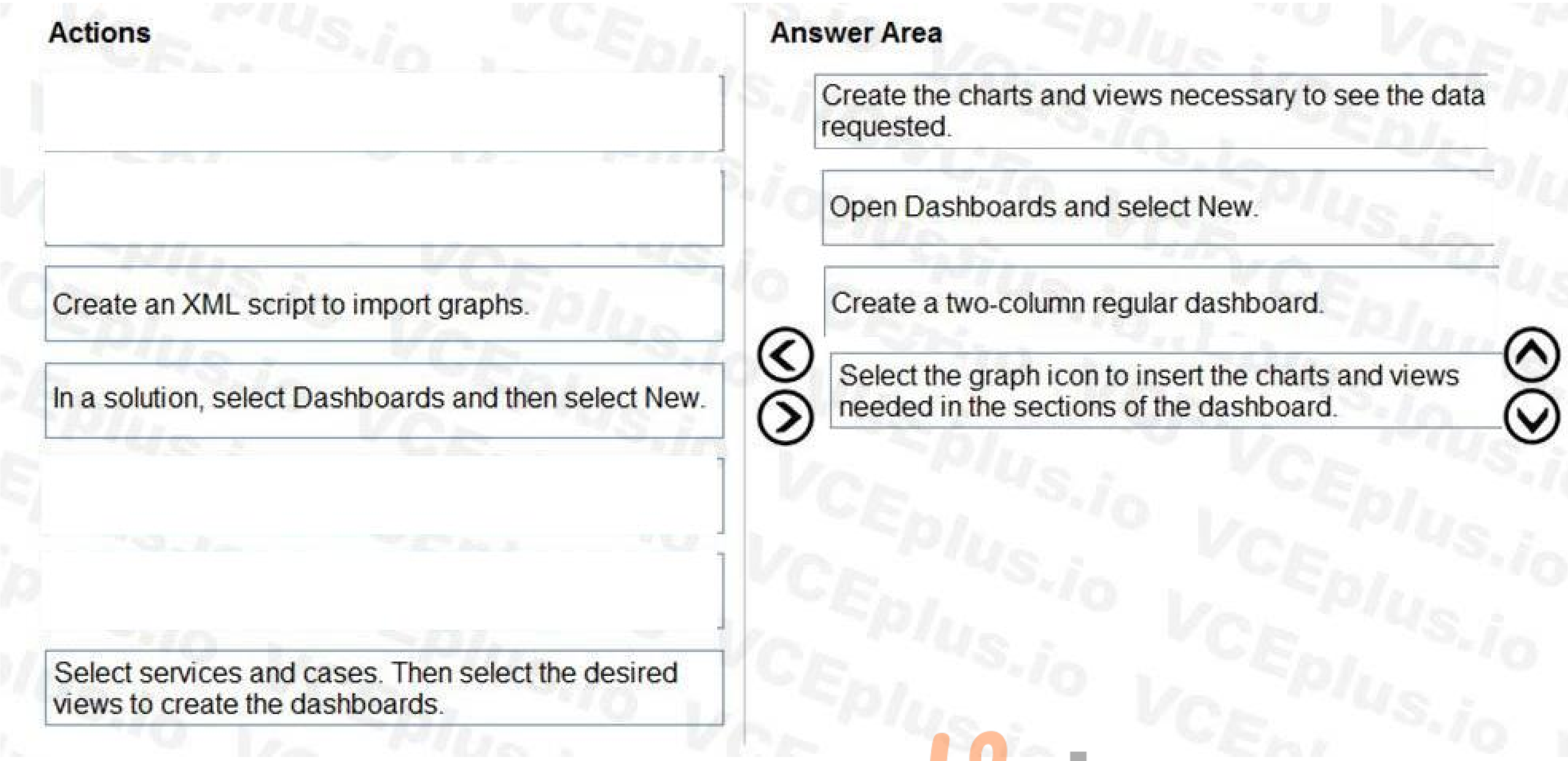
https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/dashboard-case-resolutions

QUESTION 124
DRAG DROP
You need to build a personal dashboard that displays the following charts and views:
Charts:
Number of cases by owner and priority
Products with most cases opened
Views:
Display the number of cases opened in a seven-day period
Display the number of escalated cases
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Correct Answer:



Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/powerapps/user/track-your-progress-with-dashboard-and-charts

