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https://www.freepdfdumps.com/Microsoft.MB-230.v2023-09-01.q98.html	

NEW QUESTION: 1
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. Letter
C. Rollup queries
D. Social activity
E. Case
Answer: B,D,E (LEAVE A REPLY)

NEW QUESTION: 2
A service manager discovers a high number of cases in the agent queues. Cases are created manually but can be reassigned using a workflow or custom API.
The manager needs to know whether cases are getting duplicated because of simultaneous case creation or simultaneous case assignment.
You need to identify the number of cases that are created in each scenario.
How many cases are created? To answer, drag the appropriate cases created options to the correct simultaneous actions. Each cases created option 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.

Cases created

- One for each agent
- One for both agents

Answer Area

Simultaneous action	Case created
Two agents creating a case	
A workflow assigning a case to two agents	
A custom API assigning a case to two agents	

Answer:

Cases created

- One for each agent
- One for both agents

Answer Area

Simultaneous action	Case created
Two agents creating a case	One for each agent
A workflow assigning a case to two agents	One for each agent
A custom API assigning a case to two agents	One for each agent

Explanation

Graphical user interface, application Description automatically generated

Simultaneous action	Case created
Two agents creating a case	One for each agent
A workflow assigning a case to two agents	One for each agent
A custom API assigning a case to two agents	One for each agent

Reference:

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

NEW QUESTION: 3
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. Addthe URL to link the Voice of the Customer question:s from Dynamics 365.
D. Create an iFrame URL. Copy the HTML code to an iFrame in your website.
E. Add the iFrame URL to your website.
Answer: D (LEAVE A REPLY)
Explanation
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey

NEW QUESTION: 4
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.
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-custom

NEW QUESTION: 5
A 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. Add an editable grid of the account on the case form.

B. Add an editable grid control to the case view.

C. Configure the Nested grid view.

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

Answer: (SHOW ANSWER)

NEW QUESTION: 6

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

Answer: B (LEAVE A REPLY)

Explanation

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey

NEW QUESTION: 7

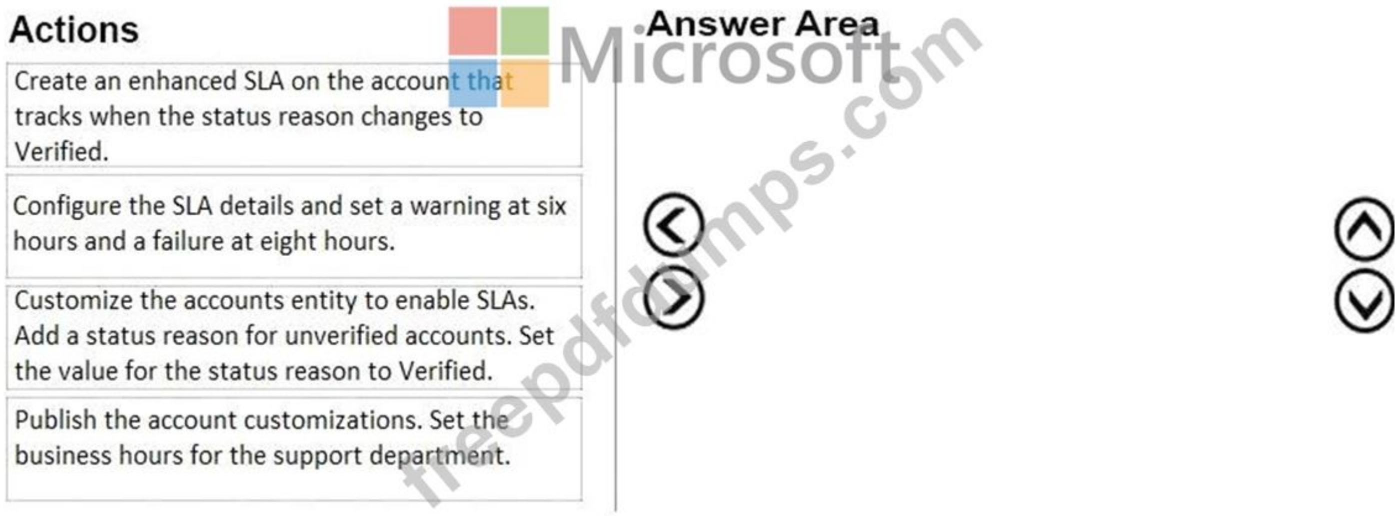
You are a Dynamics 365 for Customer Service administrator. Your company provides support between 9 a.m.

and 5 p.m.

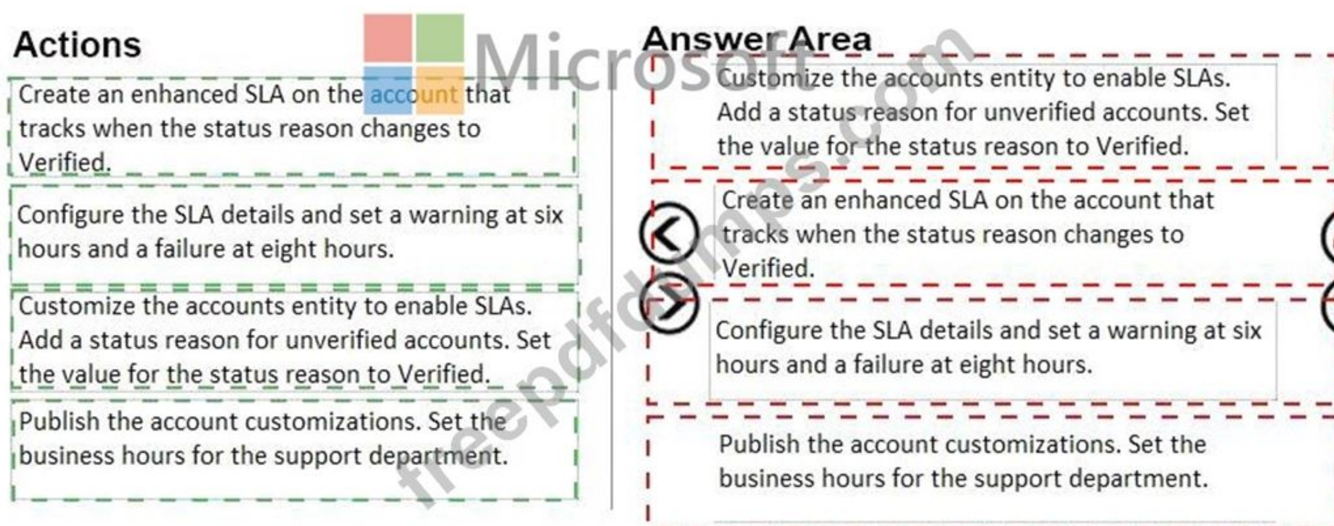
You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.

You need to enable service-level agreements (SLAs) for accounts.

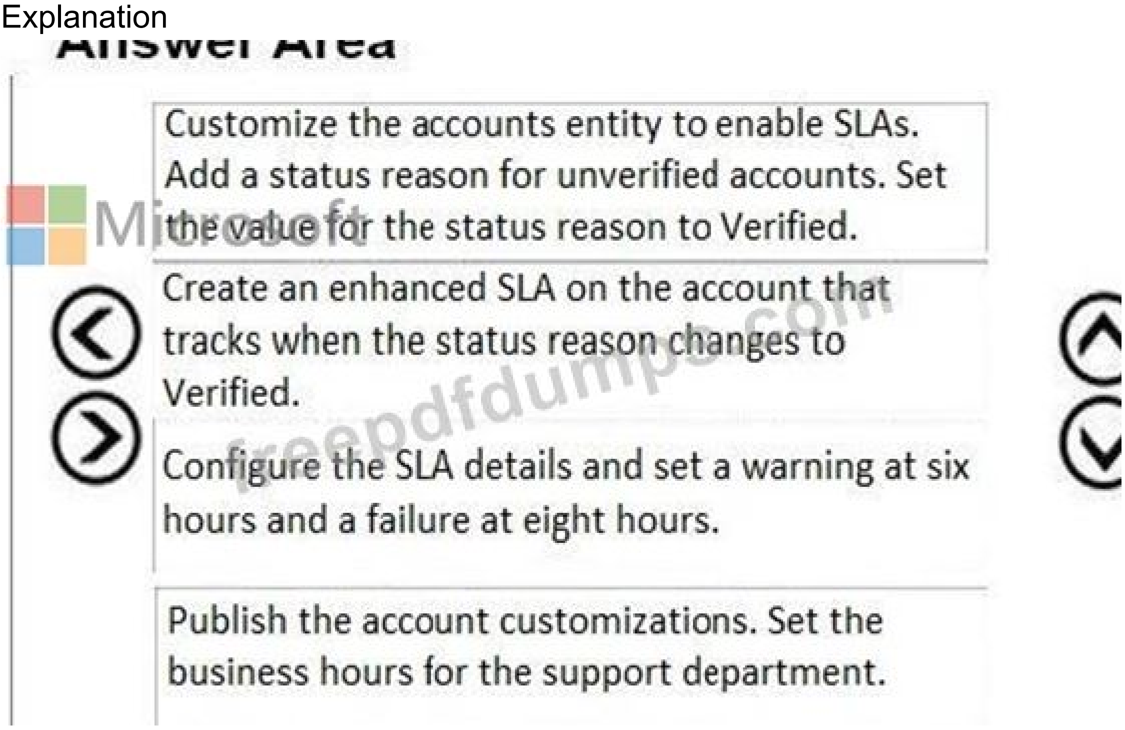
In which order should you perform the actions? To answer, move all actions from the list to the answer area and arrange them in the correct order.



Answer:



Explanation



NEW QUESTION: 8

You are a customer service manager for a 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

Answer: (SHOW ANSWER)

Explanation

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-ac

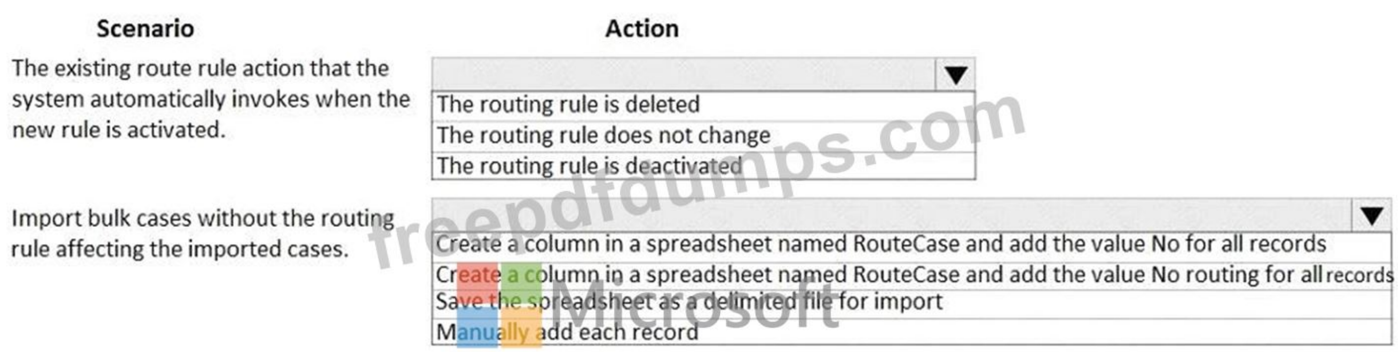
NEW QUESTION: 9

You are using Dynamics 365 for Customer Service. You have existing routing rules.

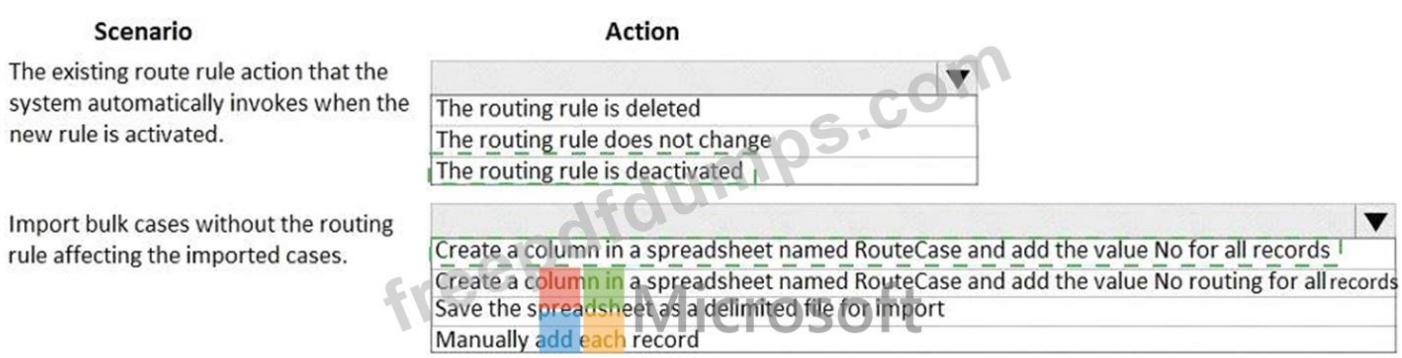
You need to create a routing rule for cases and bulk-import cases.

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.



Answer:



Explanation

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	The routing rule is deleted The routing rule does not change The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	Create a column in a spreadsheet named RouteCase and add the value No for all records Create a column in a spreadsheet named RouteCase and add the value No routing for all records Save the spreadsheet as a delimited file for import Manually add each record

NEW QUESTION: 10

You are a help desk support representative using Dynamics 365 Customer Service Hub case management with limited permissions.

You need to create a personal chart that meets the following requirements:

Show the number of open cases assigned to you for each customer.

Ensure that specific team members can view the chart and view any changes as you update the chart.

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

NOTE: Each correct selection is worth one point.

Requirement	Option
Show the total number of open cases.	CountAll Sum Max Min
Allow team members to see the chart you created.	Have the system administrator sign in and share the chart with users. Share the personal chart and add the users giving each one read permissions. Assign the chart to the system administrator and have him save this to a system chart.

Answer:

Requirement	Option
Show the total number of open cases.	CountAll Sum Max Min
Allow team members to see the chart you created.	Have the system administrator sign in and share the chart with users. Share the personal chart and add the users giving each one read permissions. Assign the chart to the system administrator and have him save this to a system chart.

Explanation

Box 1: Countall

COUNT (Azure Stream Analytics) returns the number of items in a group. COUNT always returns a bigint data type value.

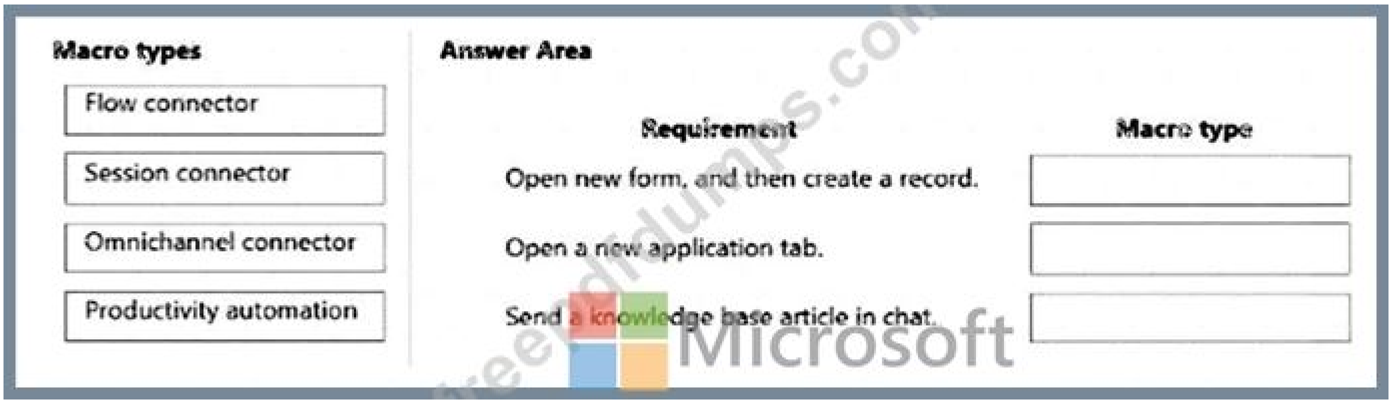
Syntax:

-- Aggregate Function Syntax

COUNT ({ [[ALL | DISTINCT] expression] | * })
Arguments:
ALL - Applies the aggregate function to all values. ALL is the default.
Box 2: Share the personal chart and add the user giving each one read permission Reference:
https://docs.microsoft.com/en-us/stream-analytics-query/count-azure-stream-analytics

NEW QUESTION: 11
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
Answer: B (LEAVE A REPLY)

NEW QUESTION: 12
A company is implementing Omnichannel for Customer Service.
You must set up the system to minimize human error and automate actions. The requirements to set up the system are as follows:
* Representatives must create a new support record when a customer contacts them through chat.
* Knowledge base articles must open in a separate tab when representatives research answers.
* When a knowledge base article resolves a customer issue, representatives must send the article to the customer via chat.
You need to set up the macros.
Which macro type should you use? To answer, drag the appropriate macro types to the correct requirements.
Each macro 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.



Answer:

Explanation

Graphical user interface, text, application Description automatically generated

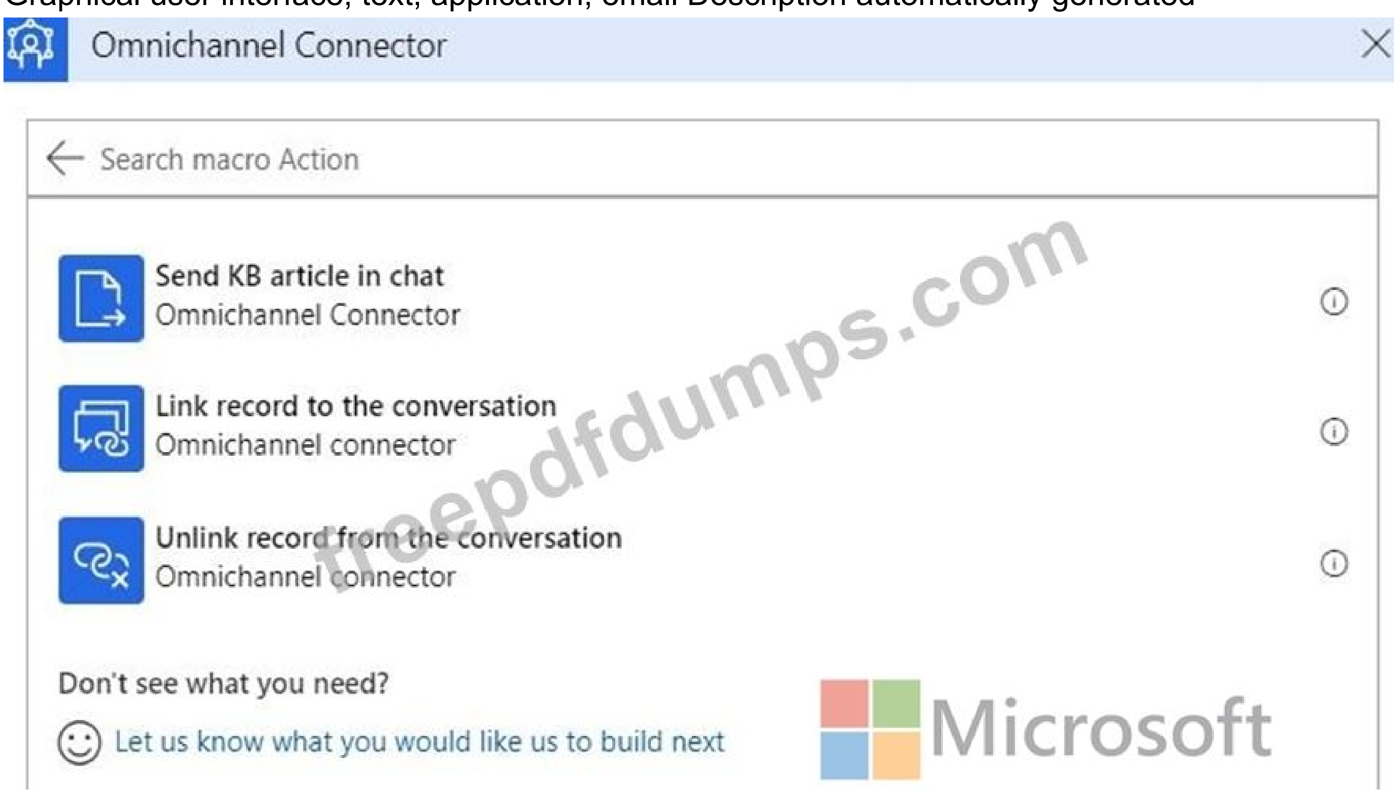
Box 1: Productivity automation

Productivity automation

As an administrator, you can use the actions any number of times across different macros to automate and perform model-driven app operations.

The following screenshot shows the actions that are explained in the subsequent sections.
Box 2: Session connector
Session connector
As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to a session in Customer Service workspace.

Graphical user interface, application Description automatically generated Box 3: Omnichannel connector Omnichannel connector As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to Omnichannel for Customer Service.
Graphical user interface, text, application, email Description automatically generated



Reference:
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros

NEW QUESTION: 13
You need to add SLA timers to the Case form.

Which two options should you configure? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

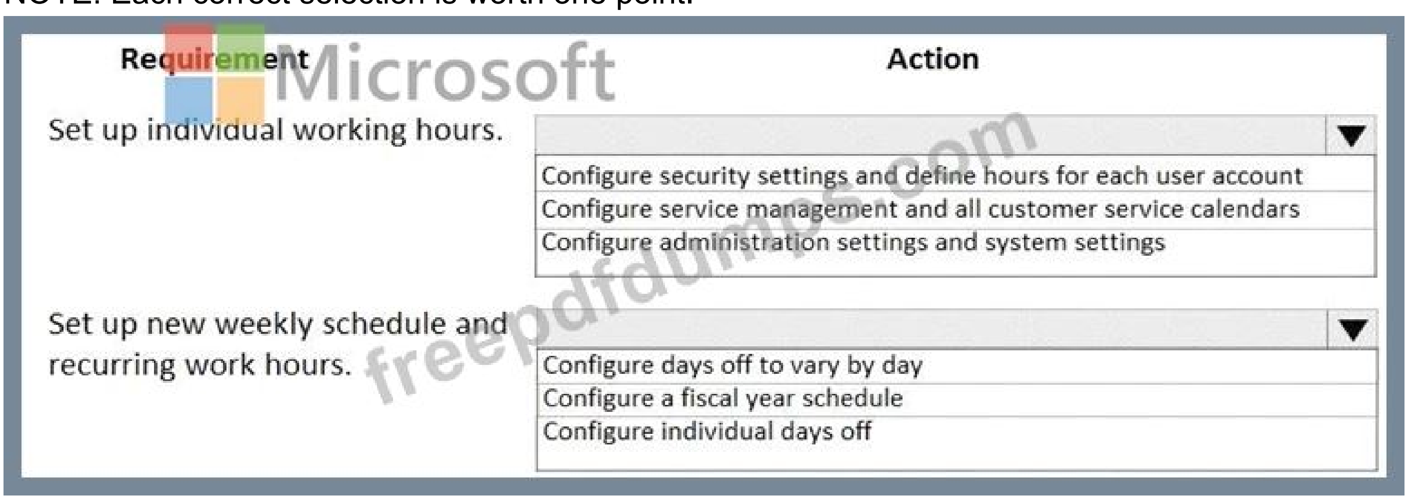
A. Create Quick View Form in SLA KPI Instance entity.
B. Create SLA KPI Instance entity.
C. Create field in case entity with lookup to SLA KPI Instance.
D. Create Quick View Form in Case entity with reference to the SLA KPI Instance entity.
E. Insert subgrid from the SLA KPI Instance entity into the Case Main form.

Answer: A,E (LEAVE A REPLY)

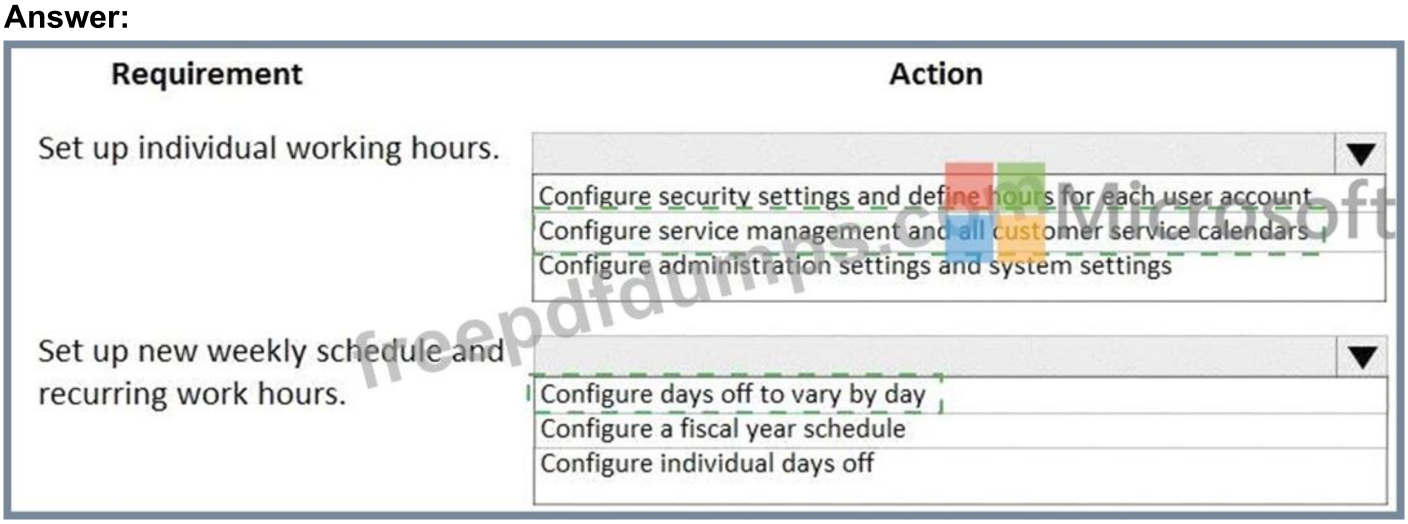
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/add-timer-control-case-form-track-time-against

NEW QUESTION: 14

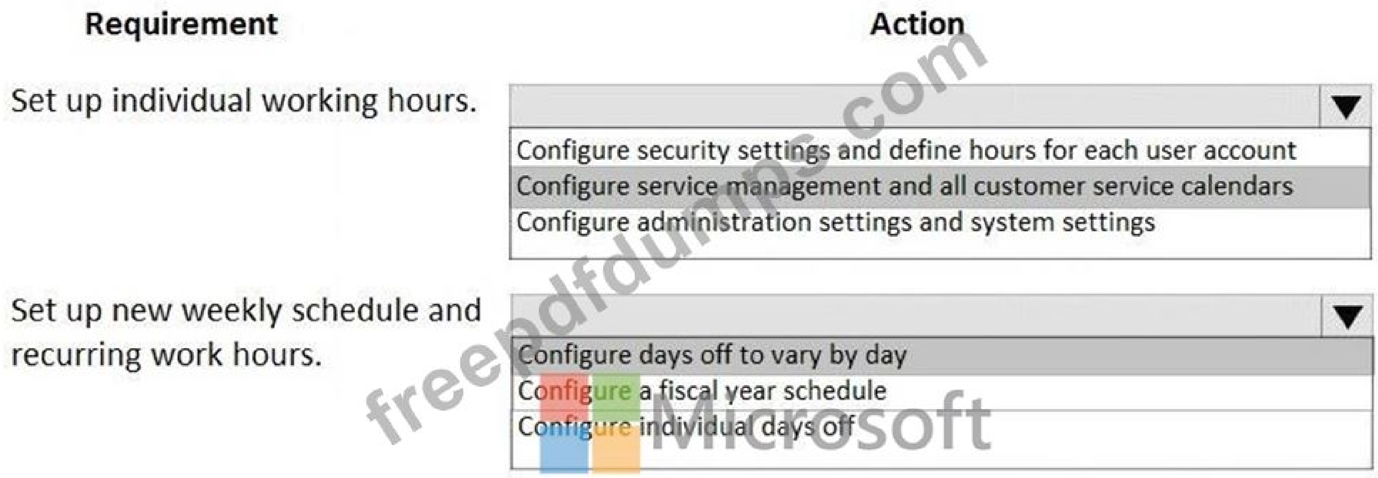
You are implementing Dynamics 365 for Customer Service.
You need to set up available working hours to help desk representatives who have varying schedules.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



Explanation



NEW 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: Configure Dynamics 365 to automatically send responses to customers when the record is created.