QUESTION 125
HOTSPOT
You are a Dynamics 365 for Customer Service administrator.
Your company is trying to determine whether it needs to use standard or enhanced service-level agreements (SLAs).
You need to configure SLAs based on the requirements.
Which type of SLAs should you use? To answer, select the appropriate option in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	SLA options
Configure business hours. SLA applies only during this time.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Pause and resume an SLA.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Configure KPI warnings and warning action.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA

Answer Area:

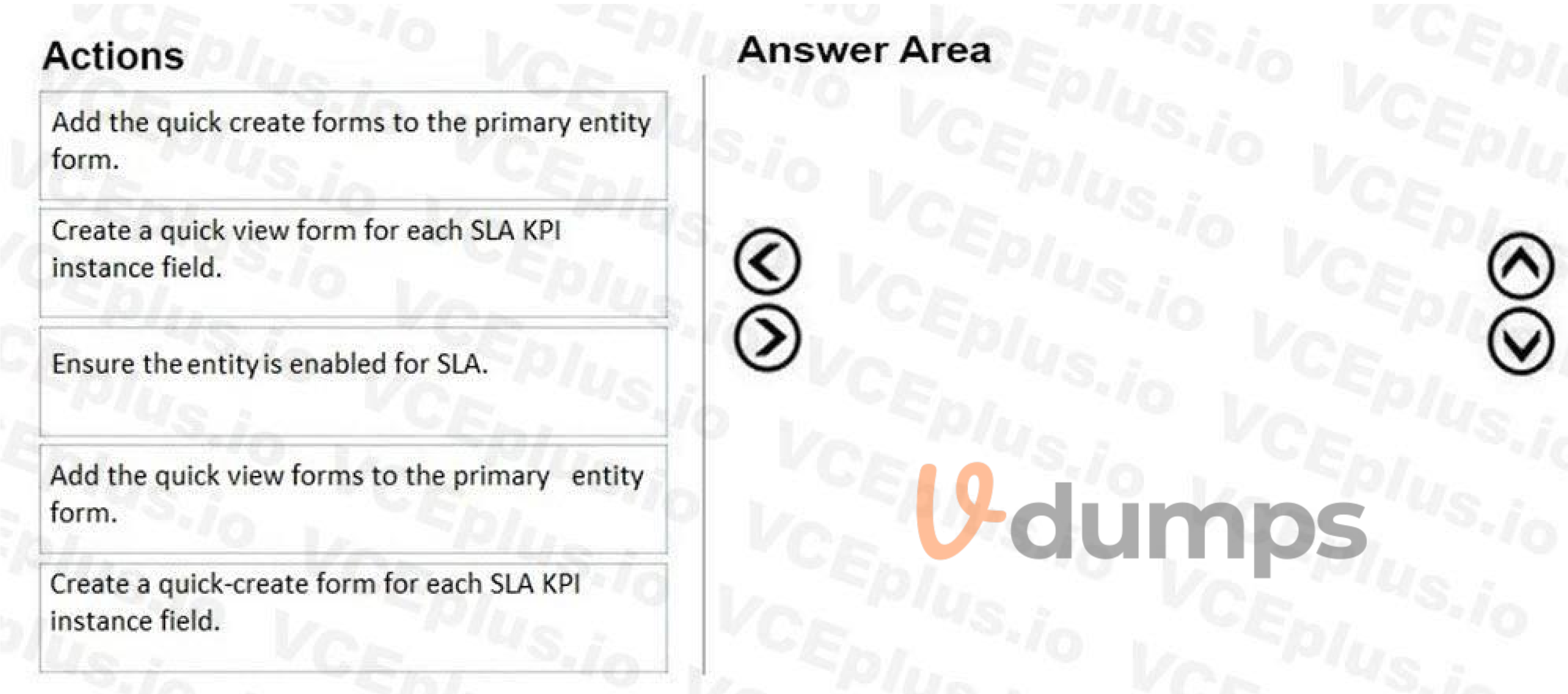
Answer Area

Requirement	SLA options
Configure business hours. SLA applies only during this time.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Pause and resume an SLA.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Configure KPI warnings and warning action.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA

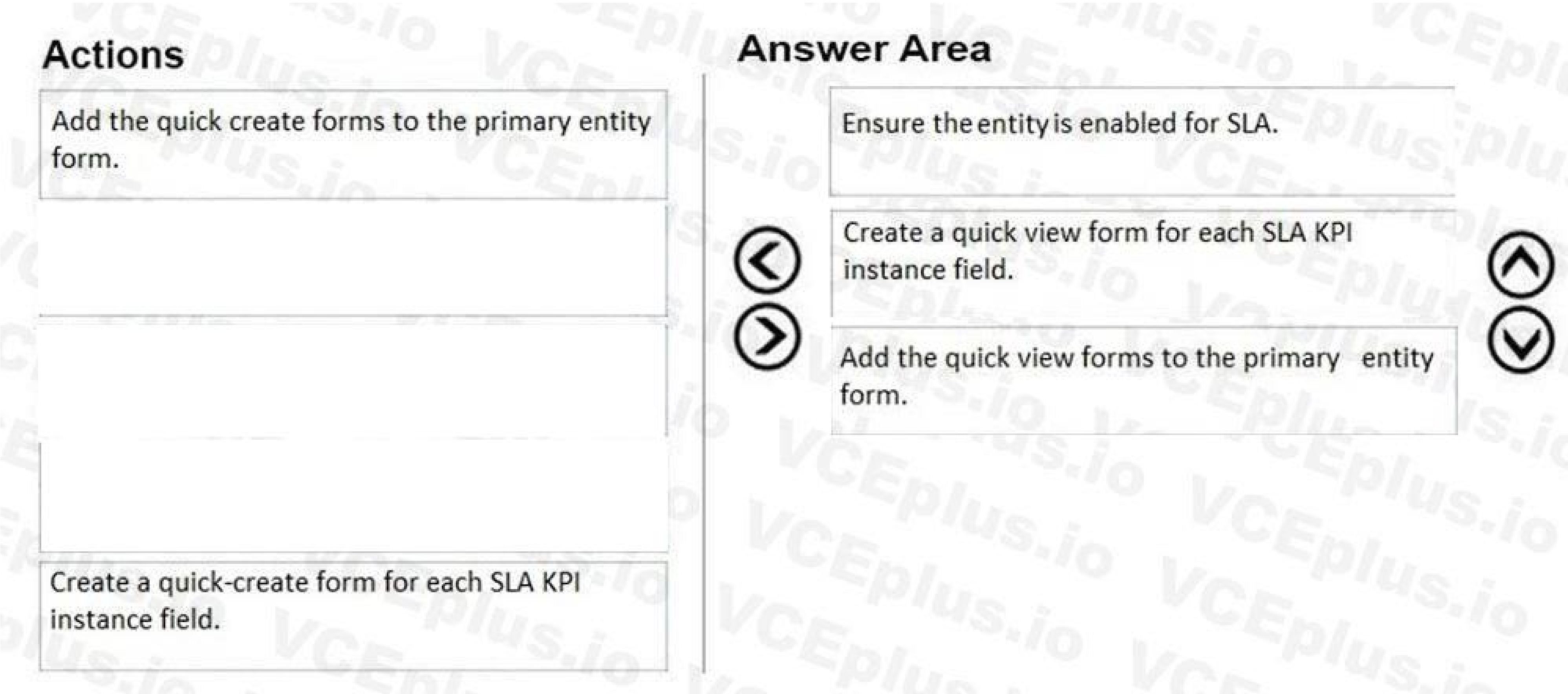
Section:
Explanation:

QUESTION 126
DRAG DROP
You are a Dynamics 365 for Customer Service administrator.
You must track time against enhanced service-level agreements (SLAs).
You need to add a timer.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