Does the solution meet the goal?

A. Yes

B. No

Answer: B (LEAVE A REPLY)

NEW QUESTION: 16

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://disco.crm.dynamics.com/api/discovery/v9.1

B. https://disco.crm.dynamics.com/xrmservices/2011/discovery.svc

C. https://contoso.api.crm.dynamics.com/xrmservices/2011/organization.svc

D. https://contoso.crm.dynamics.com

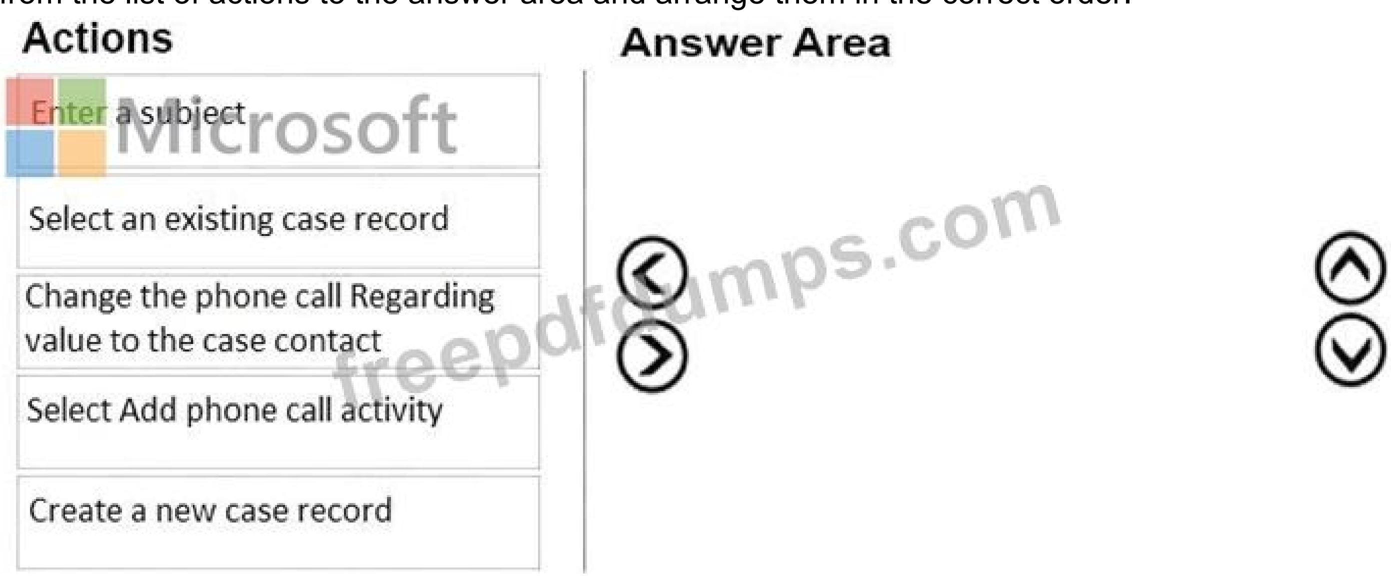
Answer: D (LEAVE A REPLY)

NEW QUESTION: 17

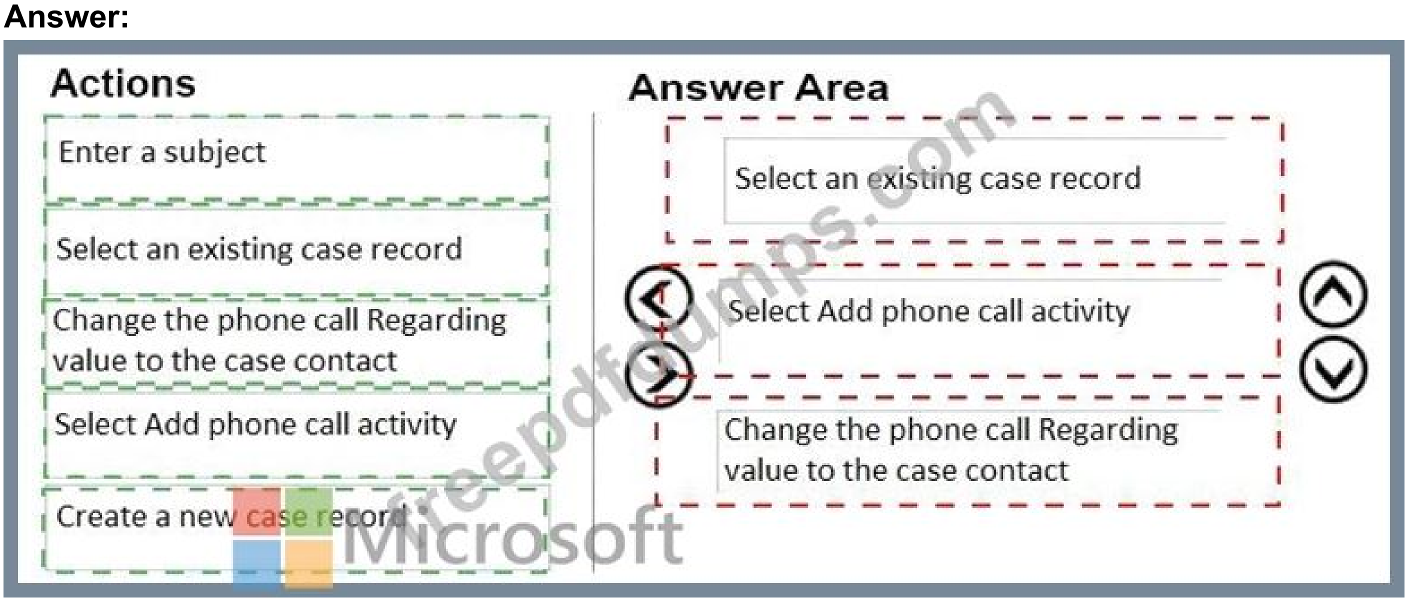
You make a phone call regarding an existing case record.

You need to create a phone call activity that appears on the case record timeline.

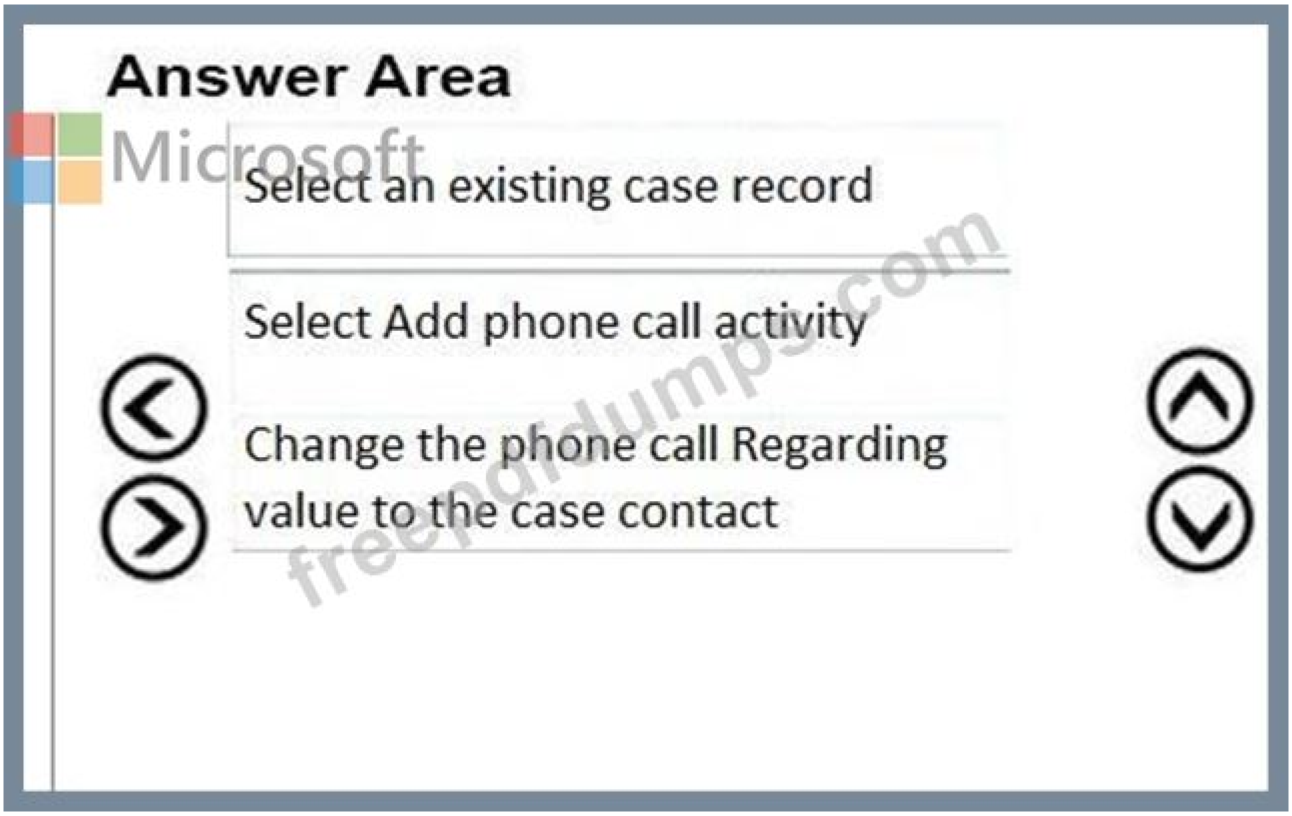
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



Explanation

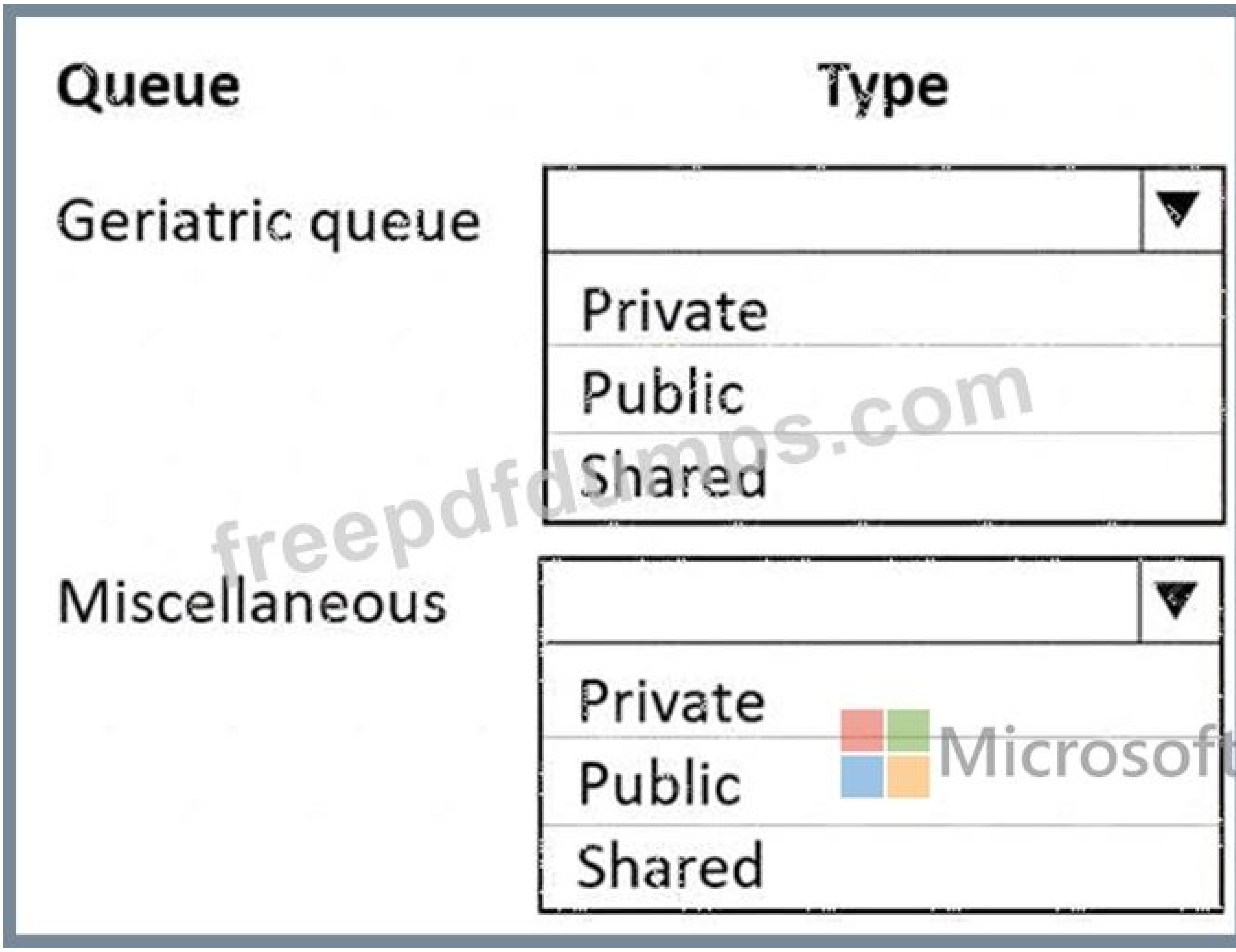


NEW QUESTION: 18
A company is implementing Omnichannel for Dynamics 365 Customer Service. The company's requirements are:
* Live chat must be available through Omnichannel for cases only.
* High-priority cases must automatically be sent to the next available agent.
* Lower-priority cases must wait to be picked up by an agent
* All work must be distributed evenly with no other conditions.
You need to select the setup that meets the requirements. Which setup should you select?
A. two workstreams and two routing rules per workstream
B. two workstreams and one routing rule per workstream
C. one workstream and one routing rule
D. one workstream and two routing rules
Answer: (SHOW ANSWER)

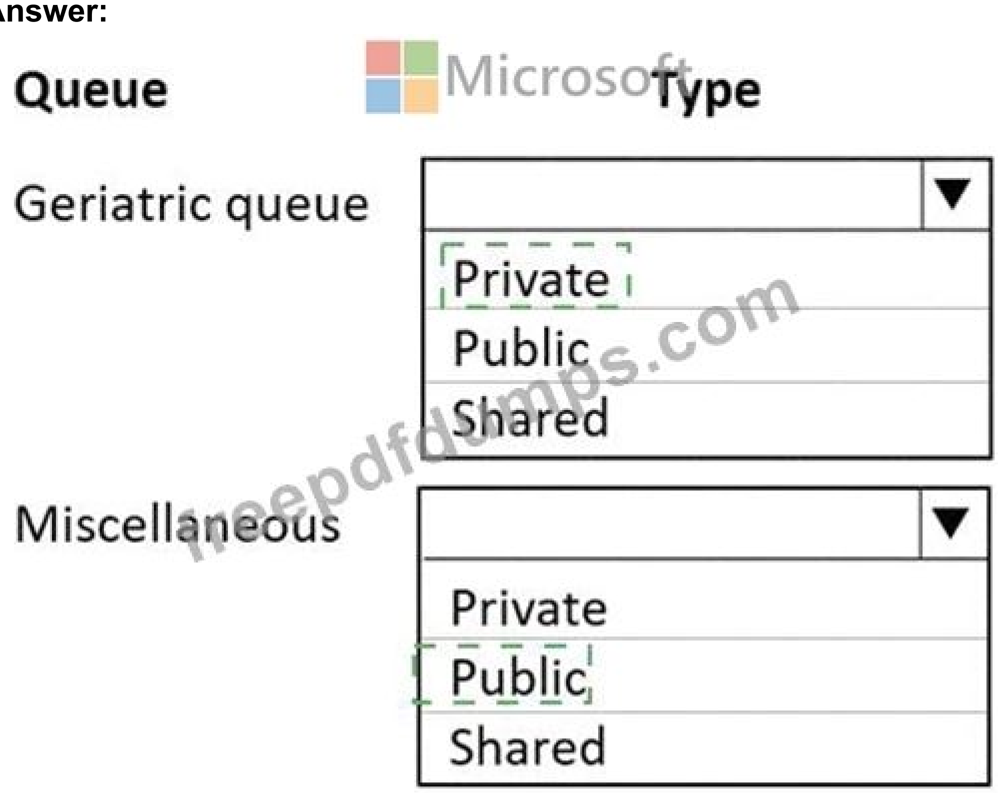
NEW QUESTION: 19
You sign in to Dynamics 365 Customer Service as a system administrator. You attempt to configure unified record routing across digital messaging channels.
You receive the following error message:
Some required services need to be installed before unified routing can be turned on. Please 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.
Answer: B,E,F (LEAVE A REPLY)
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

NEW QUESTION: 20
You need to determine the type of queues to create.
How should access to the queues be configured? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



Explanation

Box 1: Private

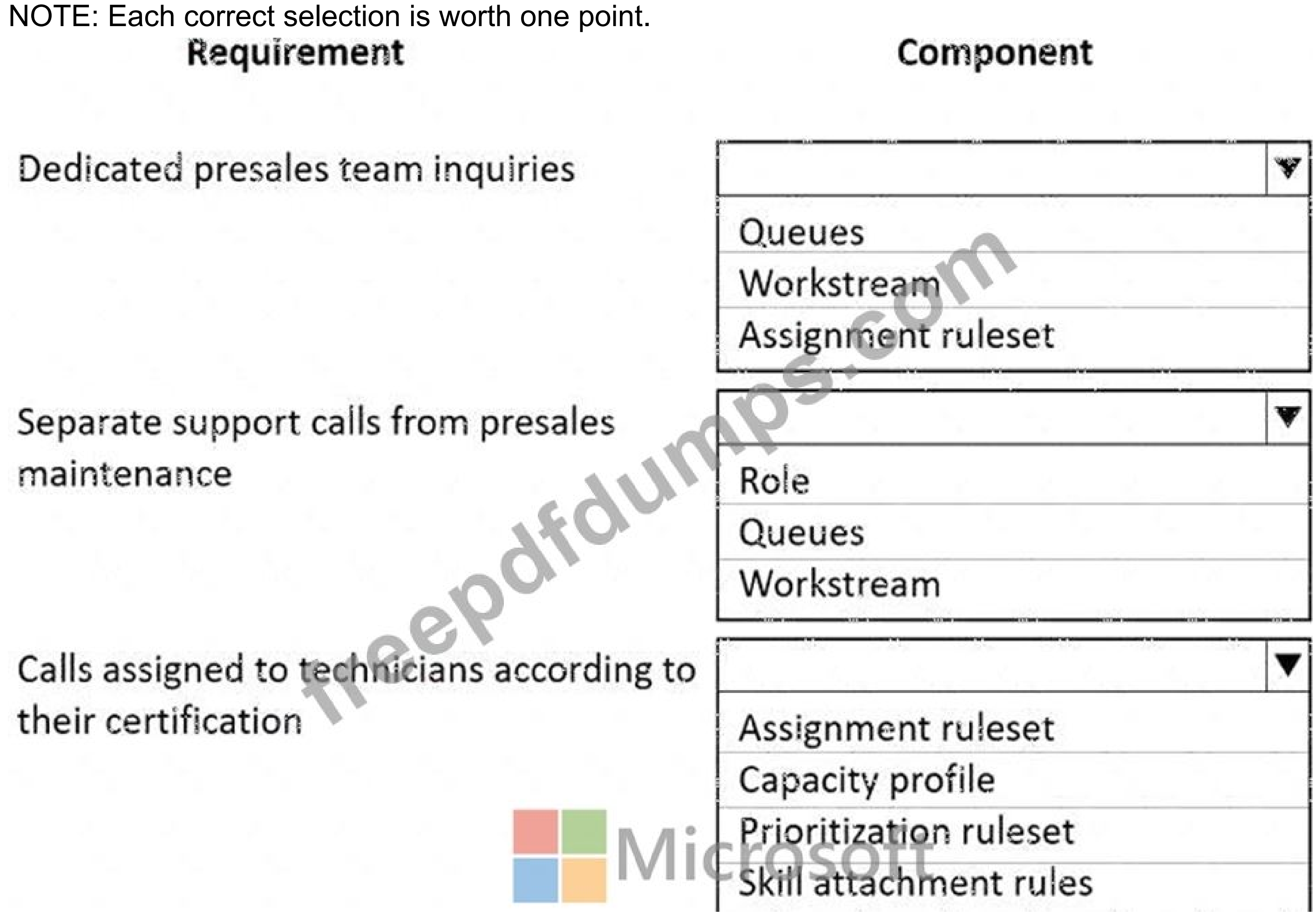
Miscellaneous queues must be visible to everyone
The other queues must be visible only to the appropriate department.
In Customer Service, you can create two types of queues:
Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues 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.
Box 2: Public
Miscellaneous queues must be visible to everyone.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

NEW QUESTION: 21
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 configuring a business process flow for a case entity.
All cases must be flagged for review.
You need to complete configuration of the business process flow.
Solution: Create an action that generates a task record that is assigned to the case reviewer and appends the text Ready for review to the case topic.
Does the solution meet the goal?
A. Yes
B. No
Answer: A (LEAVE A REPLY)
Explanation
References:
https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-actionbusiness- process-flow

NEW QUESTION: 22
A company has used Dynamics 365 Customer Service with Omnichannel for more than a year. The company has experienced several product recalls over the last three months. Customer agents must follow standardized answers, approved by the legal department to respond to customer questions that are sent in from chats, texts, and phone conversations.
You need to configure the system.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Install the Productivity Tools app from AppSource.
B. Enable the productivity pane.
C. Create an agent script.
D. Create a macro.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 23
A company that manufactures industrial heating, ventilation, and air conditioning units (HVAC) is implementing Dynamics 365 Customer Service.
The company requires a presales solution that handles presales inquiries and existing customer support calls.
The solution must meet the following requirements:
Presales inquiry handling must be maintained separately from support call handling.
Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, first-served basis.
Support calls for specific HVAC systems must be directed only to their respective certified technicians.
You need to configure the solution.
Which components should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



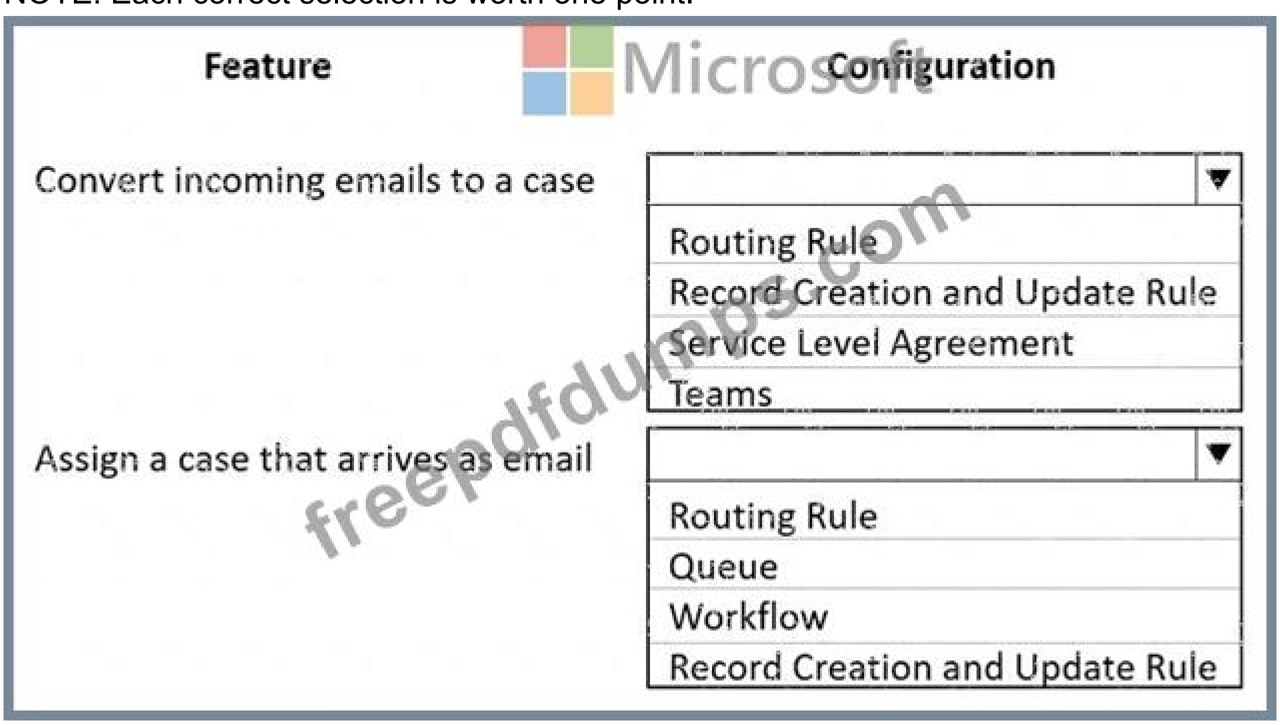
Answer:

Requirement	Component
Dedicated presales team inquiries	Queues Workstream Assignment ruleset
Separate support calls from presales maintenance	Role Queues Workstream
Calls assigned to technicians according to their certification	Assignment ruleset Capacity profile Prioritization ruleset Skill attachment rules

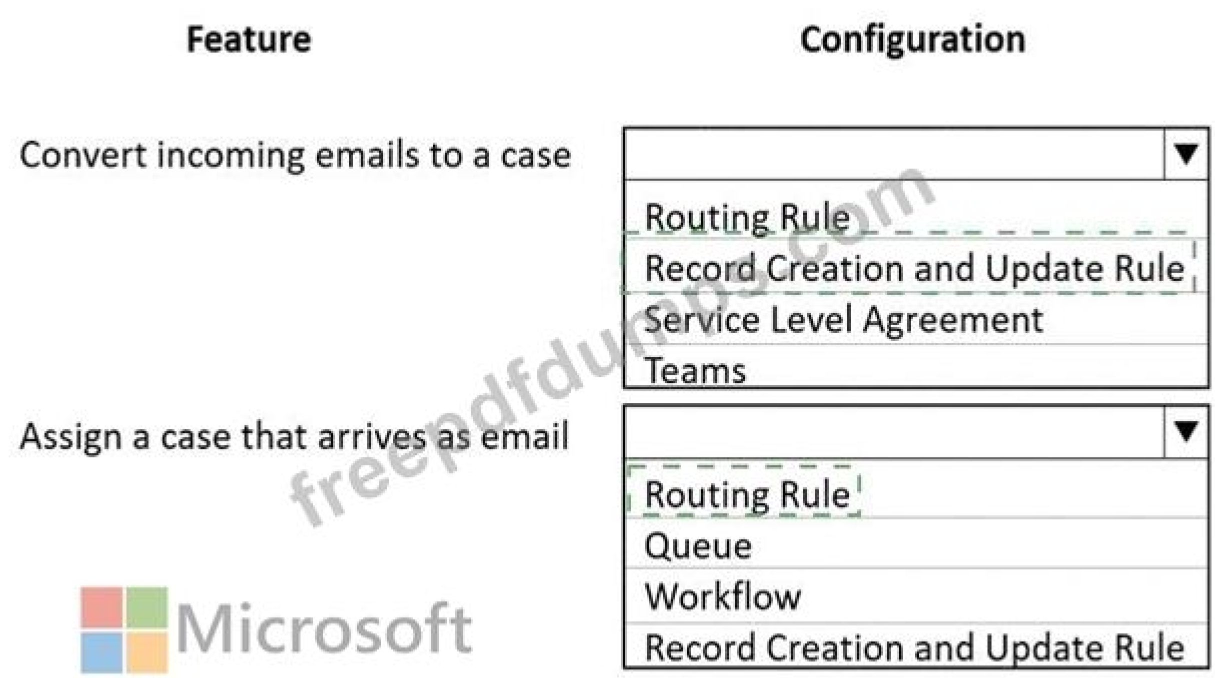
Explanation
Box 1: Queue
Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, first-served basis.
The idea of FIFO queuing, also called first-come, first-served (FCFS) queuing, is simple: The first item that arrives at a router is the first item to be handled.
Box 2: Workstream
Presales inquiry handling must be maintained separately from support call handling.
A workstream is a container to enrich, route, and assign work items. The workstream is associated with a channel, such as live chat, voice, or case.
The workstream can belong to multiple channels of the same type, like multiple chat channels. In this case, all the conversations from these channels inherit the routing and work assignment settings of the workstream they belong to.
Box 3: Assignment ruleset
Support calls for specific HVAC systems must be directed only to their respective certified technicians.
Assignment methods determine how a work item is assigned. You can use the out-of-the-box assignment methods or build custom assignment rules by configuring the prioritization rules and assignment rulesets The following assignment methods are available out of the box:

* Highest capacity: Assigns work item to the agent with the highest capacity, among those who have the skills identified during the classification stage, and who have the presence as specified in the allowed presence option of the workstream. In this assignment method, the work items are prioritized in the first in first out manner, that is, the work item that was created first is assigned first. If more than one agent is available with the same capacity, the work item is assigned randomly.
* Round robin
Reference:
https://www.sciencedirect.com/topics/computer-science/first-come-first-served
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams
https://docs.microsoft.com/en-us/dynamics365/customer-service/assignment-methods

NEW QUESTION: 24
You need to configure the queues.
Which configurations should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

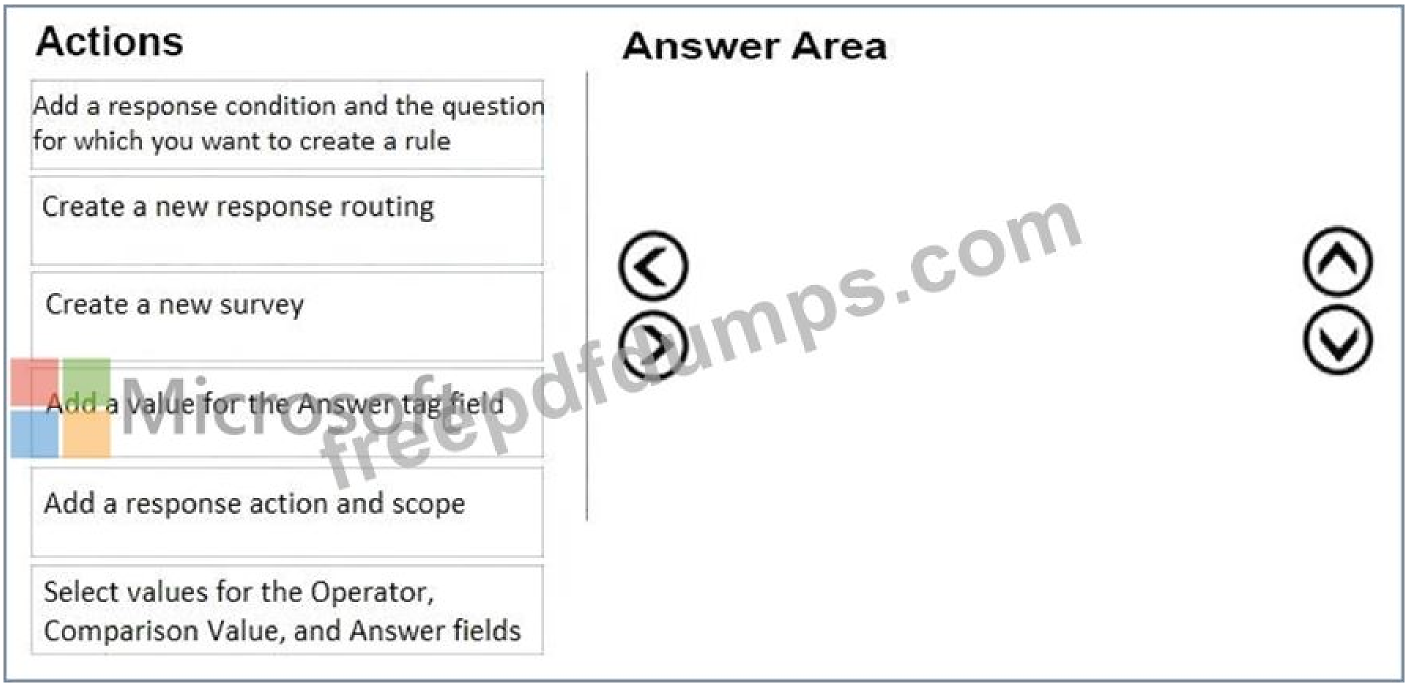


Answer:

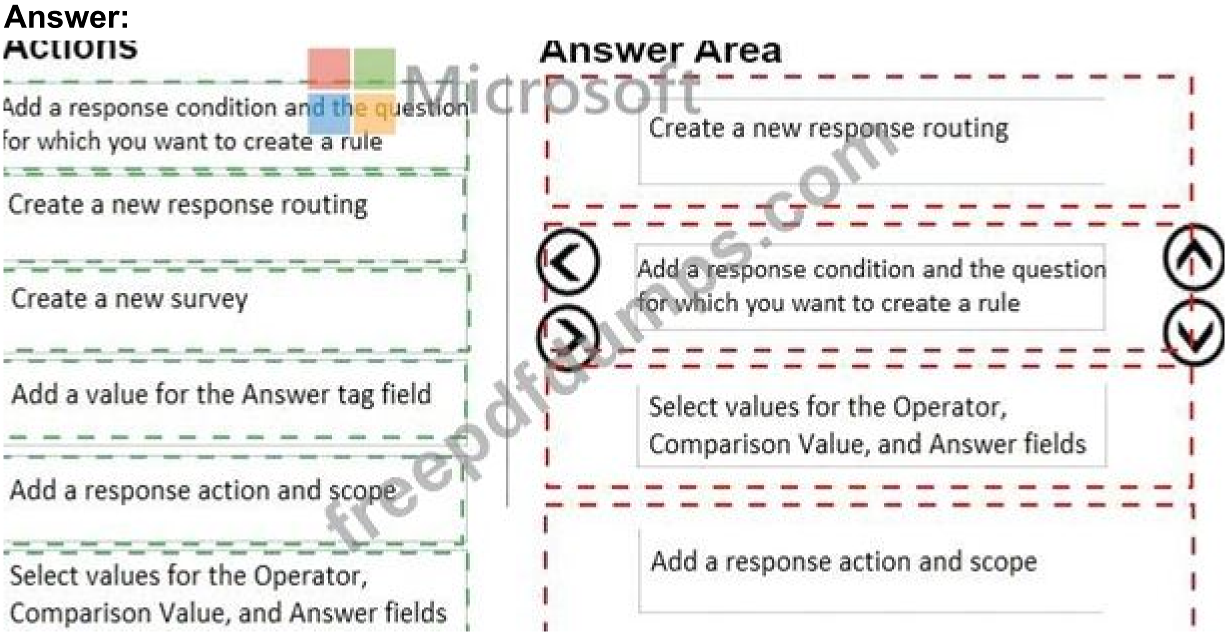


Explanation
Box 1: Record Creation and Update rule
Reduce the need for manually creating cases from incoming emails and increase the efficiency of customer service agents by creating automatic case creation rules in Dynamics 365 Customer Service.
Box 2: Routing Rule
Unified routing is an intelligent, scalable, and enterprise-grade routing and assignment capability that can direct the incoming work item to the best-suited queue and agent by adhering to work item requirements and matching them with the agent's capabilities.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-case-from-email
https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing

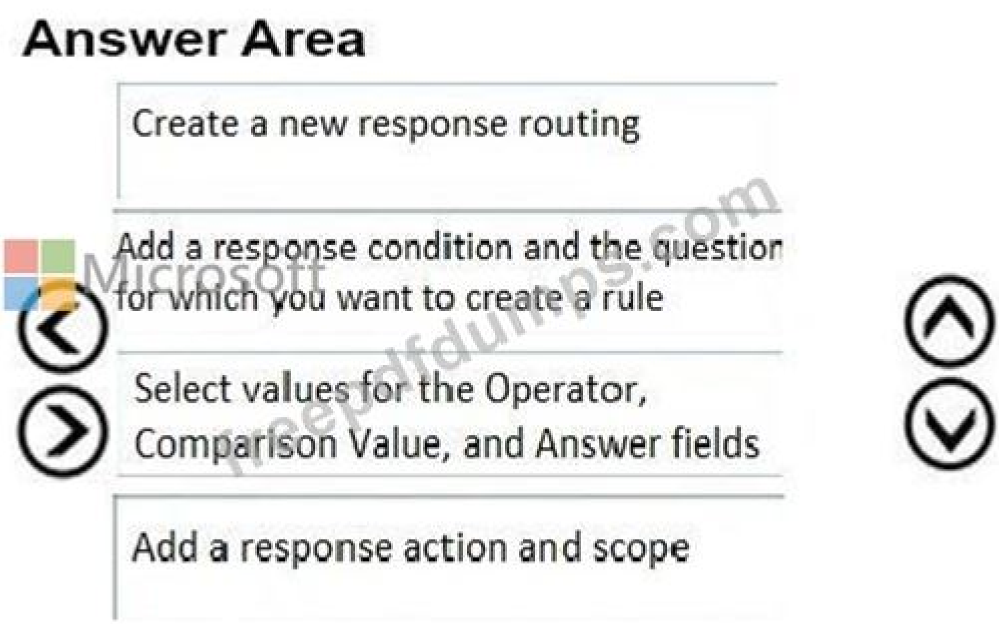
NEW QUESTION: 25
You are a Dynamics 365 for Customer Service administrator. You are using Voice of the Customer and are reviewing survey A survey responder marked 10 percent for overall satisfaction.
You need to ask additional questions based on the response.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



Explanation



References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey

NEW QUESTION: 26
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
Answer: C (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-termscustome

NEW QUESTION: 27
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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 28

A company is evaluating Dynamics 365 Customer Service Insights.

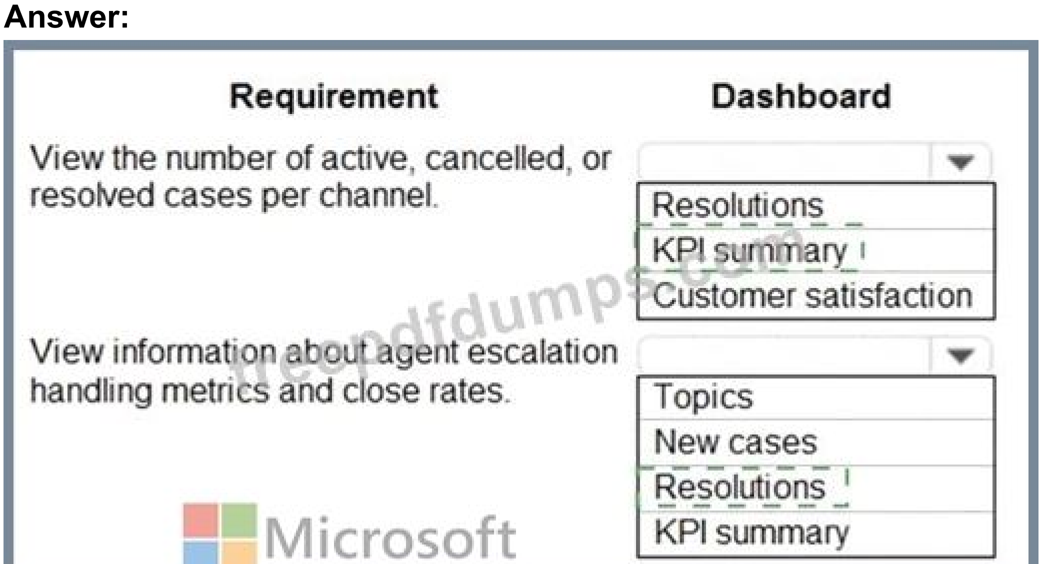
The company decides to use the sample data environment to expedite the evaluation process.

You need to recommend a dashboard.

Which dashboard should you recommend? To answer, select the appropriate options in the answer area.

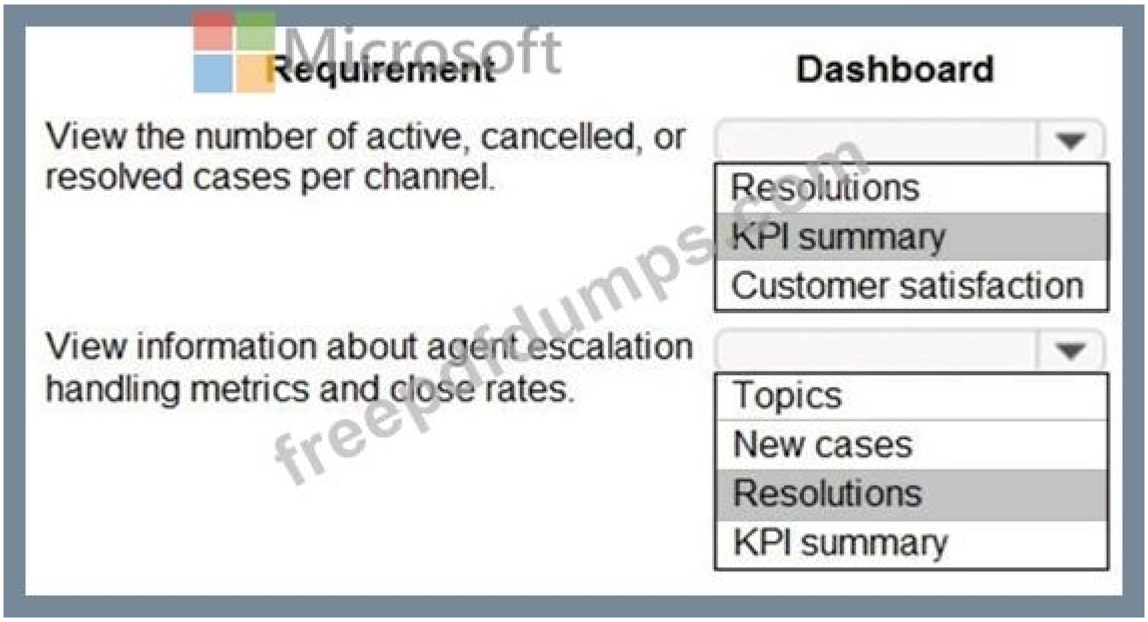
NOTE: Each correct selection is worth one point.

Answer:



Explanation

Graphical user interface, text, application Description automatically generated



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

NEW QUESTION: 29

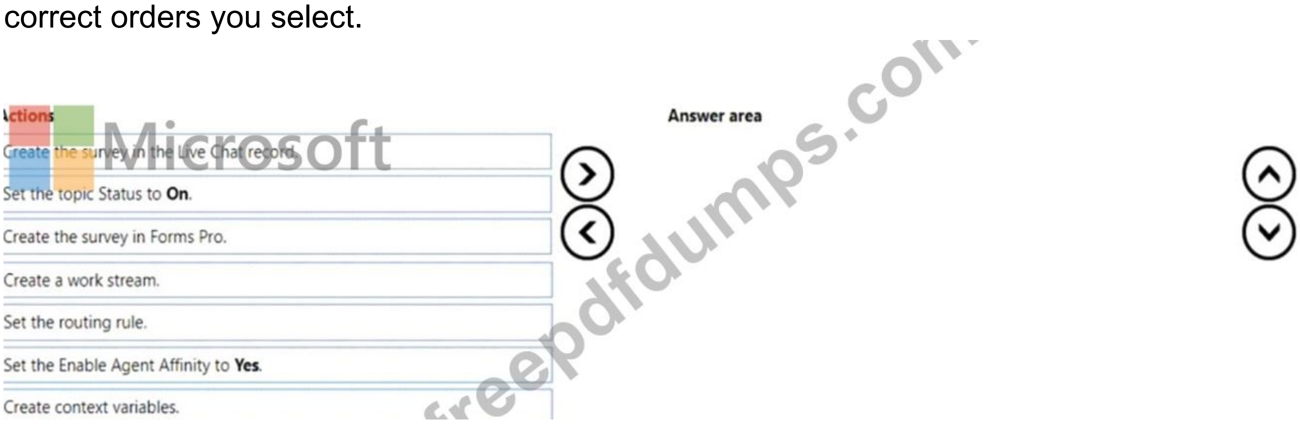
A company is using Omnichannel for Customer Service.

You add a live chat button to your company's website for existing customers. Requests for chats are handled by the next available representative. The chat must route the customer to the same representative if the customer is inadvertently disconnected.

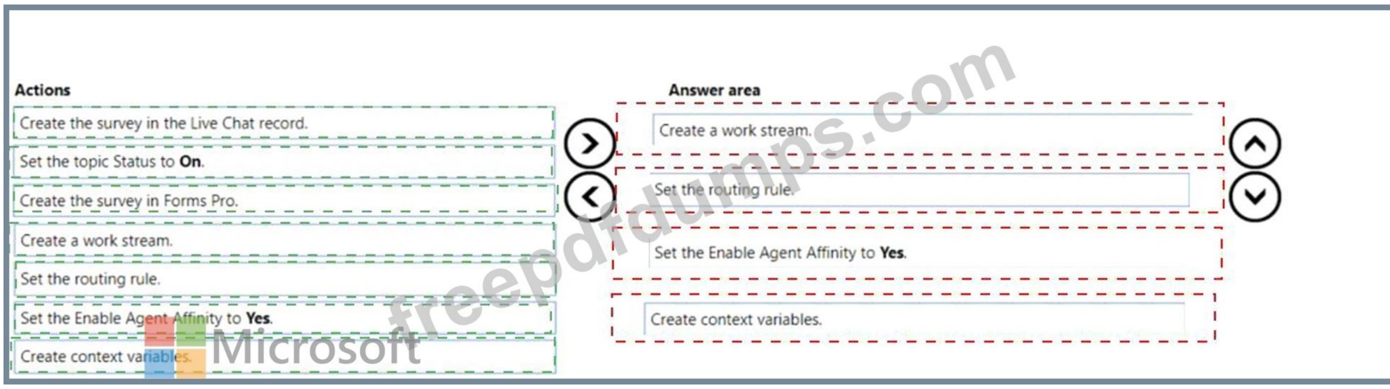
You need to configure the chat.

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.

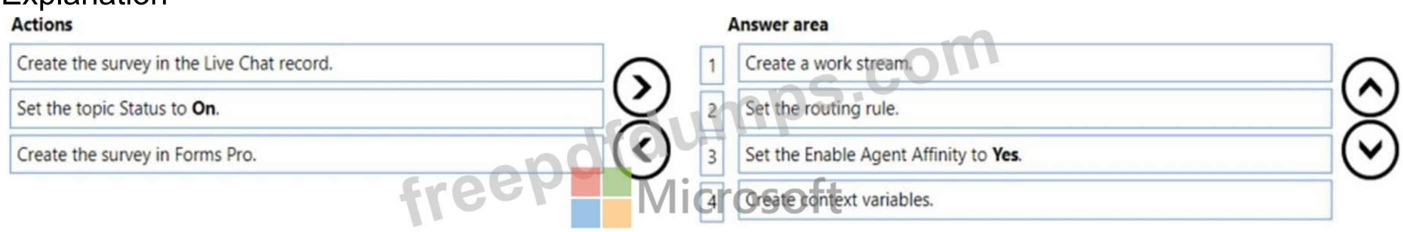
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.



Answer:



Explanation



NEW QUESTION: 30

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

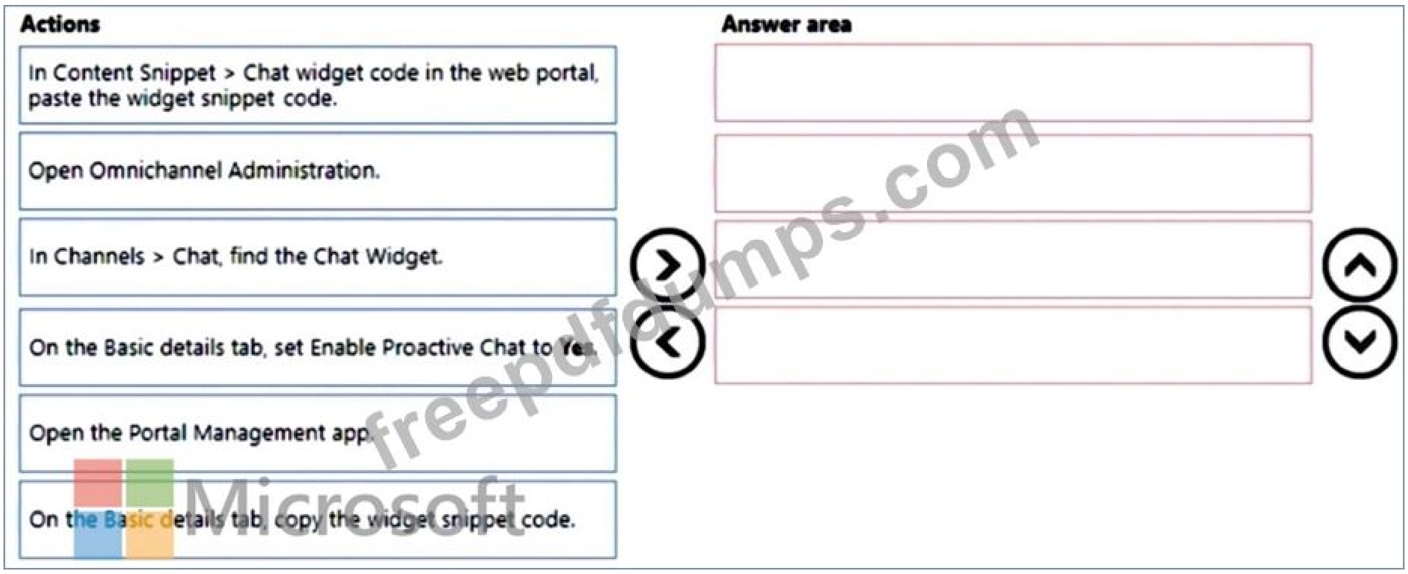
B. No

Answer: B (LEAVE A REPLY)

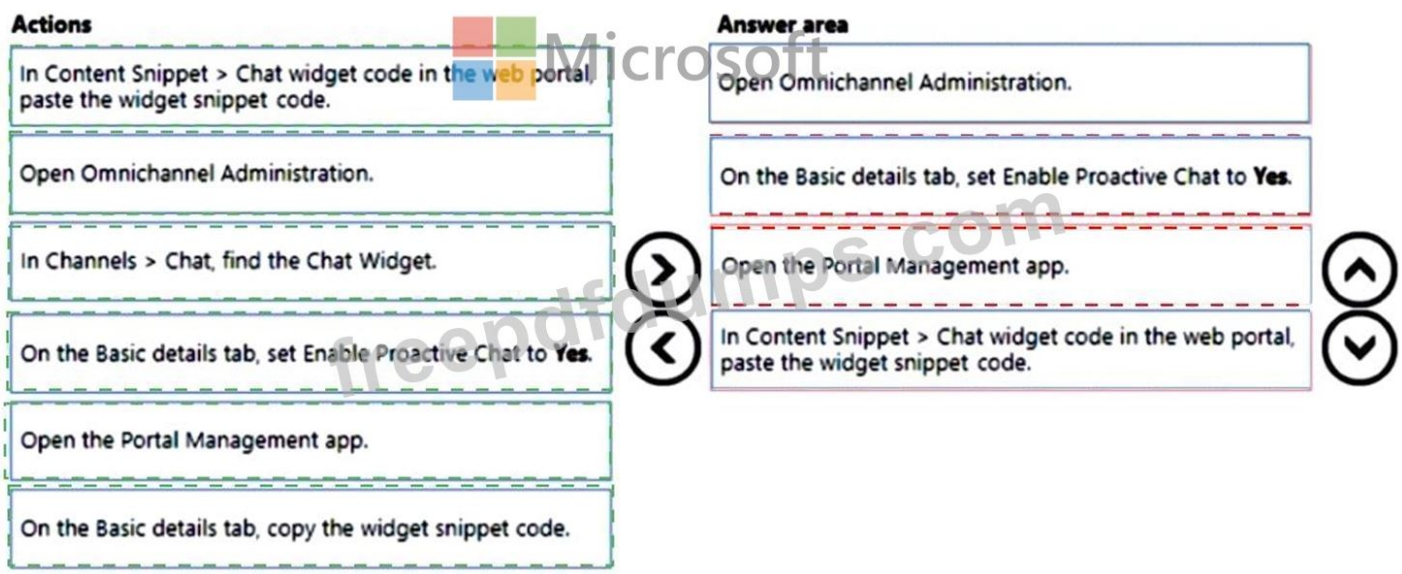
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

NEW QUESTION: 31

You must create a custom web portal to support customer service processes. The portal must allow customers to chat with customer service if the customer initiates a chat conversation.
You need to embed the chat widget into the web portal.
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.



Answer:



Explanation
Step 1: Open Omnichannel Administration.
Embed chat widget in your Power Apps portal
To embed a chat widget in Power Apps portals:
1. In one of the administrator apps, open the chat widget you want to embed in Power Apps portals.
Step 2: One the Basic details tab, copy the widget snippet code.
2. On the Basic details tab, copy the widget snippet code from the Code snippet section.
Step 3: Open the Portal Management app.
3. Open the Portal Management app.
Step 4: In Content Snippet > Chat widge code in the web portal, paste the widget snippet code.

4. Go to Portal > Content Snippets.
5. Find the Chat Widget Code content snippet and open it.
6. On the General tab, scroll down to the Value (HTML) section.
7. Paste the chat widget snippet code in the HTML tab.
8. Save the changes. The chat widget is now embedded into the portal.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal

NEW QUESTION: 32

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

Answer: (SHOW ANSWER)

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

NEW 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. Configure entitlement channels.

C. Configure routing rules.

D. Create an entity for each channel and configure the relationship with the entitlement.

Answer: (SHOW ANSWER)

NEW QUESTION: 34

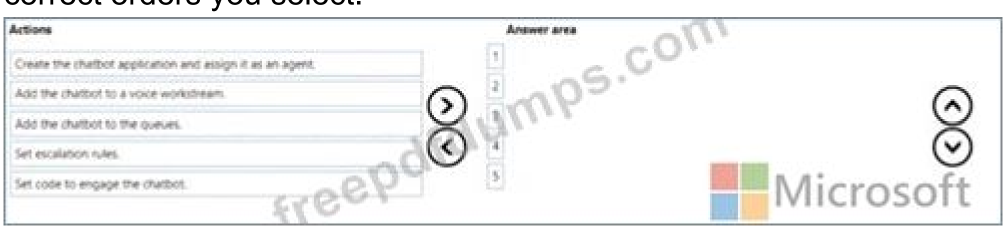
A company uses Dynamics 365 Customer Service. The company connects chatbots to its Omnichannel configuration.

The chatbot does not escalate calls to agents.

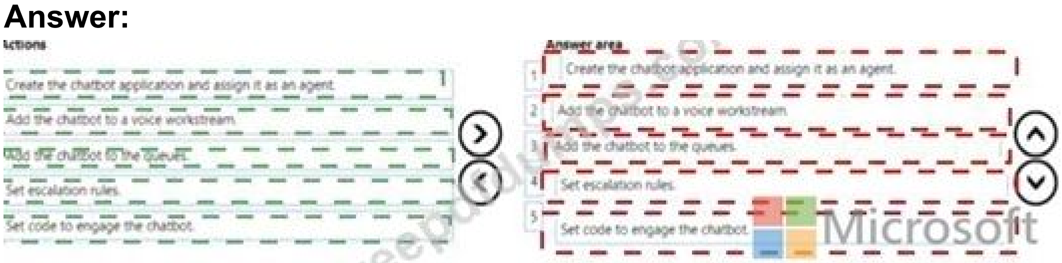
You need to troubleshoot the chatbot issue.

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.

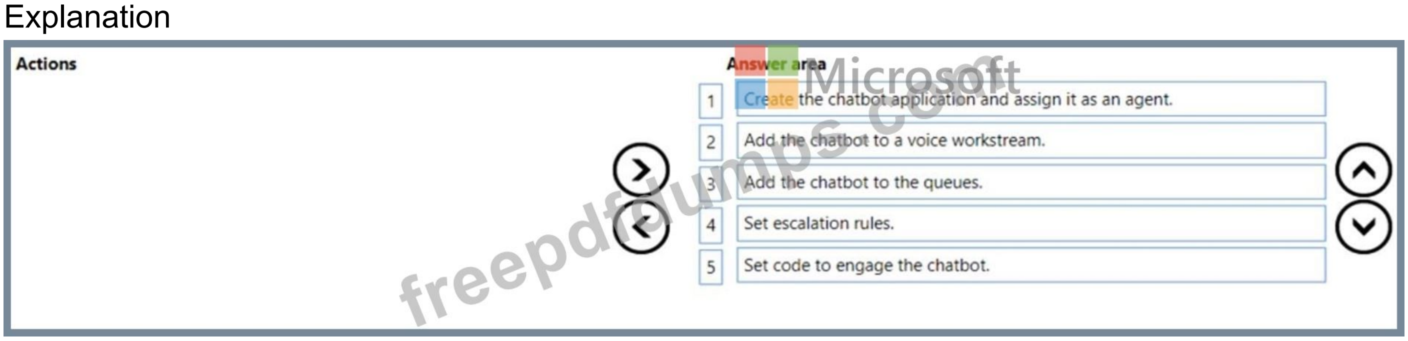
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.