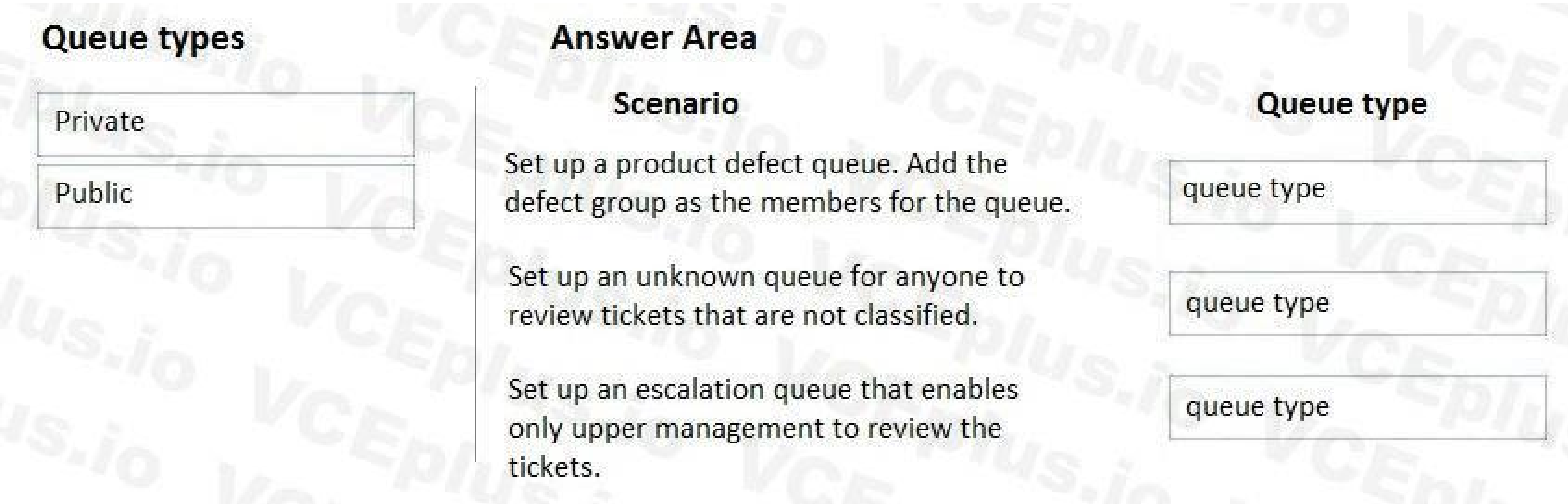
Correct Answer:



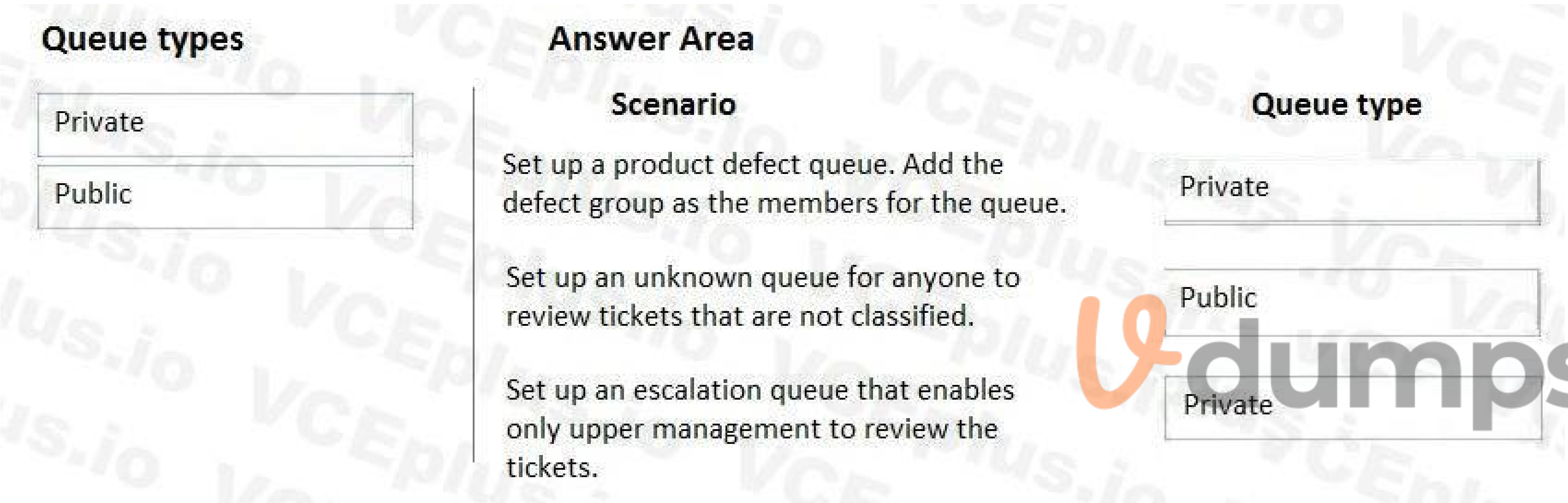
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add-timer-forms-track-time-against-enhanced-sla

QUESTION 127
DRAG DROP
You are a Dynamics 365 for Customer Service administrator.
You need to implement queues to manage cases.
Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Select and Place:



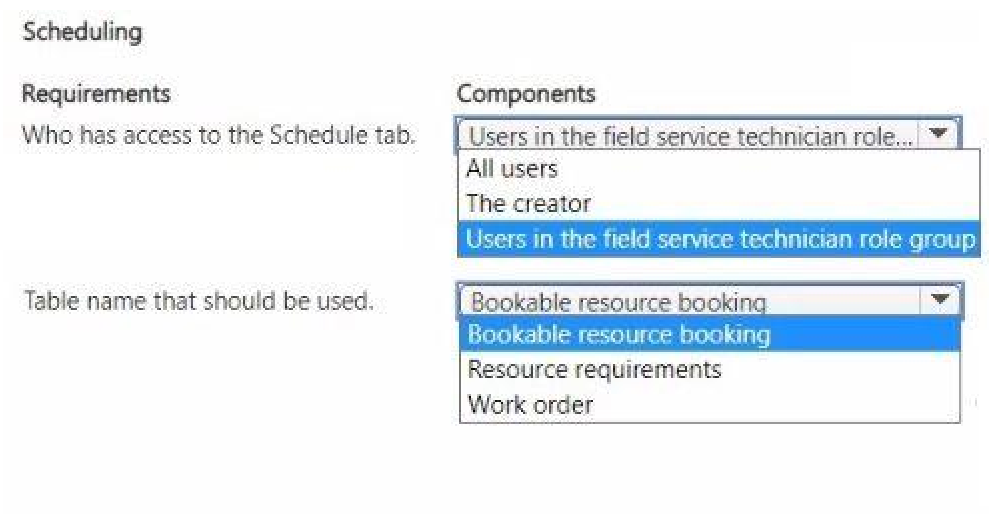
Correct Answer:



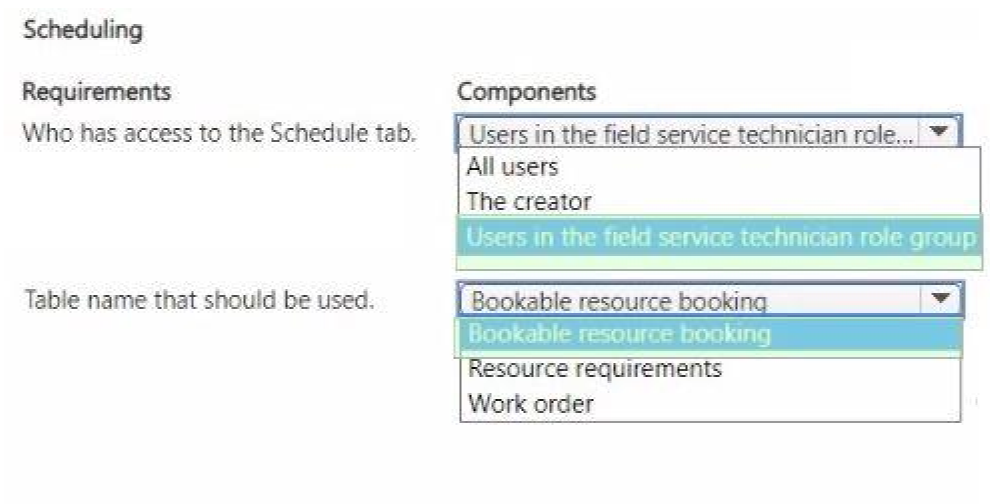
Section:
Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queues-manage-activities-cases

QUESTION 128
HOTSPOT
You need to identify who has access to the Schedule tab and the name of the table that should be used.
Which components should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area:



Section:
Explanation:

QUESTION 129
A company has a Customer Service deployment. The company plans to implement the following:
* AI suggestions for contacts in Teams.
* Training information about the capabilities of suggestions.
You need to identify the scenarios where the relevant contacts will be provided to users. Solution: The similarity level of similar cases to the active case. Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B
Section:

QUESTION 130
A company has a Customer Service deployment. The company plans to implement the following:
* AI suggestions for contacts in Teams.
* Training information about the capabilities of suggestions.
You need to identify the scenarios where the relevant contacts will be provided to users.
Solution: The users that are in the Teams channel.
Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A
Section:

QUESTION 131
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
A company has a Customer Service environment and implements historical analytics reports.
Users report that they are not able to access the historical analytics reports.
You need to ensure users can access the reports.
Solution: Share the historical analytics report with the users.
Does the solution meet the goal?