Answer:



Explanation



NEW QUESTION: 35

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 IoT Alert table.
C. Call the IoT - Register Custom Entity action to associate a Leased Truck record with an existing IoT device.
D. Enable connections to the Leased Truck table.
Answer: (SHOW ANSWER)
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-connected-customer-service-solut

NEW QUESTION: 36
A 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. initializeNewConversation
B. setContextProvider
C. startProactiveChat
D. startChat
E. getContextProvider
Answer: (SHOW ANSWER)

NEW QUESTION: 37
You need to configure the system to meet the three-day and seven-day timeframes.
What should you configure?
A. Entitlement conditions
B. Workflows

C. Power Automate
D. Service Level Agreement conditions
Answer: (SHOW ANSWER)
Explanation
Cases that come in as phone calls must be resolved with seven business days.
Cases that come in as emails must be resolved within three business days.
Note: Service-level agreements (SLAs) enable businesses to track support policies and ensure customers are being supported per the support policy to which they are entitled. Businesses use SLAs to govern support products that customers either receive as part of their purchase or add on to their purchase. SLAs include policy details such as how quickly a customer is entitled to receive support, how many support requests a customer can make, and how long after purchases a customer can be supported as part of the agreement.
Note 2: Create SLAs to define conditions and actions that are applicable when an SLA is applied to an entity.
The following steps are involved in creating the SLA:
Create an SLA.
Create an SLA item.
Configure actions for the SLA item.
Activate the SLA.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

NEW QUESTION: 38
A computer repair company employs technicians. Some technicians fix hardware issues and some fix software issues.
A case is opened for each customer call. Technicians are sent to customers' homes when issues cannot be fixed over the phone. The company implements Dynamics 365 Customer Service and wants to start scheduling the technicians' in-person appointments.
The requirements for scheduling appointments are as follows:
Schedule an appointment with the technician who is located closest to a customer.
Schedule an appointment based on whether the issue is hardware or software.
The dispatcher who schedules appointments must not be able to configure the system.
You need to configure the system to meet the requirements.
Which options should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Option
Configure the dispatcher security role.	Schedule Manager and Customer Service Schedule Administrator Customer Service Scheduler and Scheduler Customer Service Schedule Administrator only Scheduler only
Schedule the software and hardware technicians.	Services Queues Facilities Routing rules

Answer:

Requirement	Option
Configure the dispatcher security role.	Schedule Manager and Customer Service Schedule Administrator Customer Service Scheduler and Scheduler Customer Service Schedule Administrator only Scheduler only
Schedule the software and hardware technicians.	Services Queues Facilities Routing rules

Explanation

Graphical user interface, text, application, email Description automatically generated

Requirement	Option
Configure the dispatcher security role.	Schedule Manager and Customer Service Schedule Administrator Customer Service Scheduler and Scheduler Customer Service Schedule Administrator only Scheduler only
Schedule the software and hardware technicians.	Services Queues Facilities Routing rules

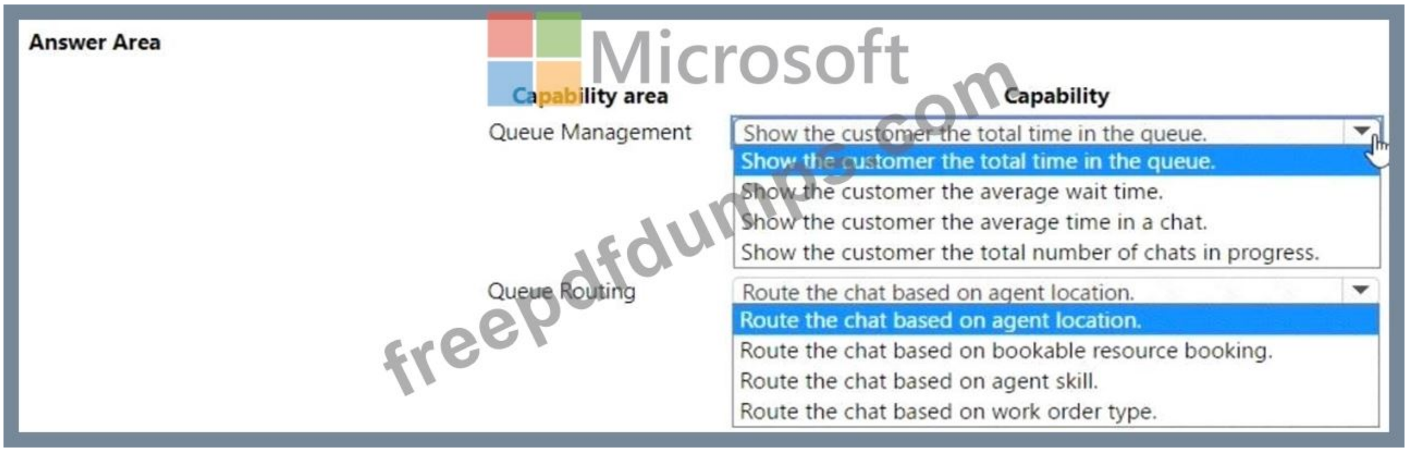
Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/manage-security-roles

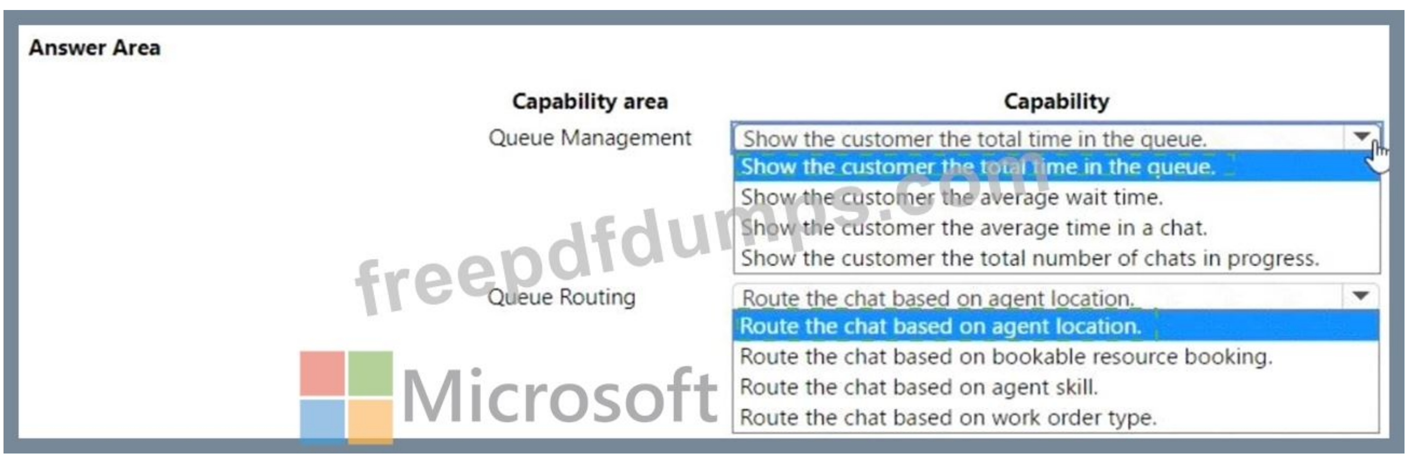
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-edit-service-csh

NEW QUESTION: 39

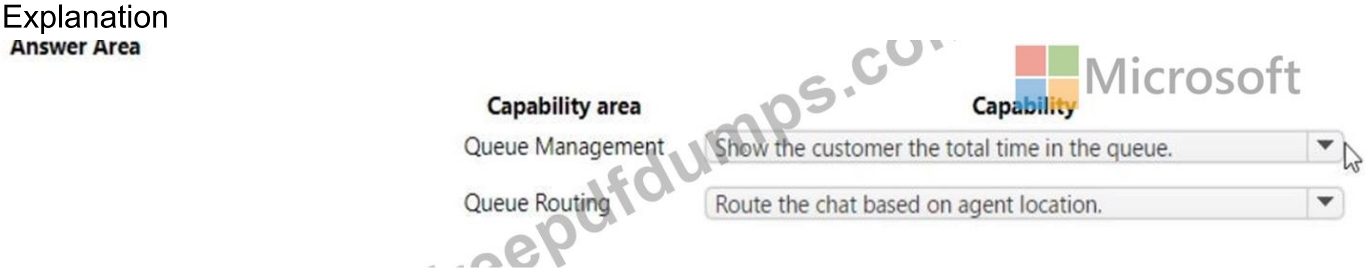
You are an Omnichannel supervisor for a company.
The manager wants to improve response times and customer satisfaction.
You need to configure Omnichannel queues using standard functionality.
Which capabilities should you enable? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



Explanation

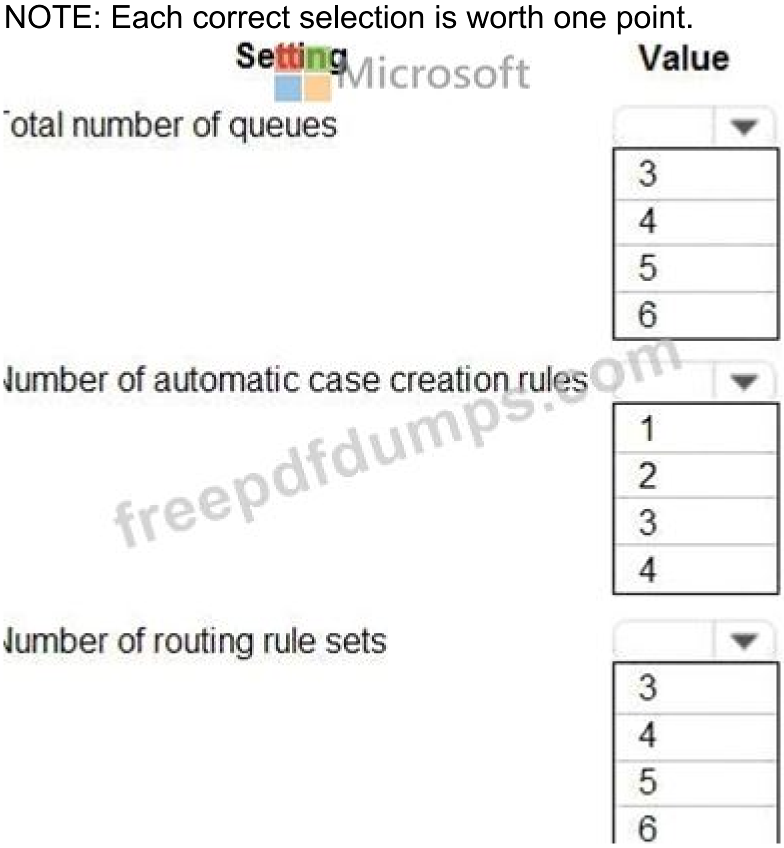


NEW QUESTION: 40

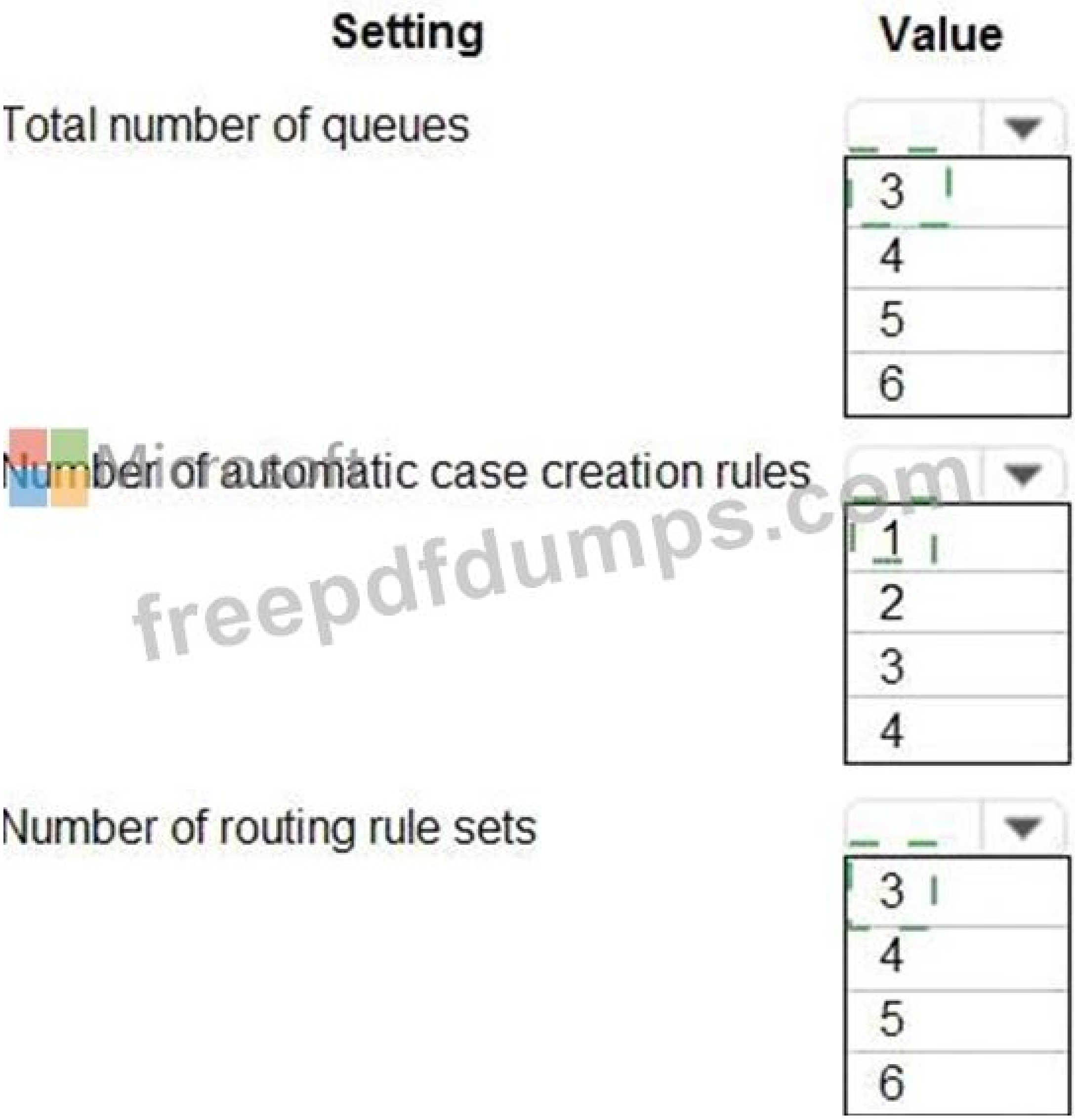
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer 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 providesclients 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
Answer: (SHOW ANSWER)
Explanation
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basicsurvey#clo

NEW QUESTION: 41
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.

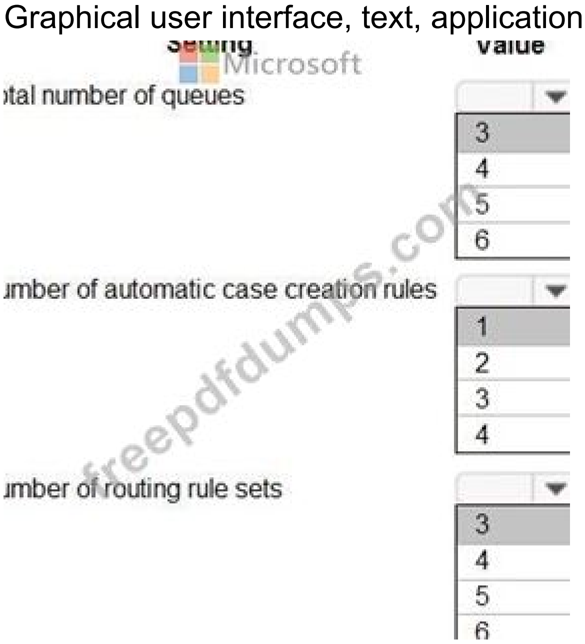


Answer:



Explanation

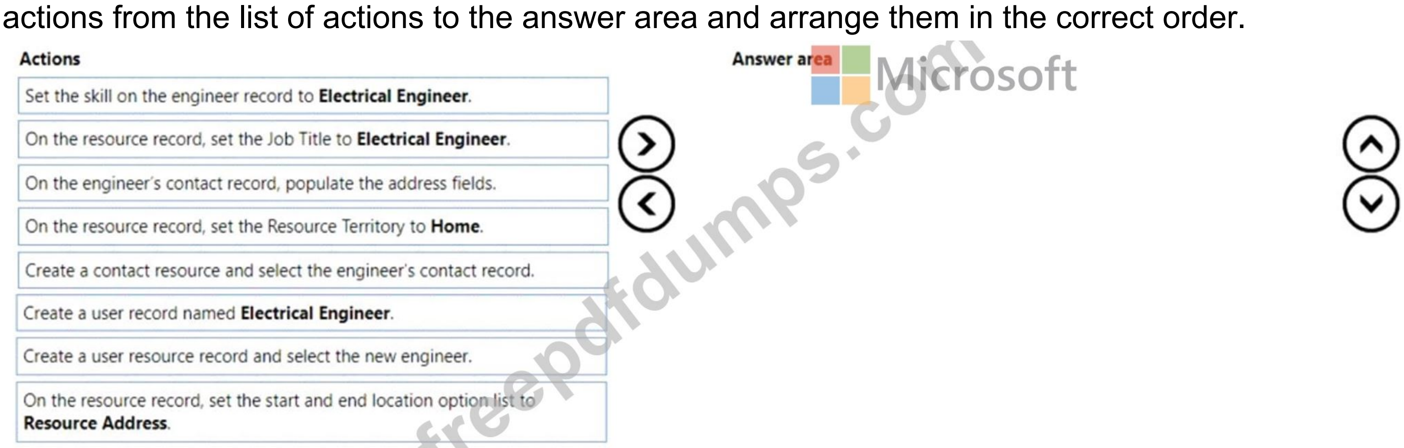
Graphical user interface, text, application Description automatically generated



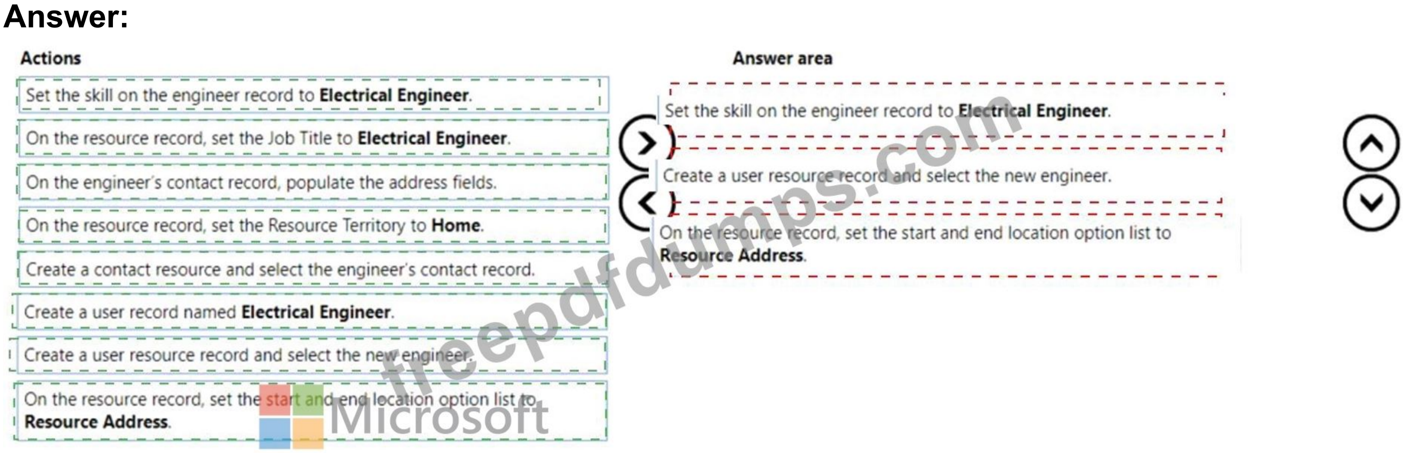
NEW QUESTION: 42

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
Answer: D (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/use-external-data-sources

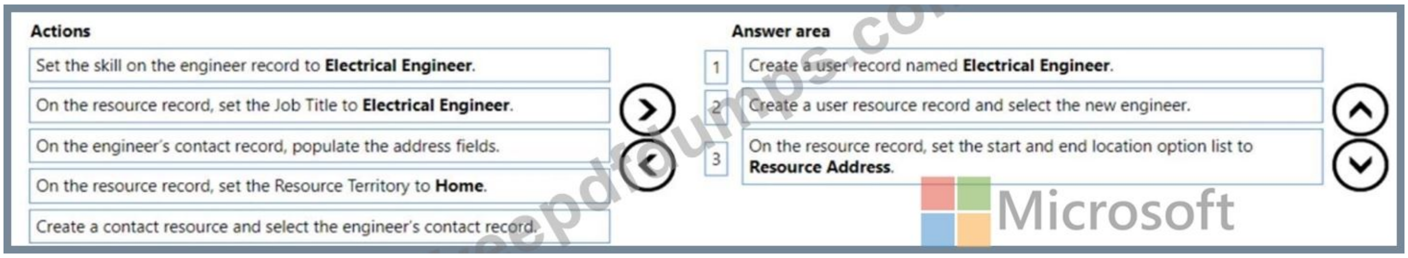
NEW QUESTION: 43
You are a customer service schedule administrator for a company. The company hires an electrical engineer who will work remotely.
You need to set the resource to enable the engineer to work remotely.
Which three actions should you perform next in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



Explanation



NEW QUESTION: 44
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 configuring a business process flow for a case entity.
All cases must be flagged for review.
You need to complete configuration of the business process flow.
Solution: Set the input parameter type as Option set for the action.
Does the solution meet the goal?
A. No
B. Yes
Answer: A (LEAVE A REPLY)

NEW QUESTION: 45
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.

Answer:

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-customer-service/omnicha
https://docs.microsoft.com/en-us/dynamics365-release-plan/2021wave1/service/dynamics365-customer-service/a

NEW QUESTION: 46
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
Answer: B (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/intraday-agents-insights

NEW QUESTION: 47
A 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. Only administrators can configure the intraday insight reports.
B. The intraday insight reports must be configured from Dynamics 365 Customer Service settings.
C. The intraday insight reports need to be created in FetchXML first.
D. Users can configure only their own intraday insight reports.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 48

You need to create the queue for cases.

What type of queue should you create?

A. Teams

B. Public

C. Product

D. Private

E. Service

Answer: (SHOW ANSWER)

Reference:

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

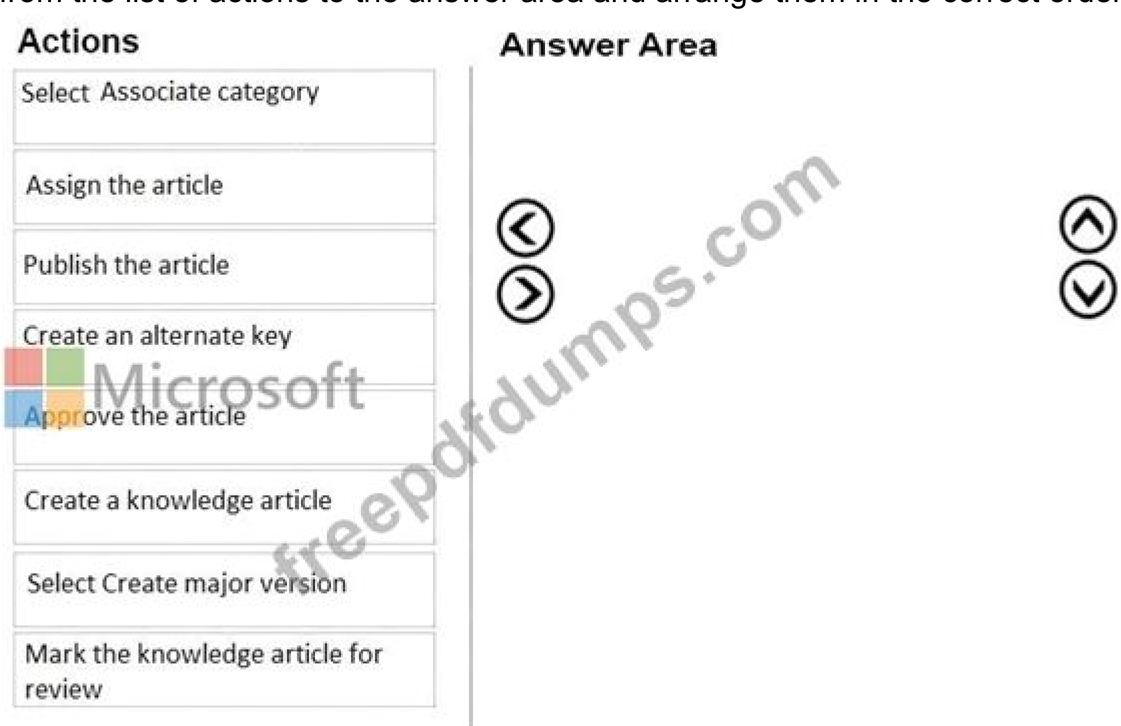
NEW QUESTION: 49

A customer uses Dynamics 365 for Customer Service.

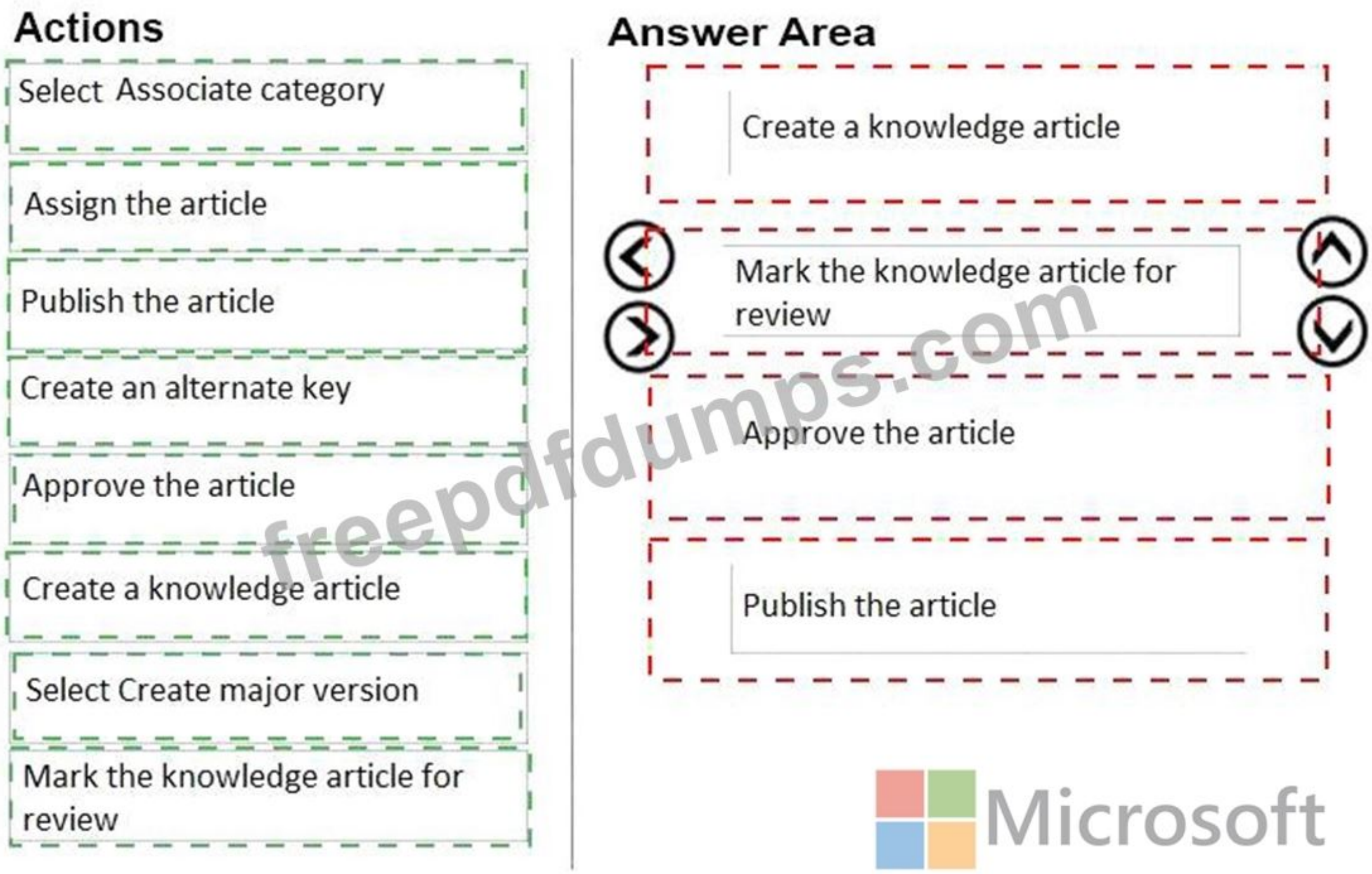
Customer service representatives must be able to create knowledge base articles.

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 answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



Explanation

References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuse

NEW QUESTION: 50

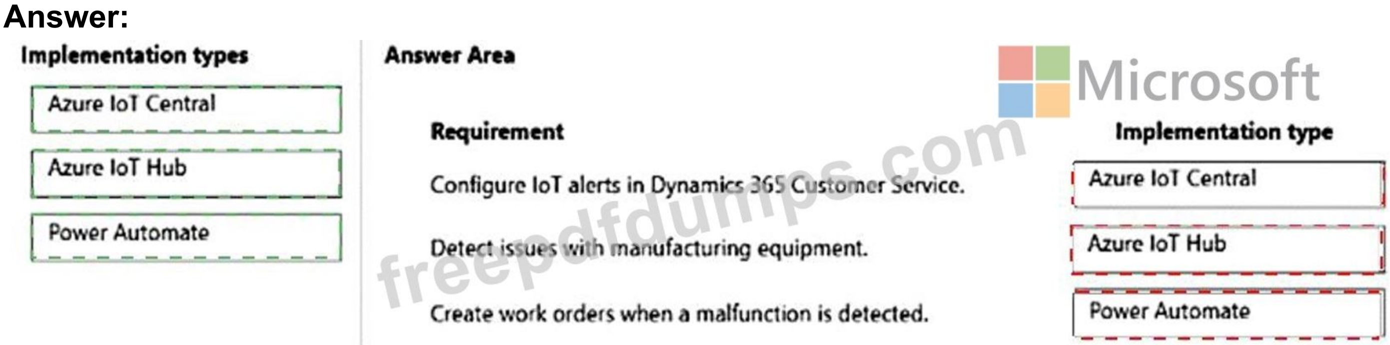
A company deploys Dynamics 365 Customer Service. The company plans to use IoT to collect information about manufacturing equipment.

Work orders must be automatically generated when malfunctions are detected to ensure that malfunctions are corrected quickly.

You need to design a Connected Customer Service solution.

What should you use? To answer, drag the appropriate implementation types to the correct requirements. Each implementation 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.

Answer:



Explanation
Box 1: Azure IoT Central
Microsoft Azure IoT Central enables builders to configure rules and actions. Based on those actions, IoT alerts will be created in Connected Customer Service. Also, based on service activities in Connected Customer Service, information can be sent back to IoT Central. This is accomplished by using Power Automate, a SaaS offering for automating workflows across applications and services.
Box 2: Azure IoT Hub
Connected Customer Services uses the IoT Hub to manage the state of registered devices. In addition, the IoT Hub sends commands and notifications to connected devices-and tracks message delivery with acknowledgment receipts. Device messages are sent in a durable way to accommodate intermittently connected devices.
Box 3: Power Automate
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview

NEW QUESTION: 51
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.
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-intraday-dashboard-supervisor

NEW QUESTION: 52
A 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. Escalate the case
B. Release the case.
C. Share the case.
D. Route the case to another queue.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 53
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
Answer: B,D,E (LEAVE A REPLY)
Explanation

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

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

NEW QUESTION: 54
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
Answer: B,C (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-custom

NEW QUESTION: 55
You need to configure the system so that an email is sent to a manager about the SLAs according to the requirements.
What should you configure?
A. Failure Action
B. Warning Action
C. Applicable When
D. Success Criteria
E. Success Action
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

NEW QUESTION: 56
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
Answer: C (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/search-knowledge-articles-csh#knowledgebase- search-control
Topic 1, Humongous Insurance
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.
To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.
At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.
To start the case study
To display the first question in this case study, click the button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the button to return to the question.
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.

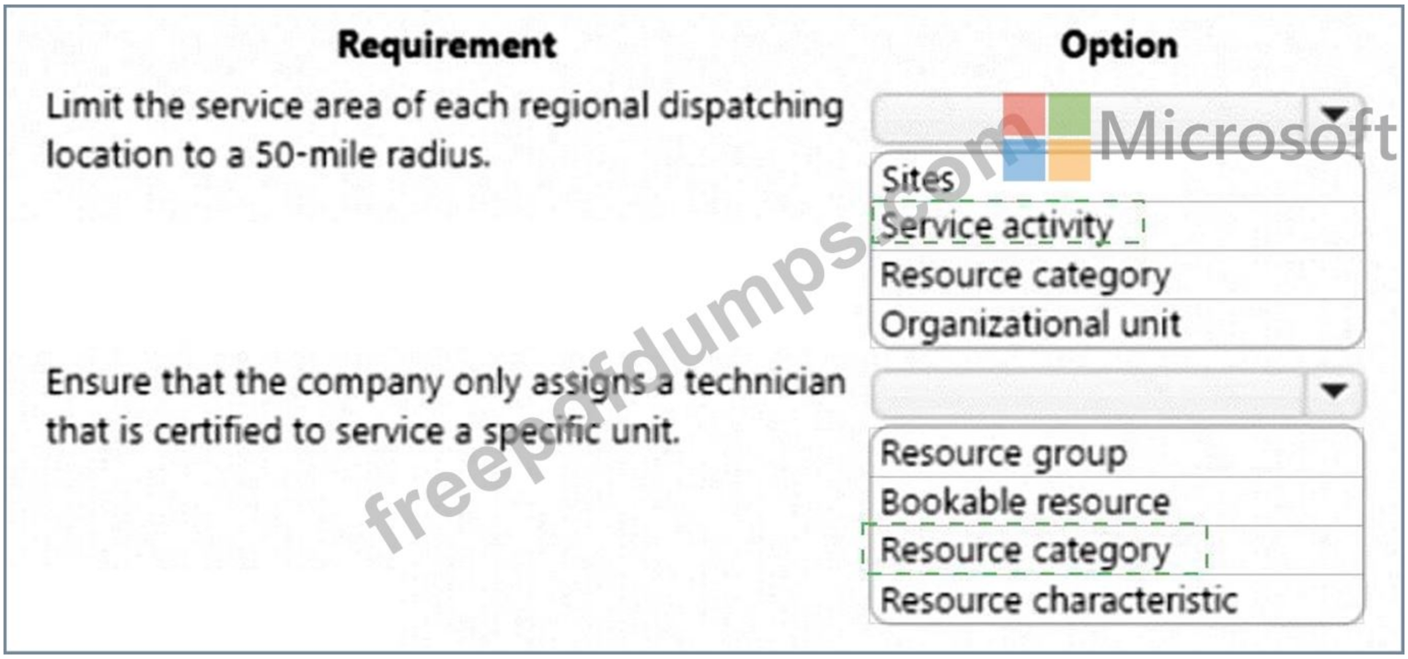
There is no easy way to determine whether the company is meeting its SLAs.
Representatives are often inconsistent regarding how they handle customers and answer customer questions.
There is no accountability for any of the representatives who take calls.

NEW QUESTION: 57

A company installs and services air filtration units for industrial manufacturing plants. The company is implementing Dynamics 365 Customer Service.
Each regional location supports a specific geographic region. Installers and service technicians are dispatched from these regional locations.
You need to configure the system to optimize work scheduling.
How should you configure the system? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Option
Limit the service area of each regional dispatching location to a 50-mile radius.	Sites Service activity Resource category Organizational unit
Ensure that the company only assigns a technician that is certified to service a specific unit.	Resource group Bookable resource Resource category Resource characteristic

Answer:



Explanation

Box 1: Service activity

Avoid disruptions in service by making sure that your resources are scheduled optimally and efficiently. Using Scheduling in Customer Service Hub, you can plan and schedule service activities for your customers by bringing together all your resources.

Note: Create a service activity

A service activity is defined to look for the next available time slot to schedule the service and align resources as per requirement.

Box 2: Resource category

Create resource groups

The resources are aligned in resource groups or resource categories.

For example, Bert Hair and Gilda Moss are grouped as Technicians and Bike repair workbench - 1 and Bike repair workbench - 2 are grouped as Workbenches.

With bookable resource categories, you can group your bookable resources by type. For example, you can create categories like technician, supervisor, subcontractor, vehicle, or equipment.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/basics-service-service-scheduling

https://docs.microsoft.com/en-us/dynamics365/customer-service/resource-categories-service-scheduling

NEW QUESTION: 58

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
Set the entitlement channel option to
Set the value of the Total terms field to 10.
Add the Phone option. Set the value of the Total Terms field to 10.

B. Set the value of the Total terms field for an entitlement to
Set the entitlement channel option to
Set the value of the Total terms value to

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 0.
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
Set the entitlement channel option to . Set the value of the Total terms field to 20.

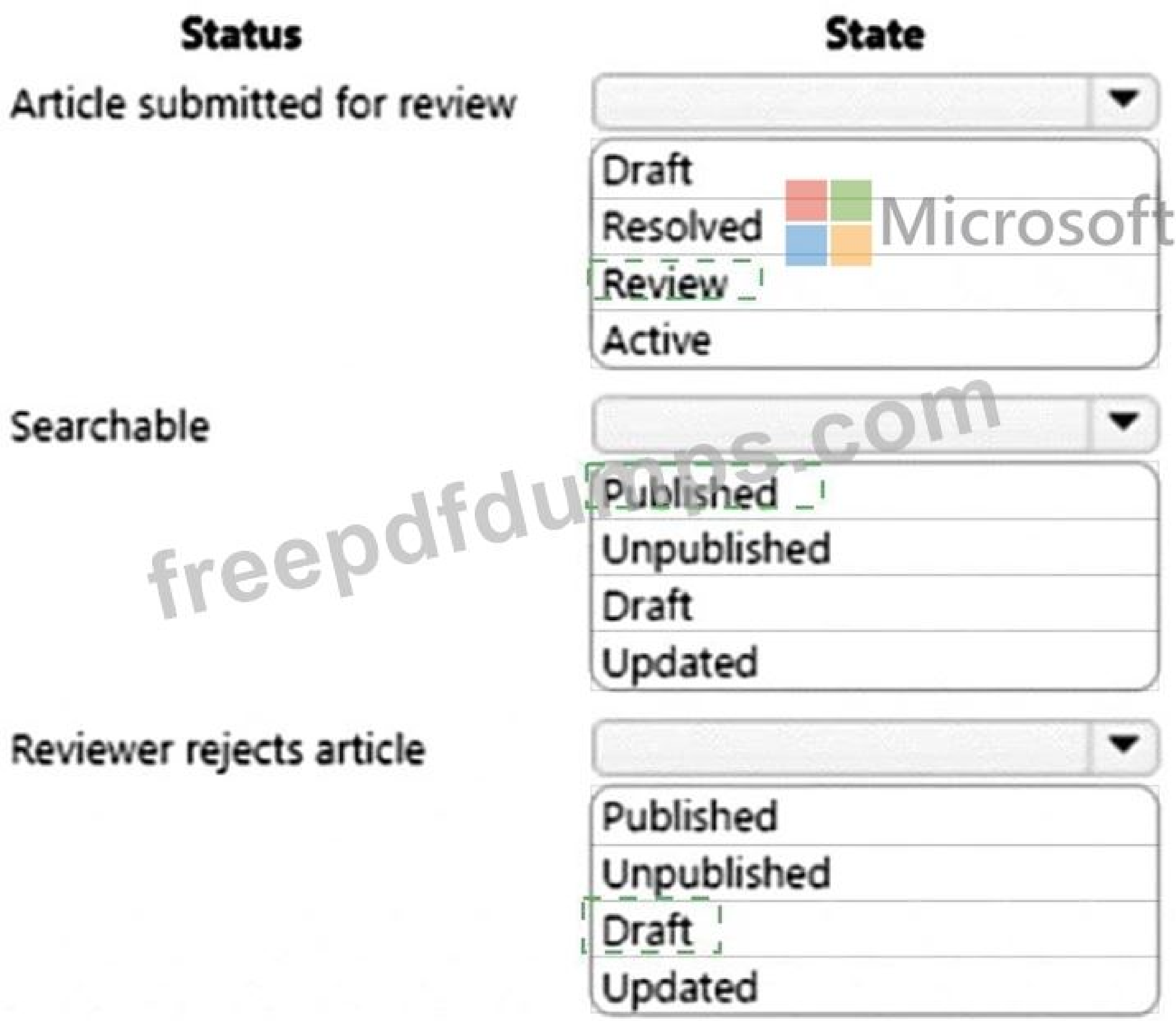
Answer: D (LEAVE A REPLY)

NEW QUESTION: 59

A client wants to use the knowledge base in Dynamics 365 Customer Service.
You need to identify the state of a knowledge base article when an event occurs.
What are the states of the articles? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Status	State
Article submitted for review	Draft Resolved Review Active
Searchable	Published Unpublished Draft Updated
Reviewer rejects article	Published Unpublished Draft Updated

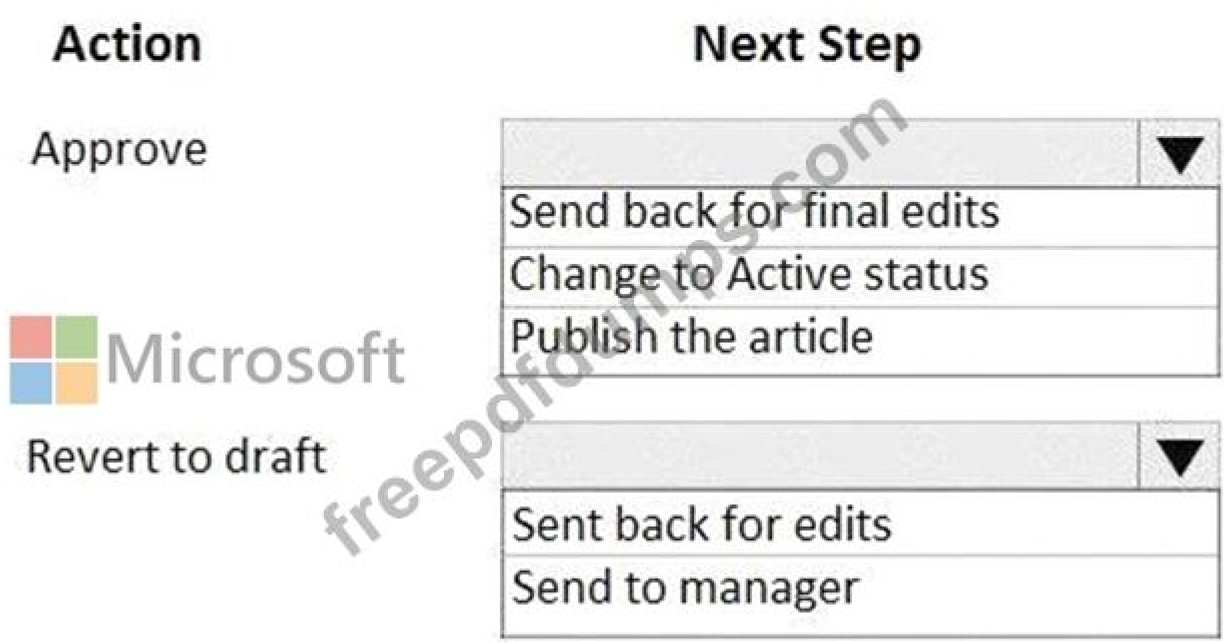
Answer:



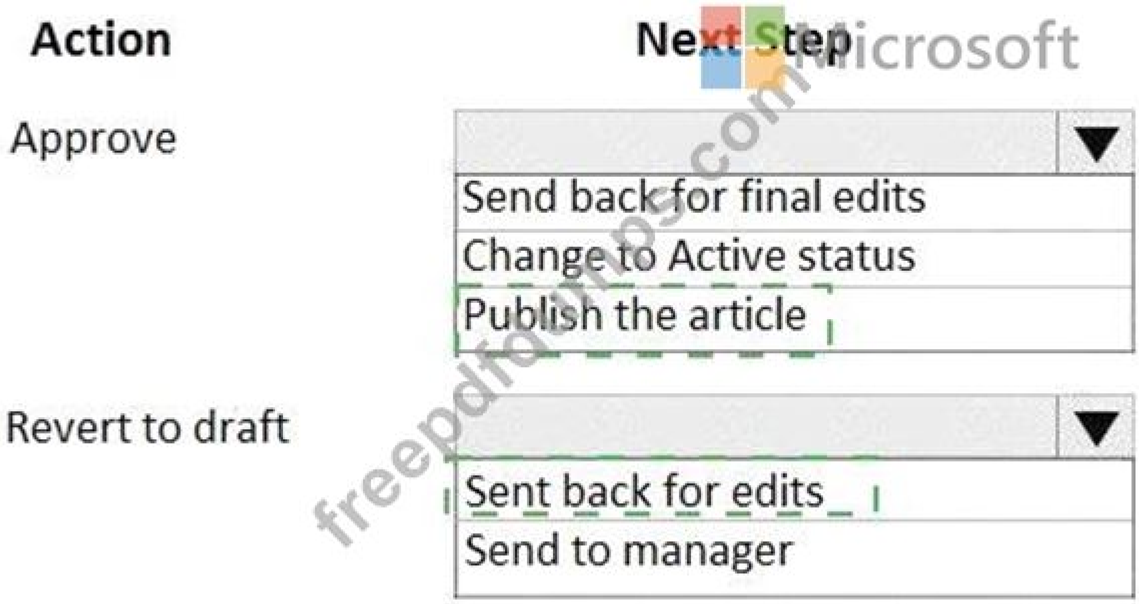
Explanation
Box 1: Review
Review - The draft version of the article is sent to reviewers to approve or reject.
Mark a knowledge article for review
To ensure that the content you've created is accurate, have someone review it.
You can mark an article for review or directly assign it to a specific person or queue. When you mark an article for review, it starts appearing in the knowledge manager's dashboard. The knowledge manager can then assign the article to specific team members or a queue for review.
Box 2: Published
When you approve the content of an article, it means that the content is ready to be consumed by other customer service reps, and also ready to be published.
On the Business process bar, in the Review stage, in the Review field, select Approve.
The article is now ready to be published.
Box 3: Draft
Draft - The article is in the process of being created.

Note: A versioned knowledge article in the Draft state can be modified only by the author or reviser with the contribute access to the knowledge base, owner of a knowledge base, users with the admin and knowledge_admin role, and ownership group members, if ownership group is added to the article.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-ar

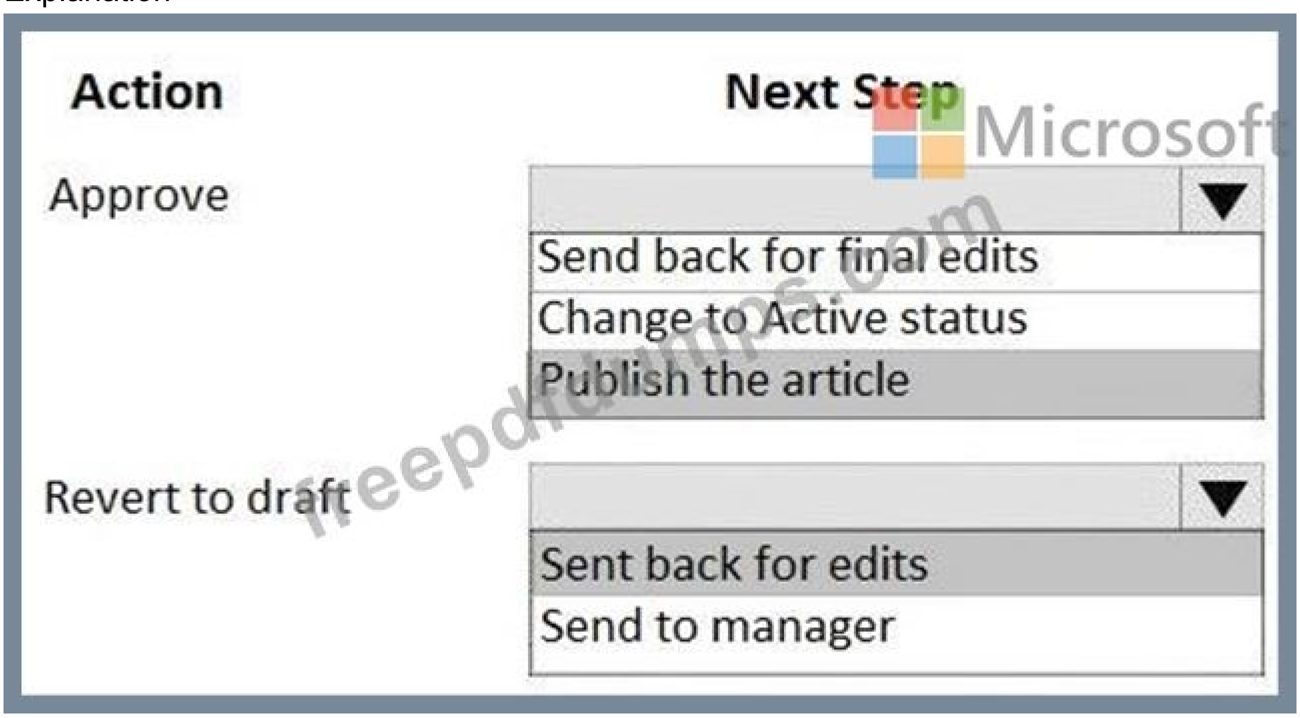
NEW QUESTION: 60
You are a Microsoft Dynamics 365 for Customer Service administrator. You create an article for a knowledge base. A reviewer selects articles for review.
You approve some articles and revert some articles to draft status.
For each action, what should you do next? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



Explanation



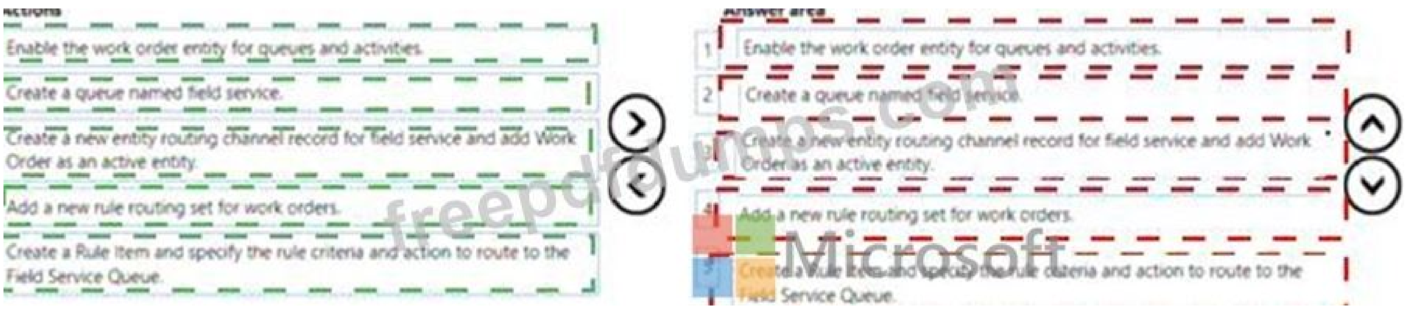
NEW QUESTION: 61

You are an Omnichannel administrator for a company. The company is implementing a chat channel.

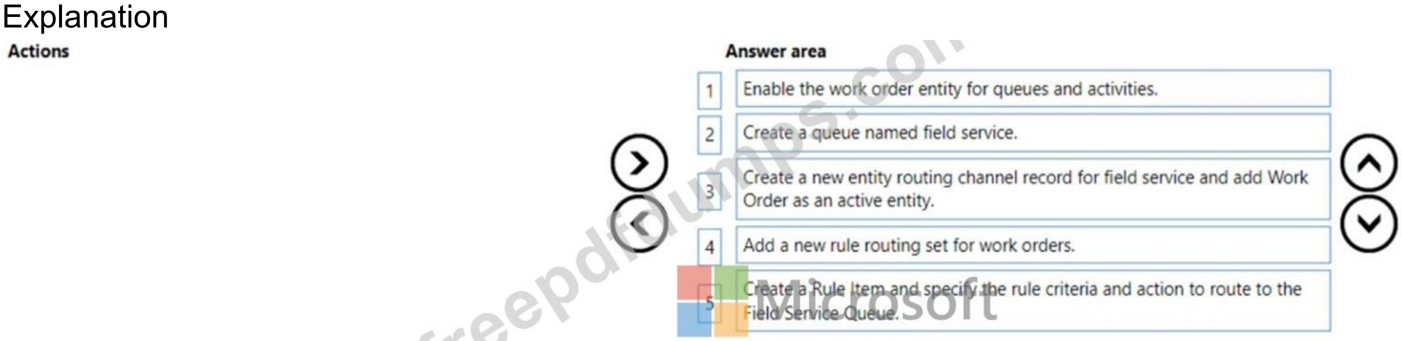
You need to route all chats relating to work orders to the field service queue.

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, NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Answer:



Explanation



NEW QUESTION: 62

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. The customer must change remaining support hours from all email support to one-half email support and one-half phone support.

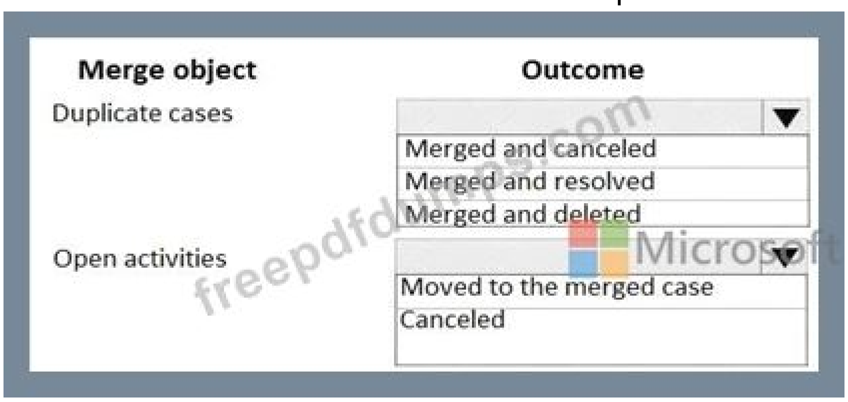
B. A customer's entitlement has ended and no more support is desired.

C. A customer renews an entitlement for 100 more hours or one year.

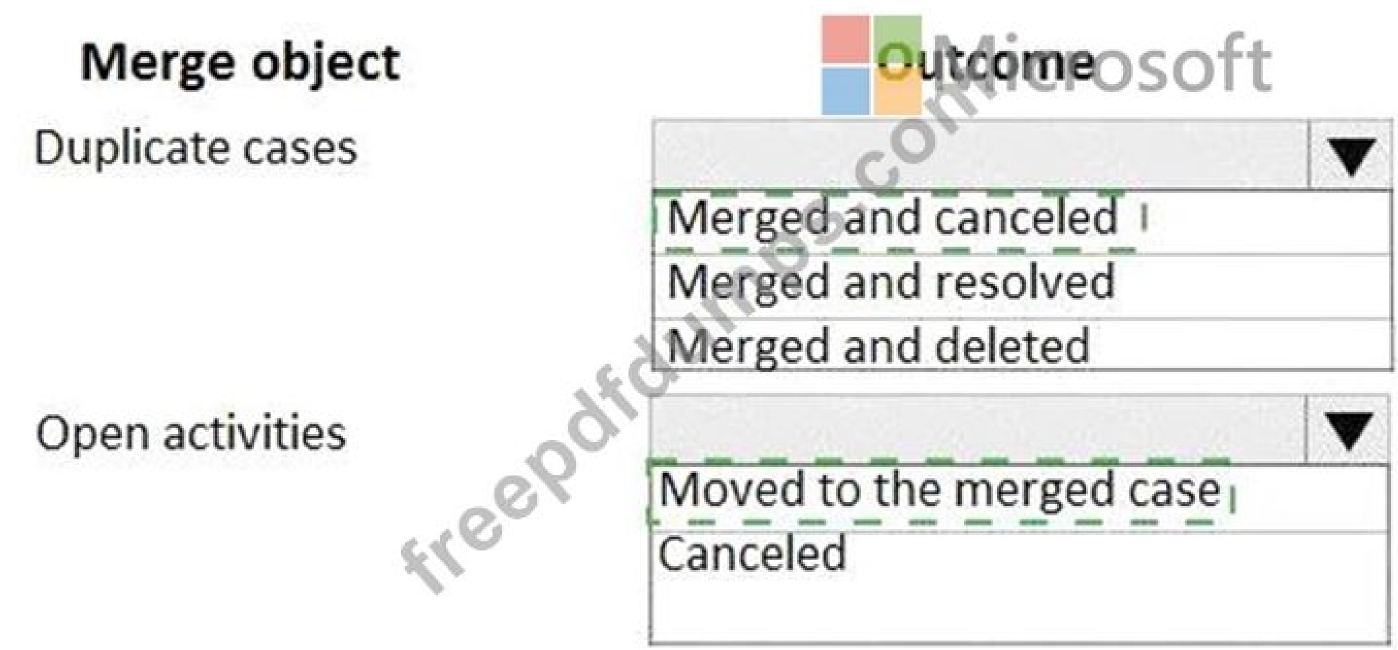
D. A customer calls and wants to know how many hours of support remain.

E. You need to add notes to the customer's entitlement.
Answer: A,E (LEAVE A REPLY)

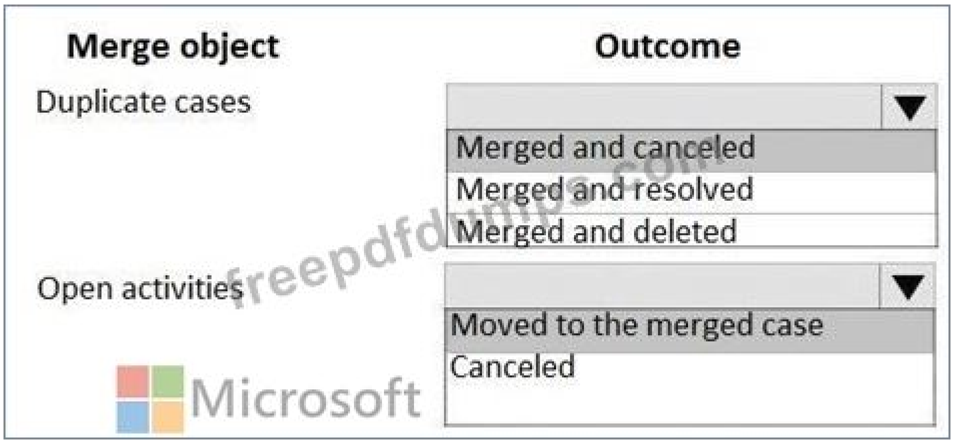
NEW QUESTION: 63
You use Dynamics 365 for Customer Service.
You need to merge cases.
What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



Explanation



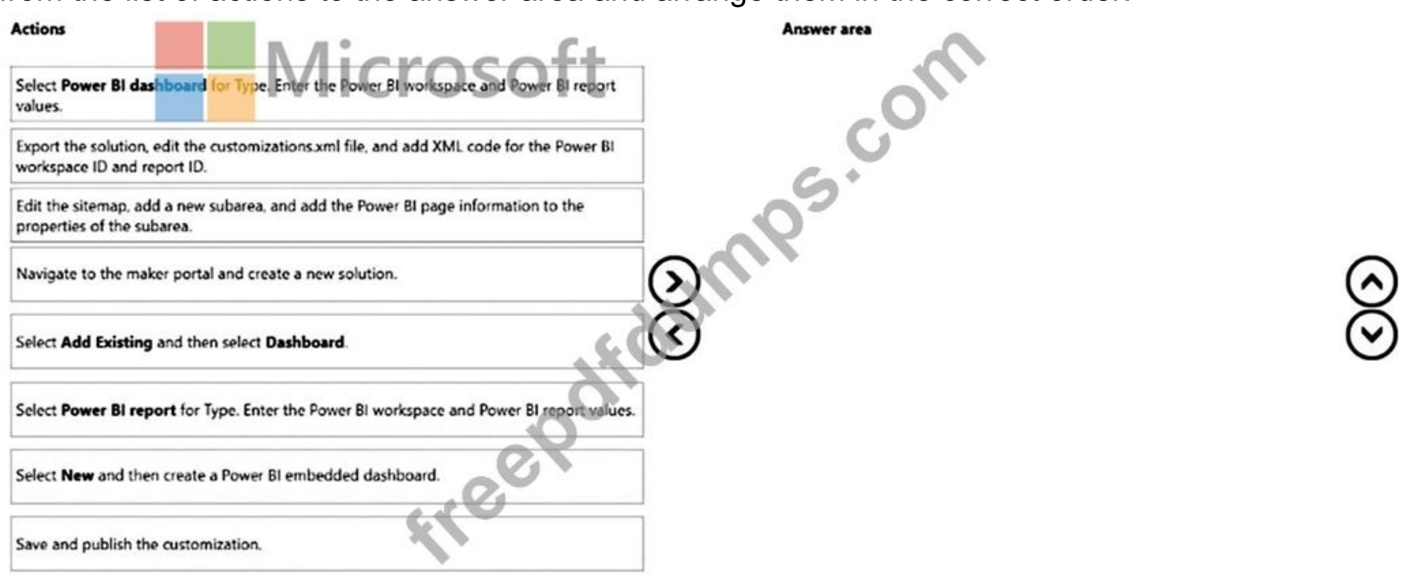
NEW QUESTION: 64

A company creates a single-page Power BI visualization to show how a Power Virtual Agents chatbot is performing.

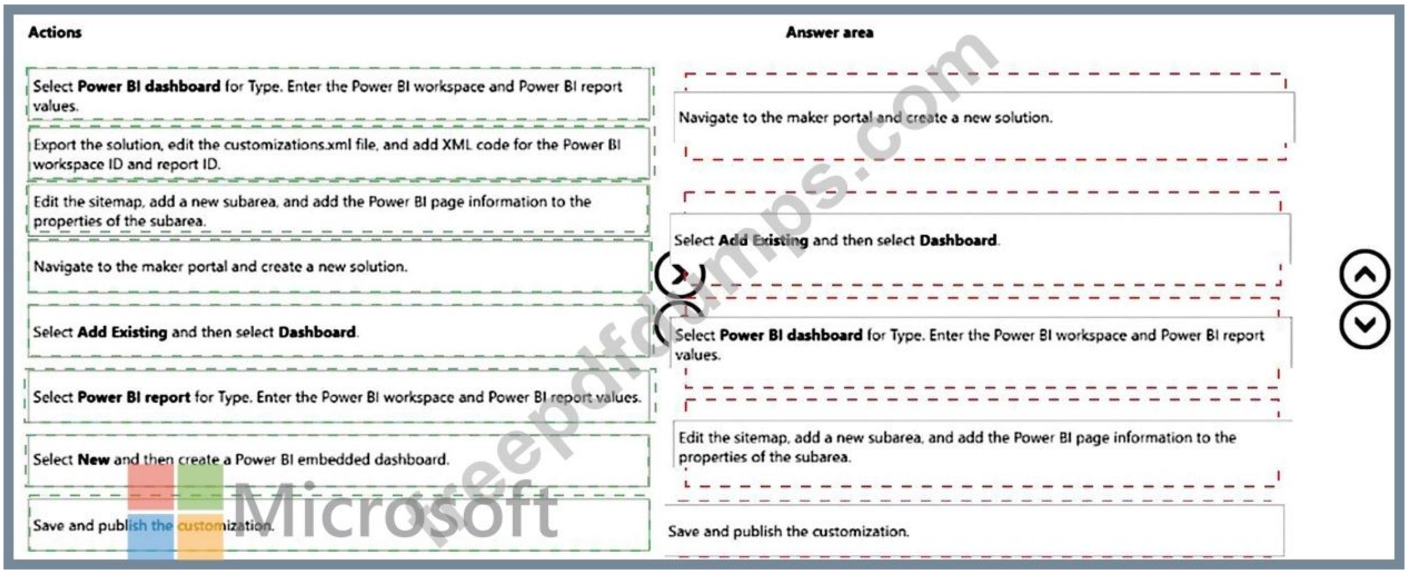
Users must be able to navigate to the charts from anywhere within the Customer Service workspace.

You need to add the Power BI information to the Customer Service workspace app.

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.



Answer:



Explanation

Table Description automatically generated

Step 1: Navigate to the maker portal and create a new solution.

Step 2: Select Add Existing and then select Dasbhoard.

Step 3: Select Power BI Report for type. Enter the Power BI workspace and Power BI report values.

Note: Get the embedding parameter values

To embed your content, you need to obtain certain parameter values. The table below shows the required values, and indicates if they're applicable to the service principal authentication method, the master user authentication method, or both.

Before you embed your content, make sure you have all the values listed below. Some of the values will differ, depending on the authentication method you're using.

Table Description automatically generated

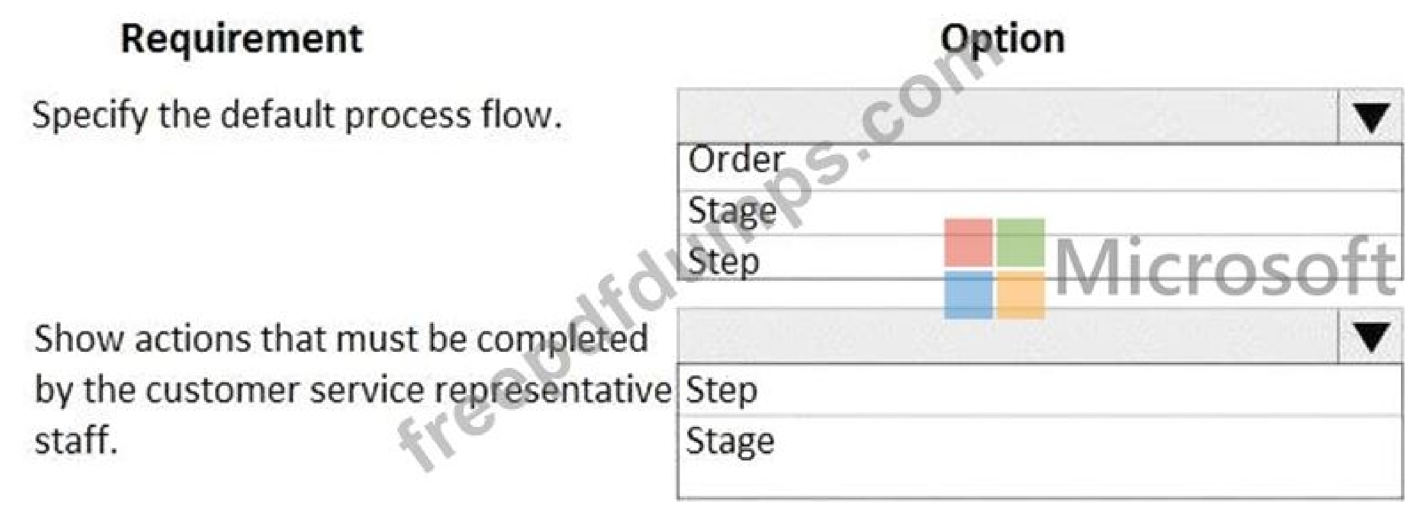
Parameter	Service principal	Master user
Client ID	✔	✔
Workspace ID	✔	✔
Report ID	✔	✔
Client secret	✔	✖
Tenant ID	✔	✖
Power BI username	✖	✔
Power BI password	✖	✔

Step 4: Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea Edit the default site map Your environment comes with a default site map. This site map is supported for both custom business apps and Dynamics 365 for Outlook.
In the Dynamics 365 - custom app, go to Settings > Customizations.
Select Customize the System.
In the solution window, under Components, select Client Extensions.
Double-click to select the site map that has the display name Site Map and is in a Managed state.
You can also select the site map, and then on the toolbar, select Edit.
The site map opens in the site map designer.
Add an area to the site map.
Add a group to the site map.
Add a subarea to a group in the site map.
Select Save.
Select Publish.
Step 5: Save and publish the customization
Reference:
https://docs.microsoft.com/en-us/power-bi/developer/embedded/embed-sample-for-customers

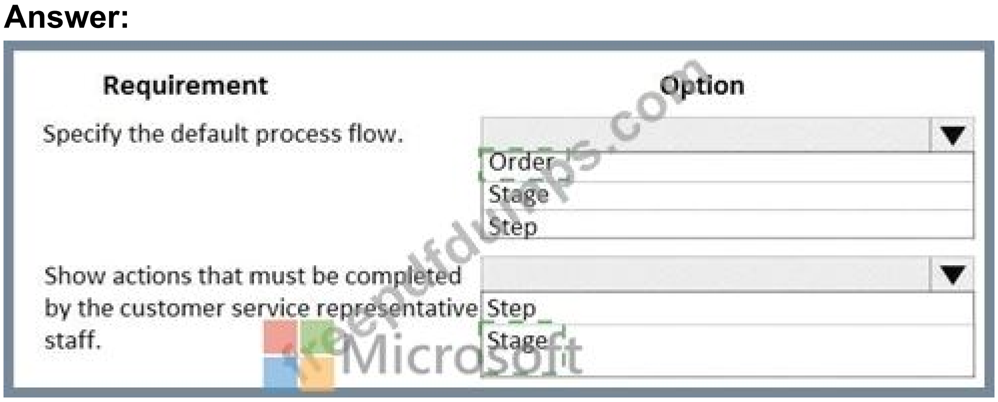
NEW QUESTION: 65
A company uses Dynamics 365 Customer Service.
The schedule shows working intervals of 45 minutes. The intervals cause customer service representatives to have too much free time during working hours. The company wants to change the intervals to every 30 minutes.
You need to configure 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
Answer: B (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups

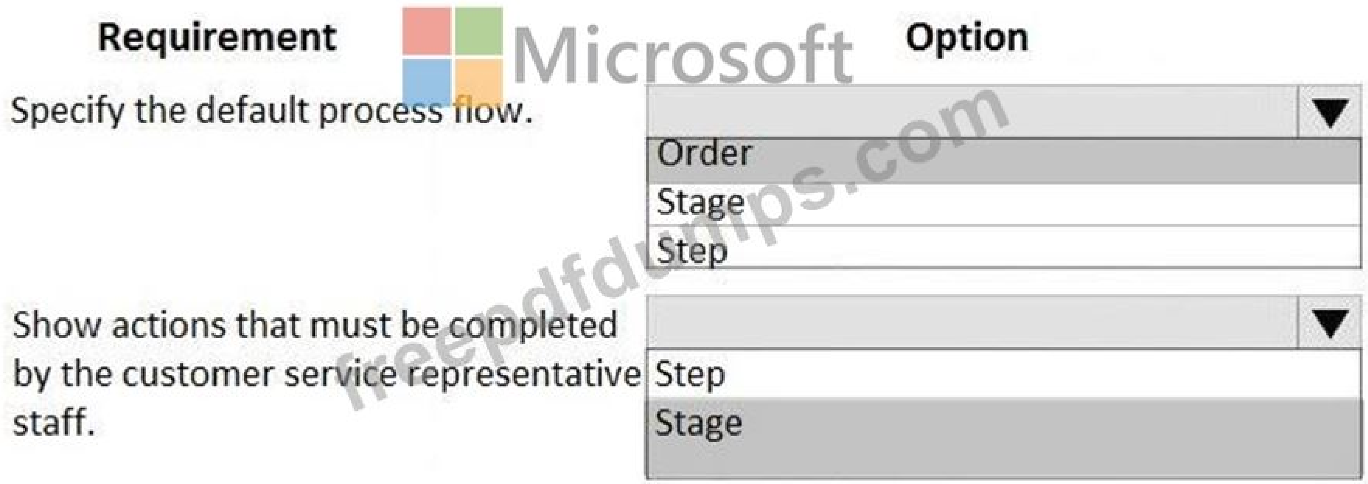
NEW QUESTION: 66
You are a Dynamics 365 for Customer Service administrator. The organization has multiple business process flows for warranty management.
You need to manage business process flows.
What should you configure? To answer, select the appropriate configuration in the answer area.
NOTE: Each correct selection is worth one point.



Answer:



Explanation



NEW QUESTION: 67

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

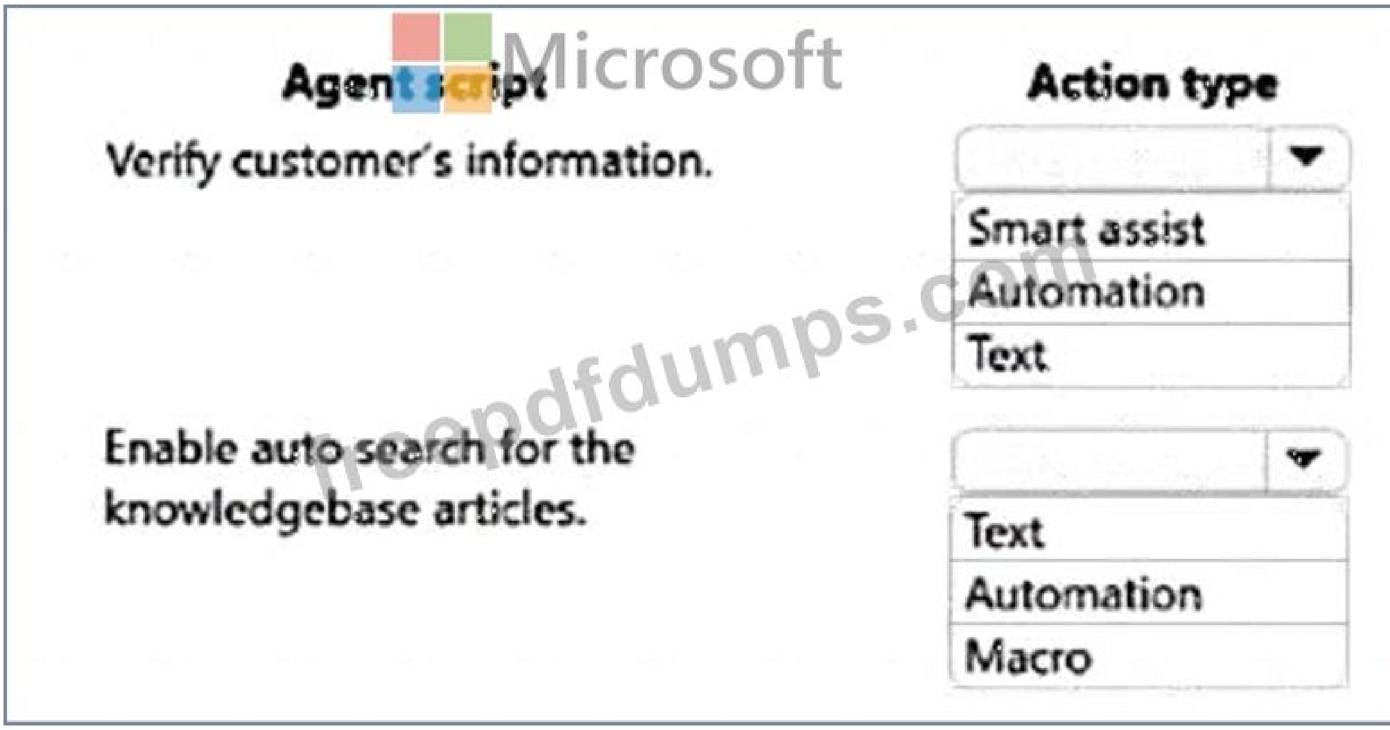
Answer: B (LEAVE A REPLY)

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

NEW QUESTION: 68

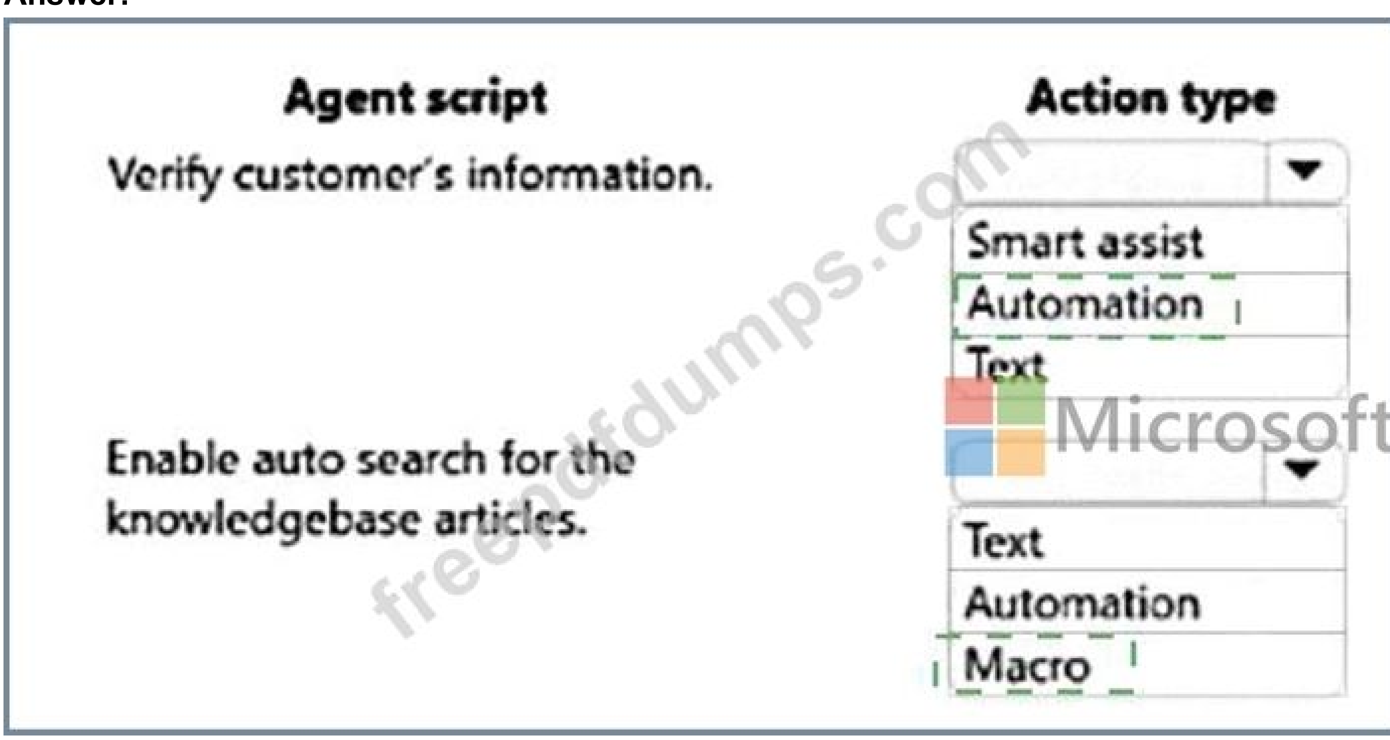
A company uses Omnichannel for Customer Service.
The company has the following requirements for their agents' conversations with customers:
Agents must verify a customer's information when a chat starts.

Auto search must be enabled for knowledgebase articles based on case title.
You need to enable agent scripts.
Which action types should you use? To answer, select the appropriate options in the answer area.



NOTE: Each correct selection is worth one point.

Answer:



Explanation:
Box 1: Automation
The automation dictionary maintains the contextual data for sessions. You can use the keys from the automation dictionary to pass the parameter in an action.

While creating templates and macros in the admin app, you can pass parameter keys such as title of a session, title of notification, title of an application tab template, and custom parameter values for application tab types.
These keys are replaced based on the contextual information available at the time of execution.
Box 2: Macro
Automate tasks with macros
Overview of macros
In the customer service industry, agents have to click often to perform simple tasks, such as open a form, fill, and save it, and many repetitive and monotonous actions, such as greeting and verifying a customer, sending acknowledgment mail, and taking notes. These clicks and repetitive tasks can lead to human errors when agents copy and paste the data across different operations.
Macros are a set of sequential actions that are performed by a user. They enable users to perform daily operations efficiently in a fast and process-compliant manner. You can reuse macros with different sessions based on the context parameters that are specific to the session.
The value propositions of the macros are as follows:
Automate repetitive and monotonous tasks with a single click.
Minimize human errors.
Adhere to business processes.
Lower average handling time.
Improve customer satisfaction.
Create contextual and reusable macros.
Reference:
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/automation-dictionary-keys
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/smart-assist

NEW QUESTION: 69
You need to ensure users can search the knowledge base from a case record.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.
A. Add Knowledge Base Search control to the dashboard.
B. Select the Knowledge Base Search control from the entity.
C. Insert the Knowledge Base Search control on the form.
D. Add the Quick Find option to the views.
E. Check Knowledge Management from the case entity in the solution.
Answer: C,E (LEAVE A REPLY)

NEW QUESTION: 70
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
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-work-distribution-oca

NEW QUESTION: 71
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 configuring a business process flow for a case entity.
All cases must be flagged for review.
You need to complete configuration of the business process flow.
Solution: For a new action named Ready for review, disable the As a business process flow action step option.
Does the solution meet the goal?
A. Yes
B. No
Answer: B (LEAVE A REPLY)

NEW QUESTION: 72
You need to configure the system to meet the workspace requirements for case representatives.
Which role should you assign to case representatives?
A. Customer Service Schedule Administrator
B. Owner
C. Maker
D. CSR Manager
E. Viewer
Answer: (SHOW ANSWER)

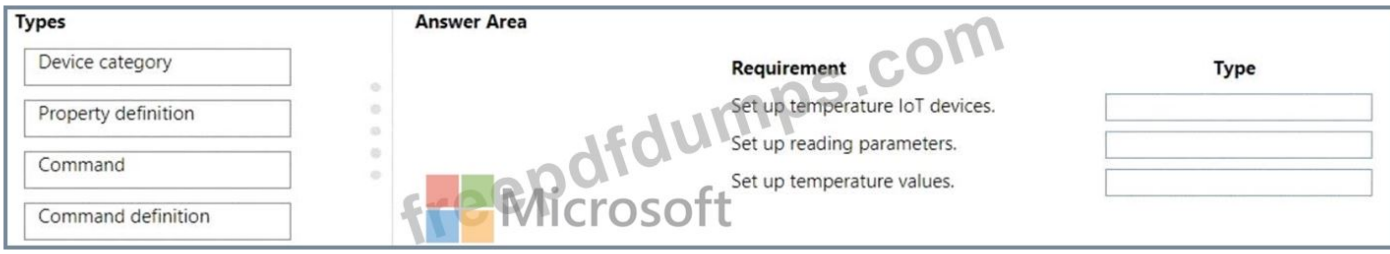
NEW QUESTION: 73

A company uses Dynamics 365 Customer Service.

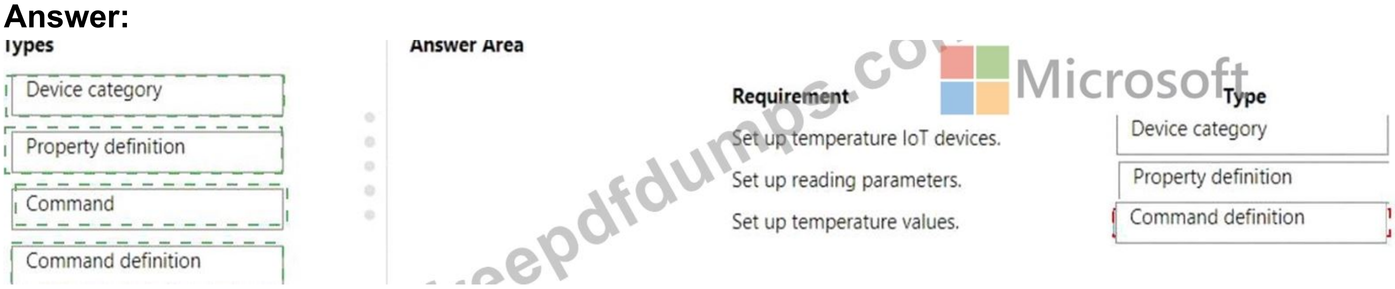
A user is configuring IoT devices to record specific types of information, such as temperature, humidity, and air flow. Several types of devices require configuration for pre-set commands and ease of administration.

You need to configure the devices to generate the correct recordings.

NOTE: Each correct selection is worth one point.



Answer:



Explanation

NEW QUESTION: 74

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.

Answer: (SHOW ANSWER)

Reference:

https://docs.microsoft.com/en-us/power-virtual-agents/configuration-hand-off-omnichannel

NEW QUESTION: 75

A 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:

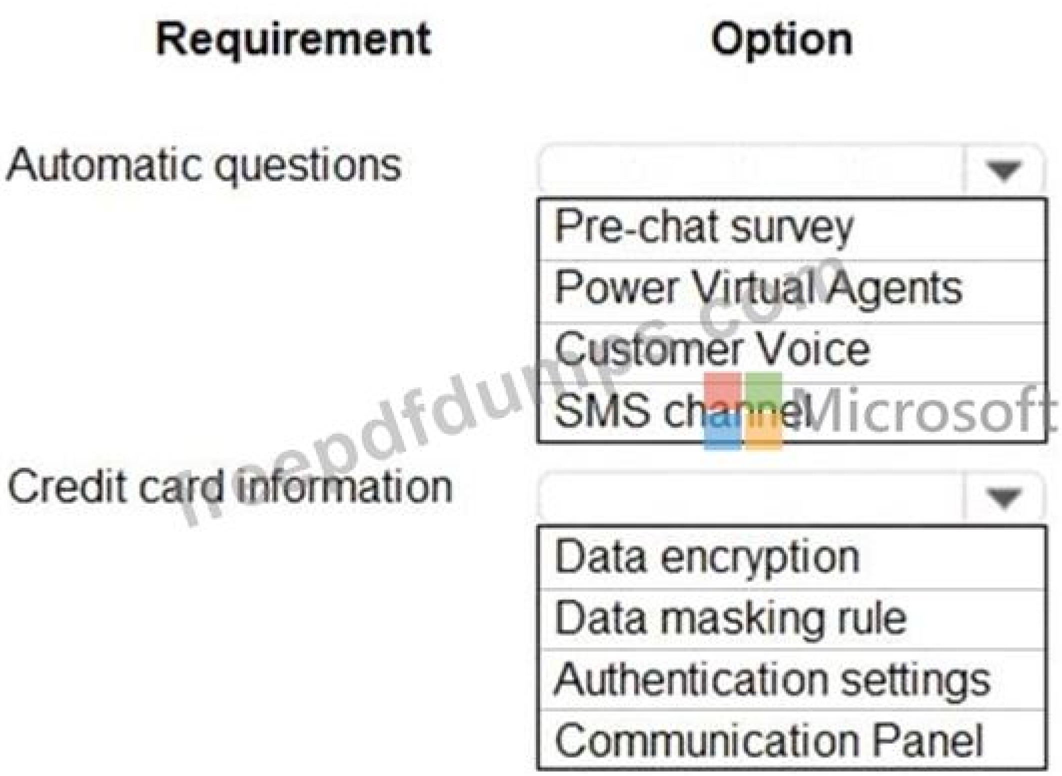
The system must automatically ask questions before the chat begins.

Credit card information that a customer enters in a chat must not be visible to the agent.

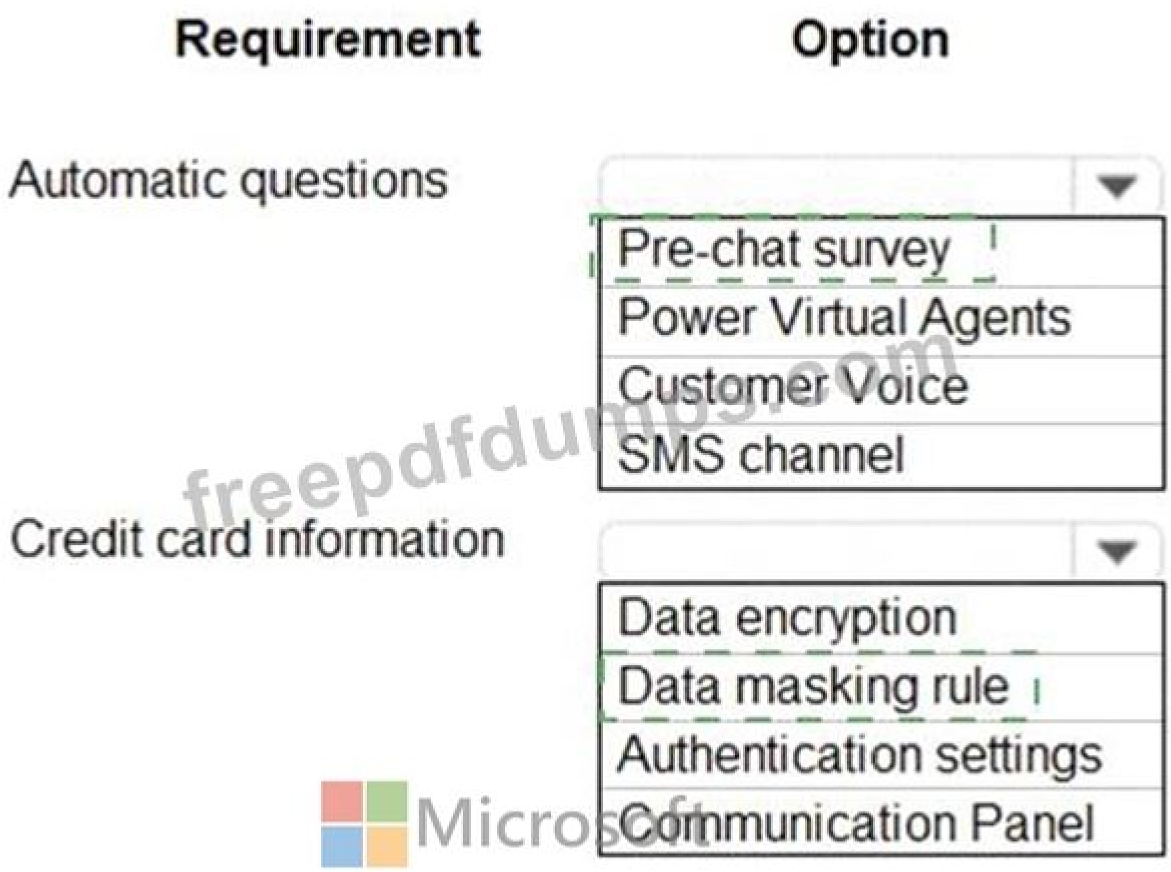
You need to configure the options to meet the requirements.

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

NOTE: Each correct selection is worth one point.

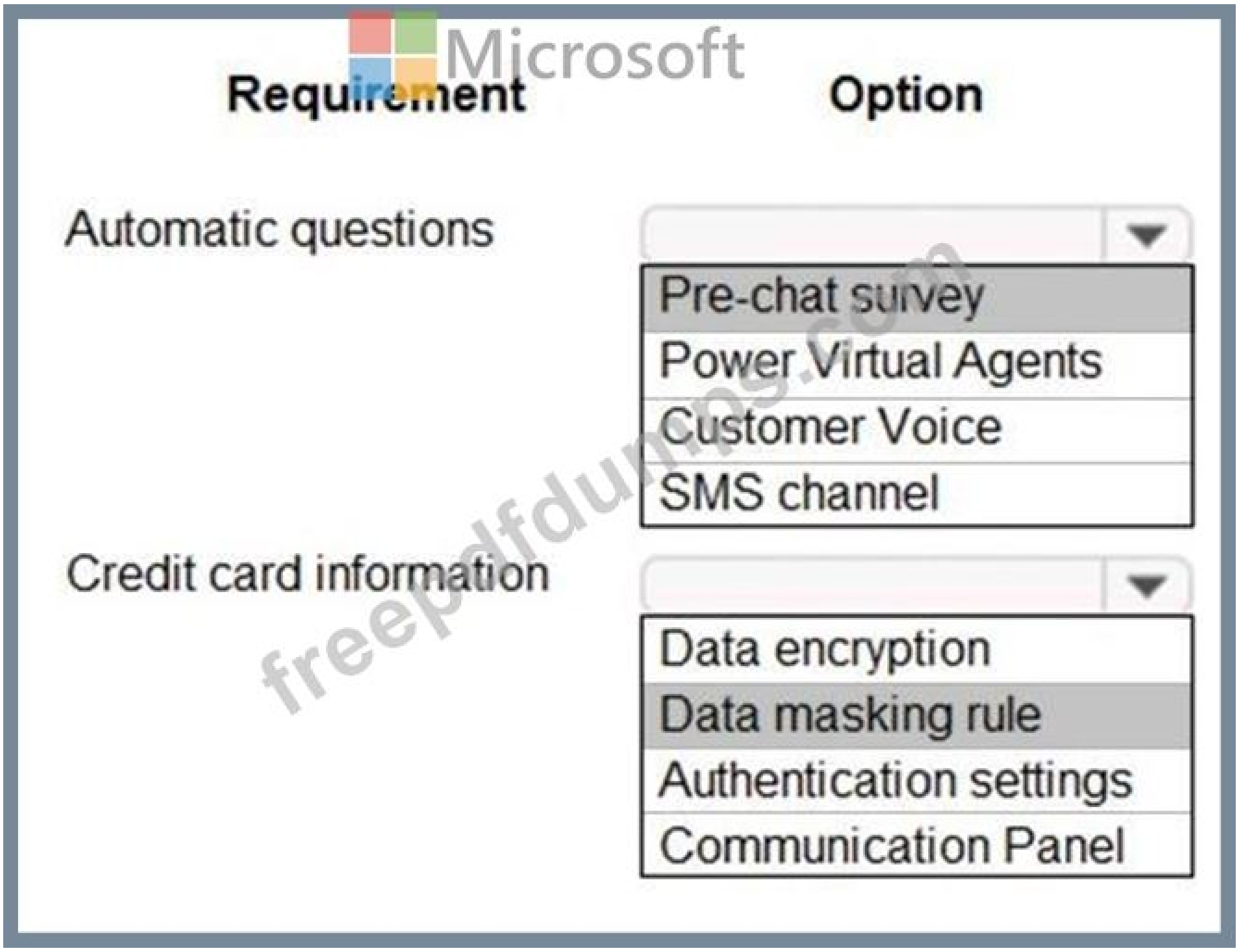


Answer:



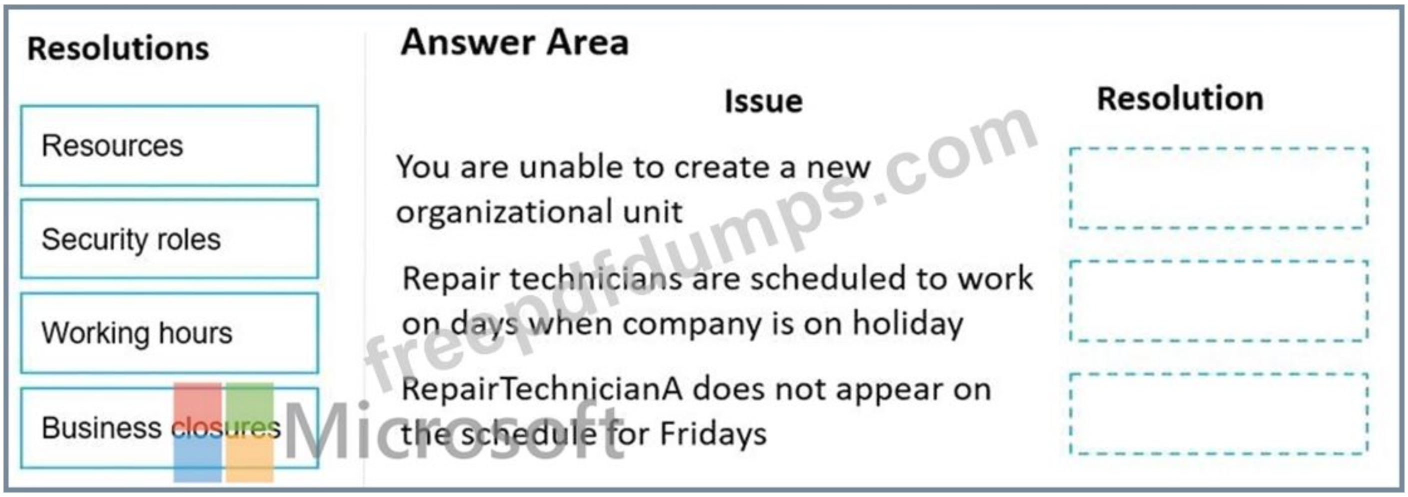
Explanation

Graphical user interface, text, application Description automatically generated

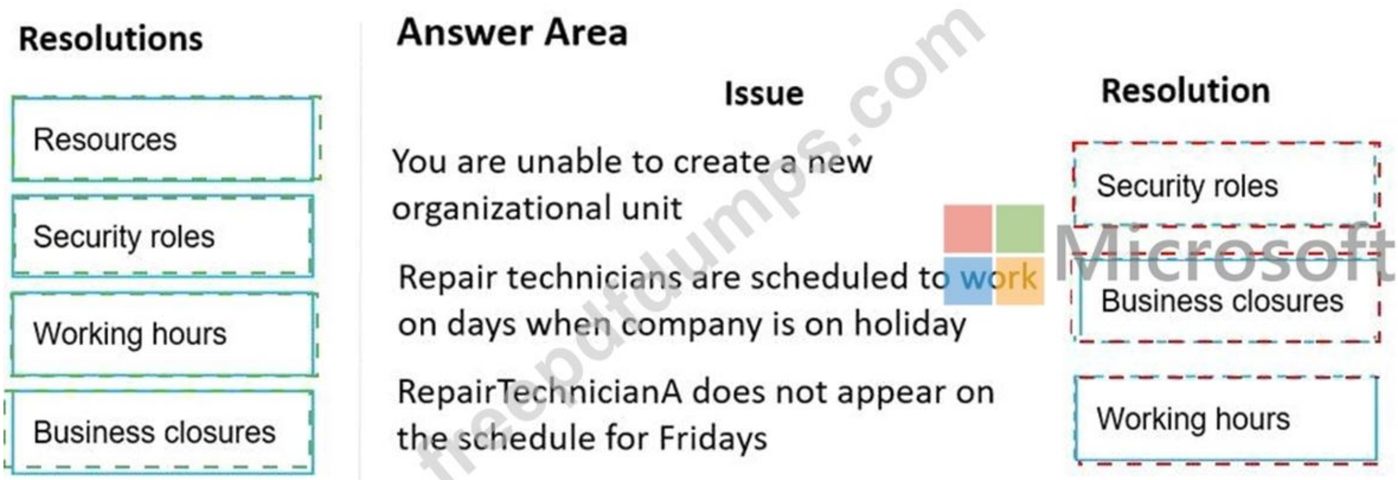


Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-pre-chat-survey
https://docs.microsoft.com/en-us/dynamics365/customer-service/data-masking-settings

NEW QUESTION: 76
A company implements Dynamics 365 Customer Service.
You are setting up scheduling to dispatch repair technicians. You encounter the following issues:
You are unable to create a new organizational unit.
Repair technicians are accidentally scheduled to work on days when company is on holiday.
RepairTechnicianA does not appear on the schedule for Fridays for any issue.
You need to resolve the issues.
What should you modify to correct the issues? To answer, drag the appropriate resolutions to the correct issues. Each source 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.



Answer:



Explanation

Graphical user interface, text, application Description automatically generated

NEW QUESTION: 77

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.

Scenario	Action
he Contact field information is not utomatically propagating in the child case vhen 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.
ll child cases are being closed when the arent 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.
he Origin field is automatically populating into he 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:

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.

Explanation

Graphical user interface, text, application Description automatically generated

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.

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

NEW QUESTION: 78

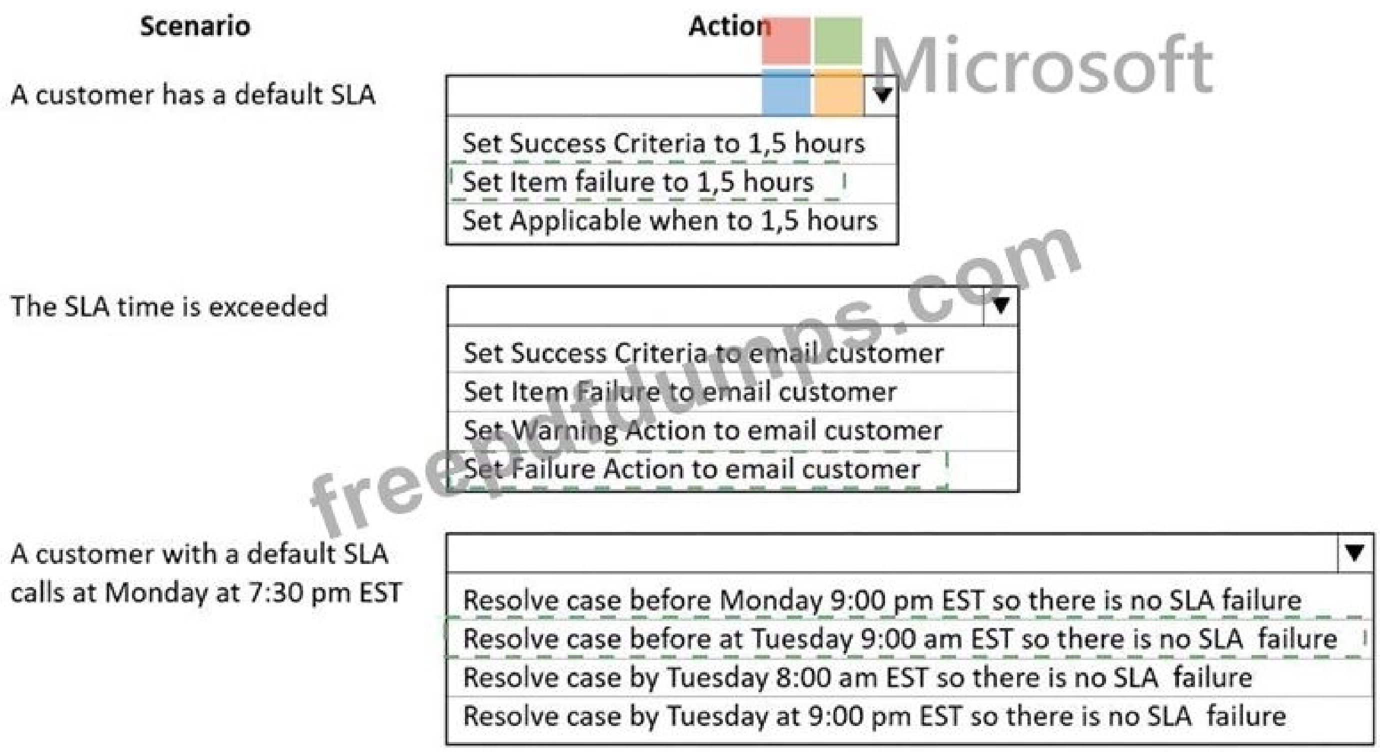
You need to decide which action is applicable in the SLA.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Action
A customer has a default SLA	Set Success Criteria to 1,5 hours Set Item failure to 1,5 hours Set Applicable when to 1,5 hours
The SLA time is exceeded	Set Success Criteria to email customer Set Item Failure to email customer Set Warning Action to email customer Set Failure Action to email customer
A customer with a default SLA calls at Monday at 7:30 pm EST	Resolve case before Monday 9:00 pm EST so there is no SLA failure Resolve case before at Tuesday 9:00 am EST so there is no SLA failure Resolve case by Tuesday 8:00 am EST so there is no SLA failure Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure

Answer:



Explanation

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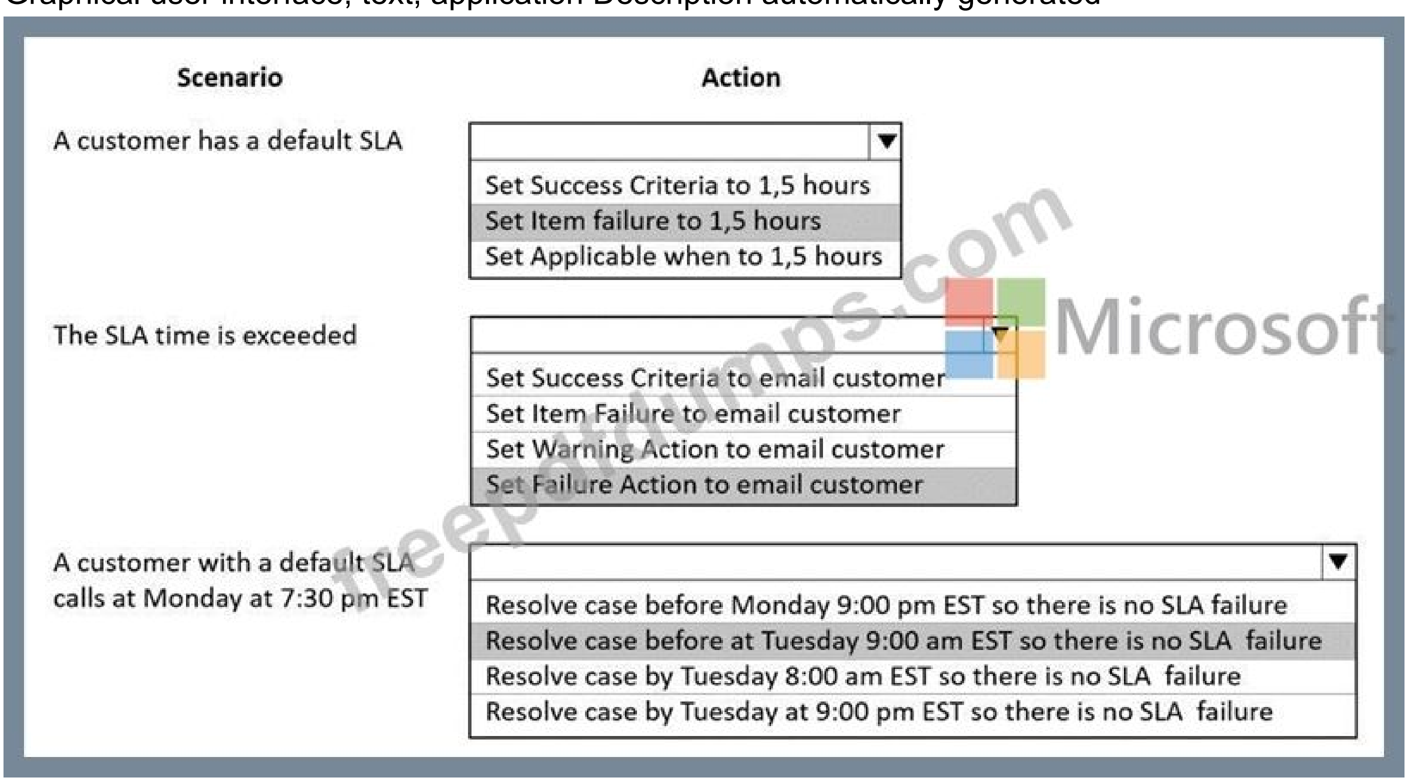


Reference:

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

NEW QUESTION: 79

You must set up the following:

A work stream must be configured to use Twitter.

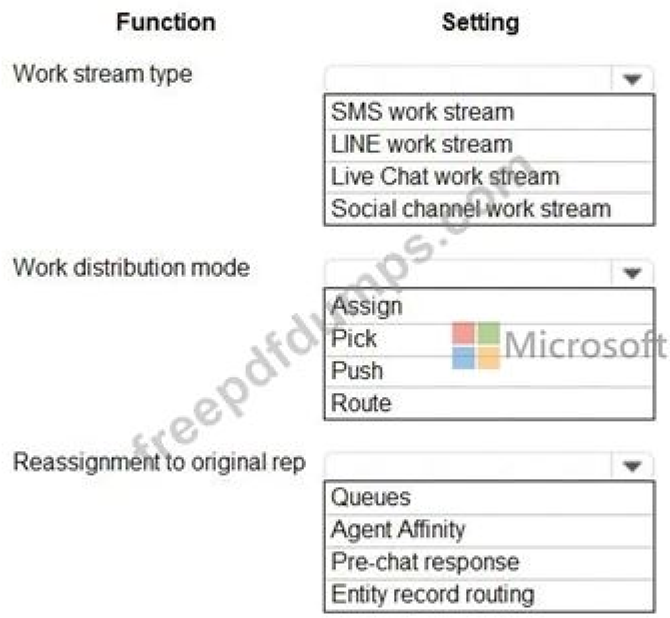
The cases must automatically go to the next available sales representative.

Any existing case that comes in must be assigned automatically to the sales representative who worked on the case originally.

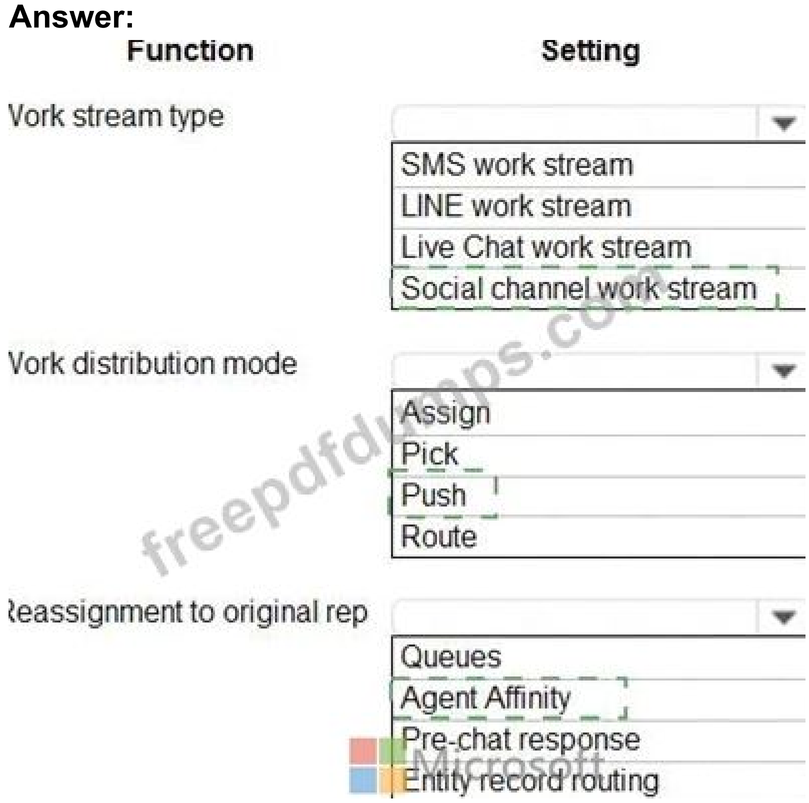
You need to choose the correct setting.

Which setting should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Answer:



Explanation

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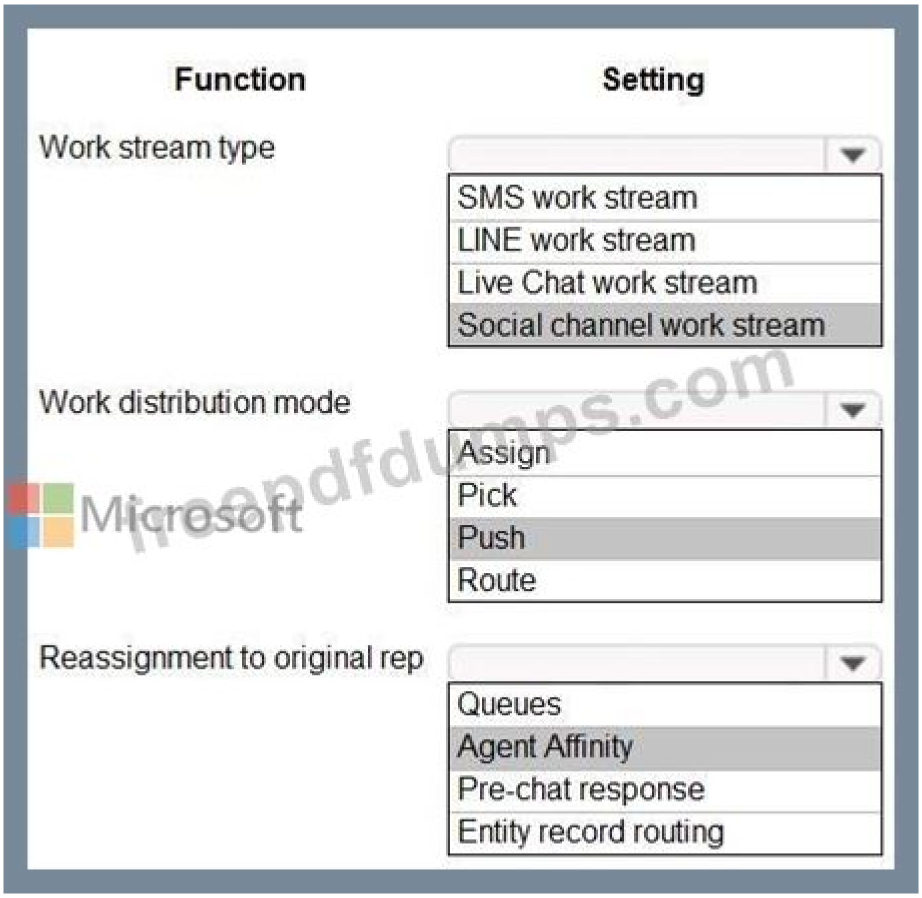


Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/channels
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entity-workstream
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams

NEW QUESTION: 80
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
Answer: (SHOW ANSWER)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/basics-service-service-scheduling

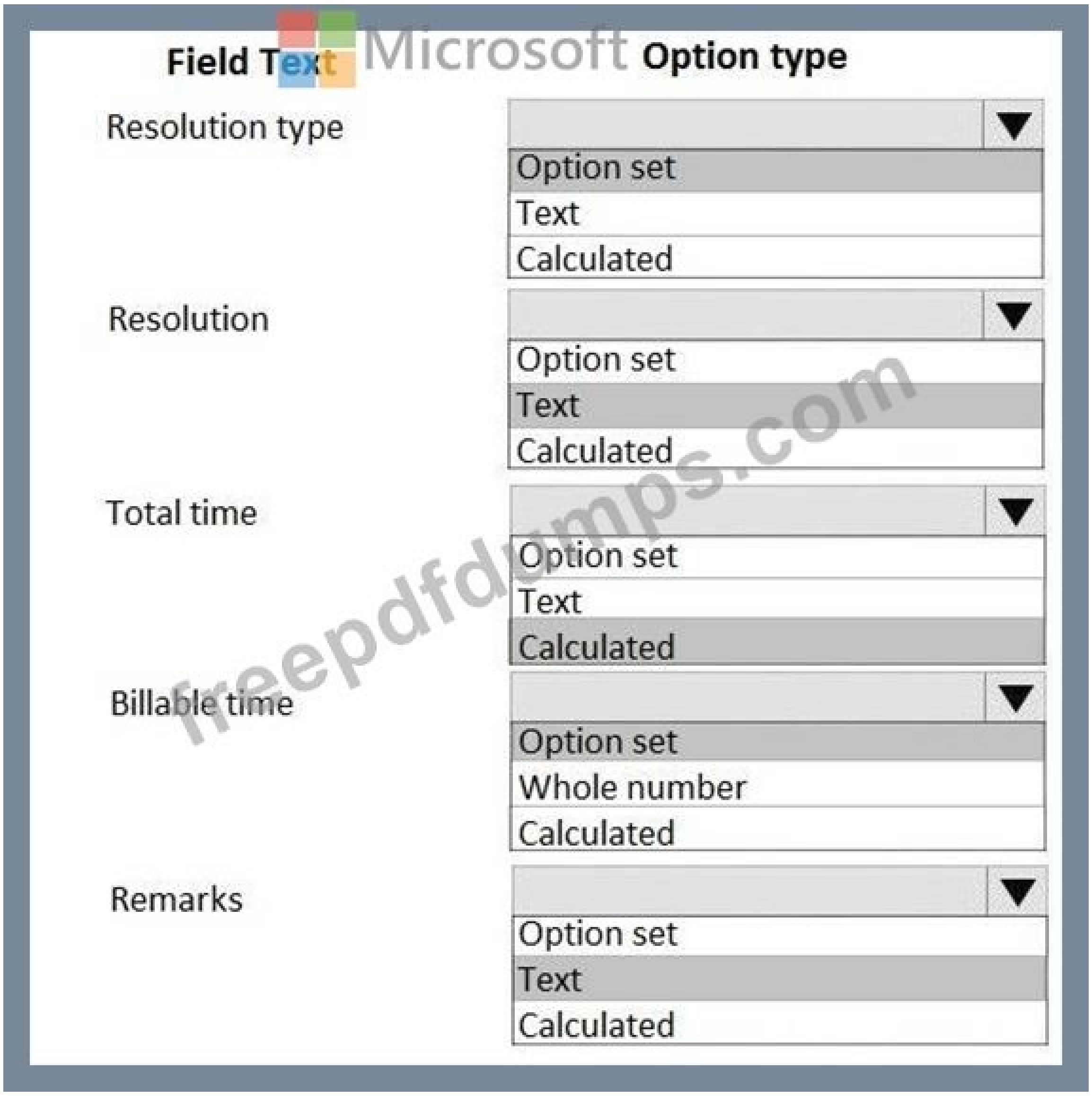
NEW QUESTION: 81
A client plans to implement a case resolution process.
Which field types does the Case Resolution form use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

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:

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

Explanation



NEW QUESTION: 82

You are a Dynamics 365 Customer Service system administrator.

You are unable to add 20 hours of phone time to the Entitlement channel.

You need to determine the reason you are unable to add the hours.

What are three possible reasons? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. The Entitlement start date is in the future.

B. The Entitlement is in draft mode.

C. The Entitlement is in active mode.

D. The Entitlement expiration date has passed.

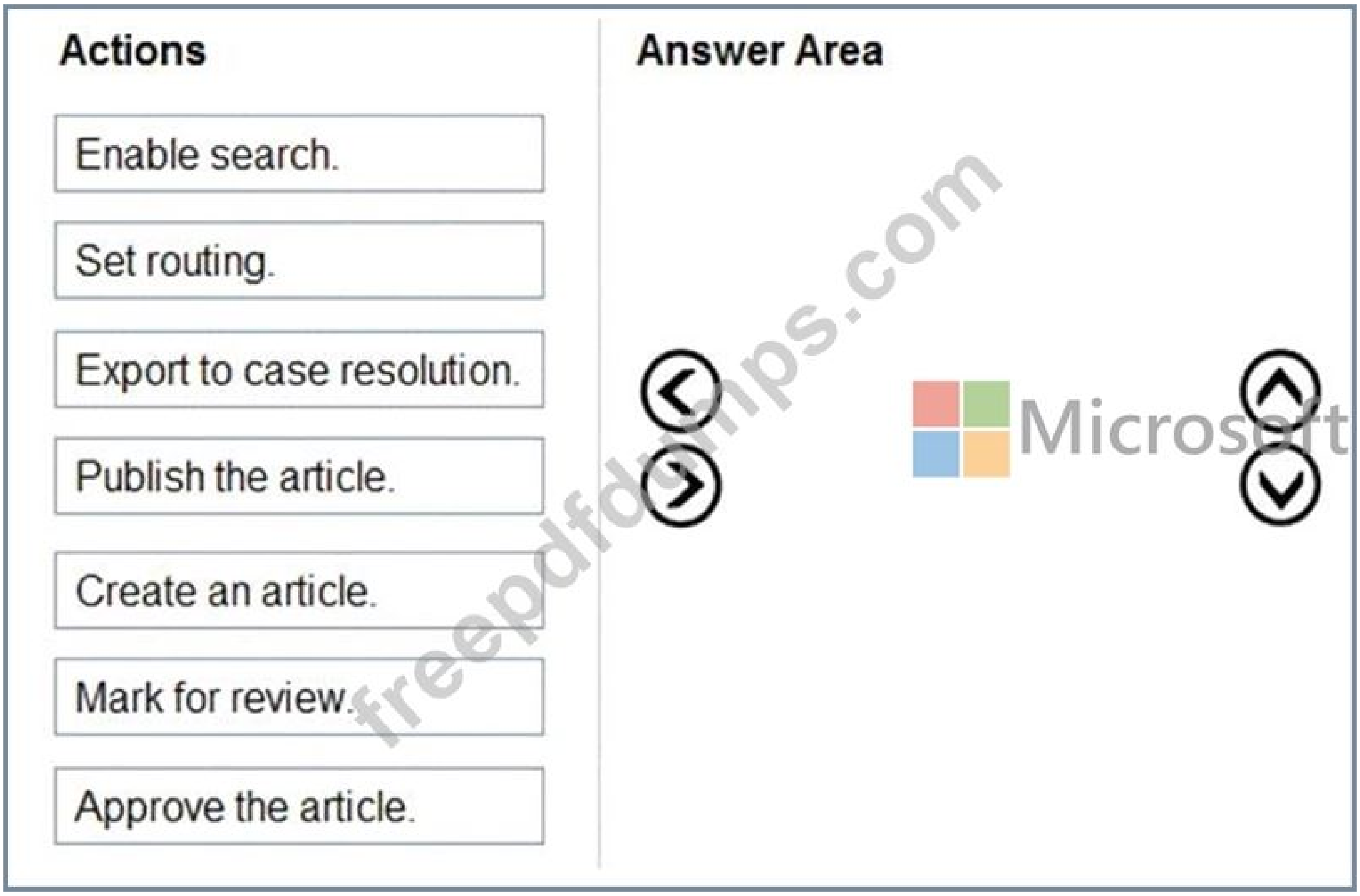
E. The Entitlement has been canceled.

Answer: A,B,E (LEAVE A REPLY)

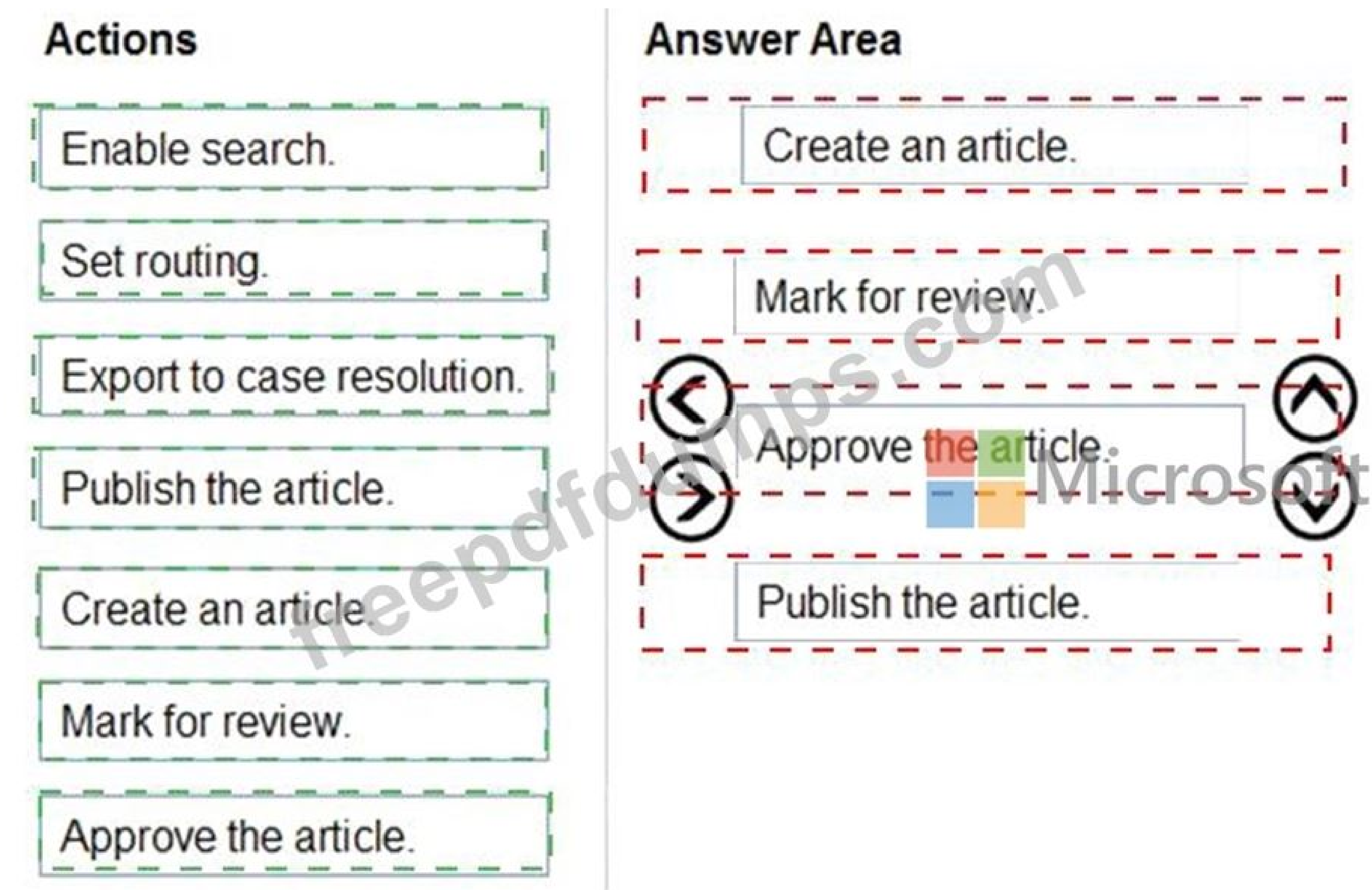
NEW QUESTION: 83

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.



Answer:



Explanation
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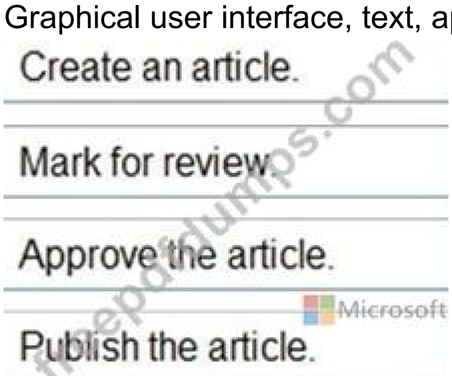
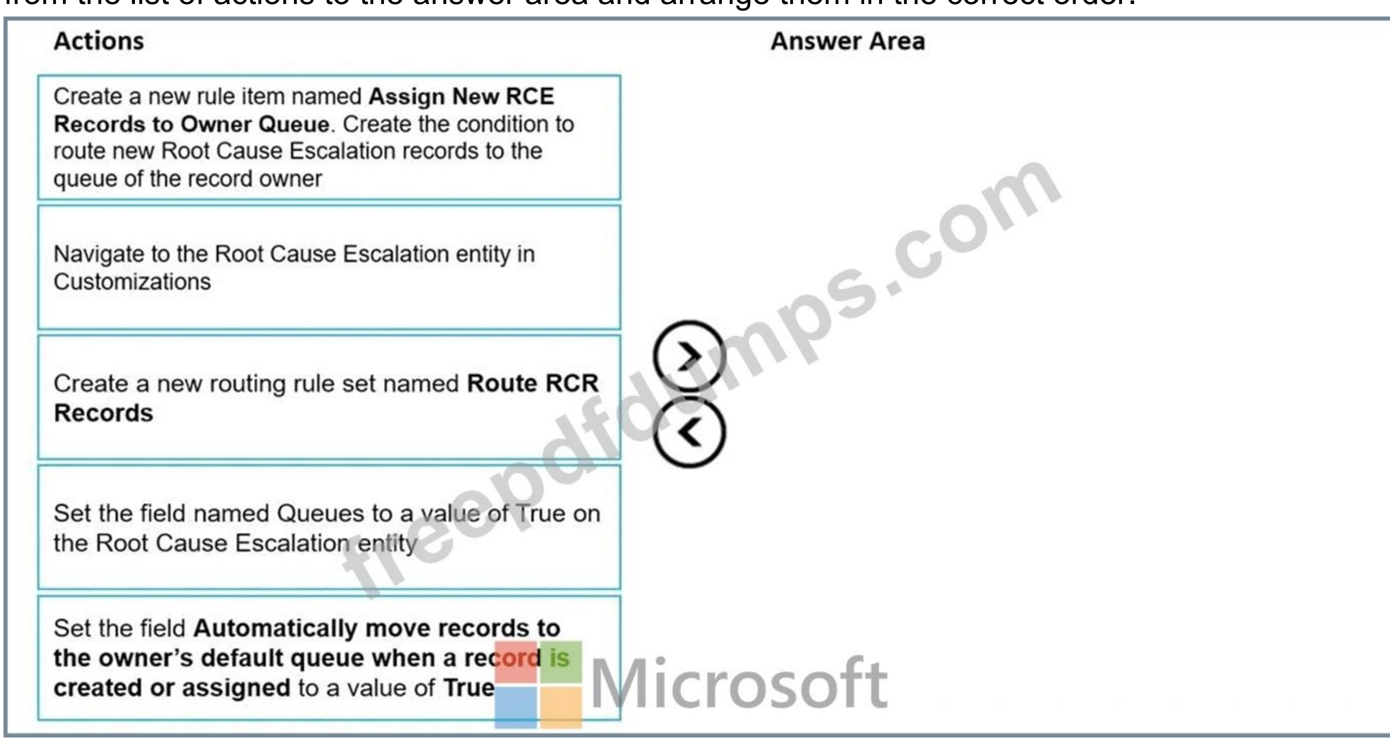


Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-ar

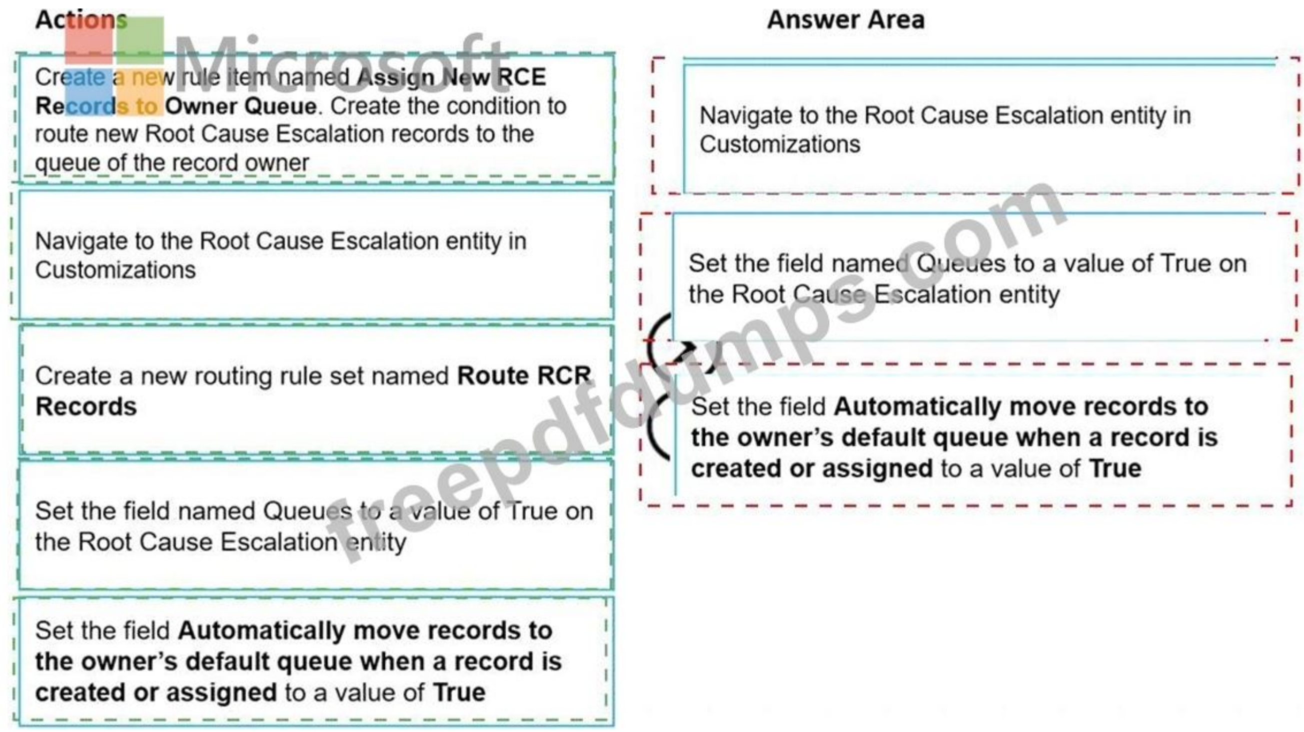
NEW QUESTION: 84
You are using Dynamics 365 Customer Service to create and activate entitlements.
Customer service representatives state that the entitlement status is set to Waiting, and they cannot use the entitlement. You must ensure customer service representatives can use the entitlement.
You need 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.
Answer: B (LEAVE A REPLY)
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-define-support-terms-custom

NEW QUESTION: 85
You are a Dynamics 365 Customer Service administrator.
You create a new entity named Root Cause Escalation. Queues must be used for new Root Cause Escalation records. The records must be automatically assigned to the record owner's default queue when a record is created.
You need to implement the proper functionality to meet the requirements.
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.



Answer:



Explanation

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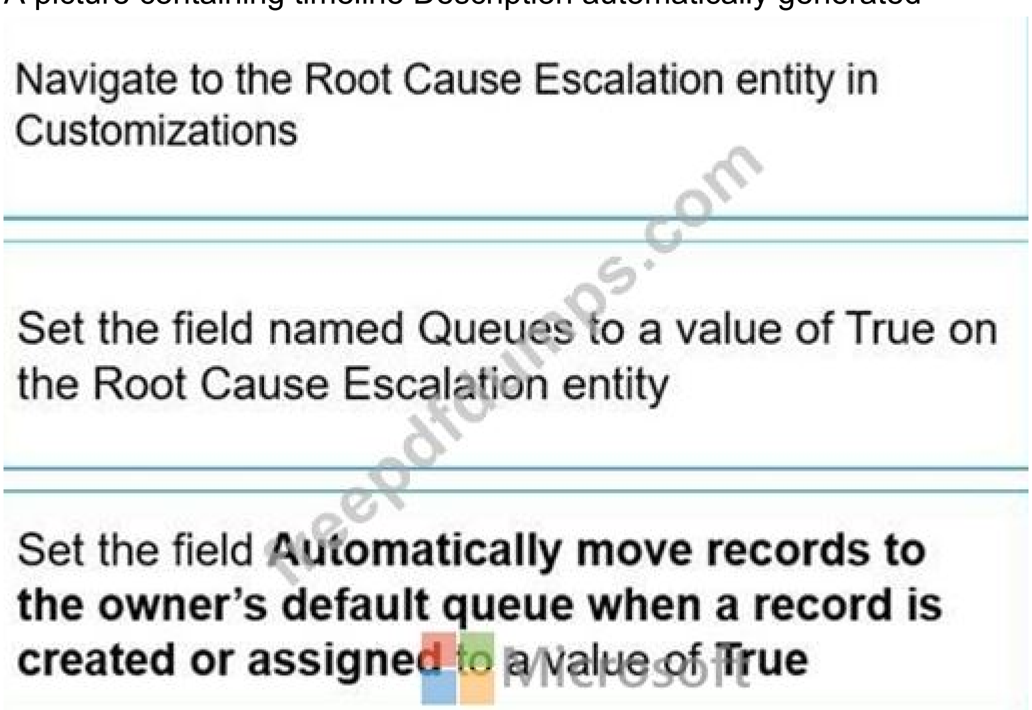


Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-for-queues

NEW QUESTION: 86

A customer service organization plans to implement knowledge management for a custom entity named RootCause 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.

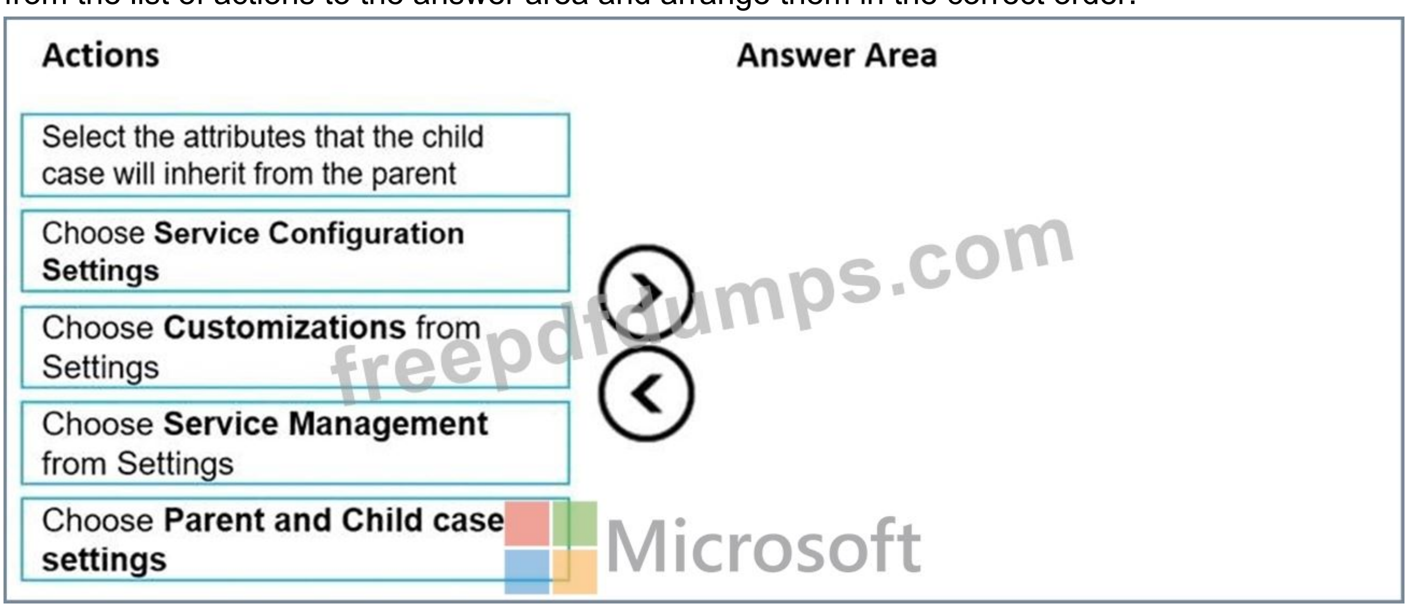
Which three actions should you perform? Each correct answer presents part of the solution.
NOTE:Each correct selection is worth one point.

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

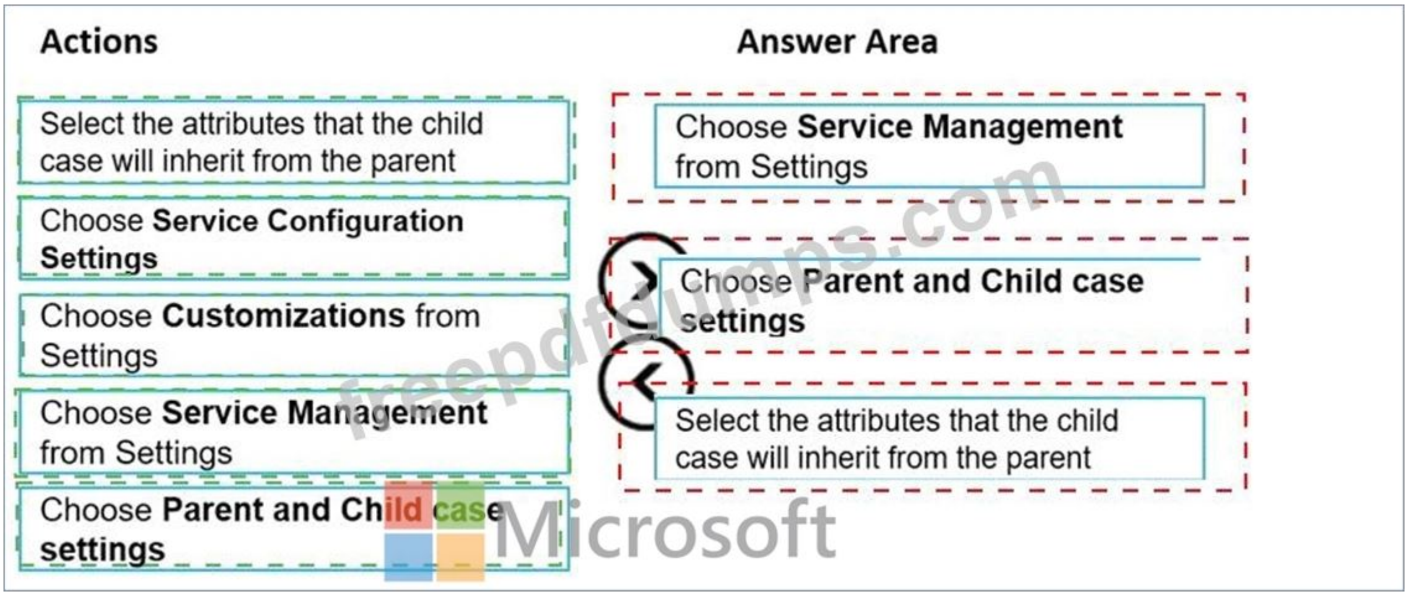
Answer: A,B,C (LEAVE A REPLY)

NEW QUESTION: 