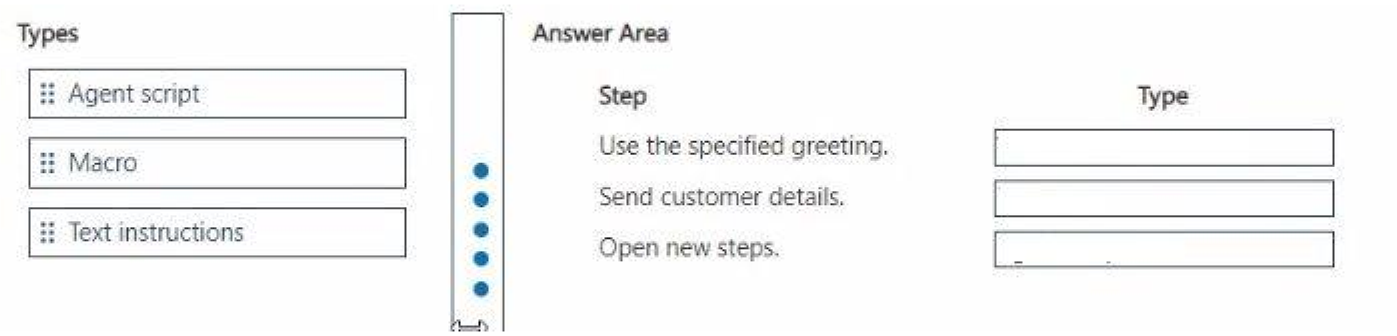
A. Yes

B. No

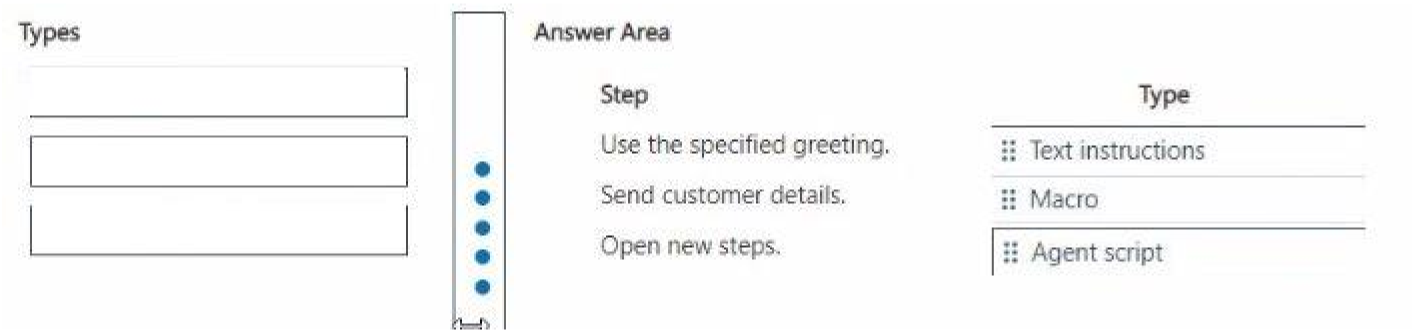
Correct Answer: A
Section:

QUESTION 132
DRAG DROP
You ate creating agent scripts in Dynamics 365 Customer Service. You must add the following steps to the scripts:
1. Use the greeting; Welcome to the company, how may we serve you today?
2. Send details about a customer's account to the customer with one selection.
3. Open another set of steps to follow.
You need to configure the type of steps that are needed.
Which type should you choose when configuring each step? To answer, drag the appropriate types to the correct steps. Each type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Section:
Explanation:

QUESTION 133
A customer has a Customer Service environment. The customer is using service scheduling to manage appointments. You need to add new facilities for service scheduling. Which security role is required to add new facilities?

A. Customer service scheduler
B. Sequence manager
C. Scheduler
D. Scheduler manager

Correct Answer: C
Section:

QUESTION 134
You are setting up knowledge management in Dynamics 365 Customer Service.
Management wants to view the statistics on which keywords are searched the most by agents when they use the knowledge base. You need to ensure that management can view the top search words. Which two steps should you configure? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Enable knowledge analytics.
B. Select Knowledge search analytics after adding the Additional features.
C. Add Knowledge Suggestion Section Control.
D. Enable historical analytics.
E. Enable knowledge article suggestions.

Correct Answer: A, B
Section: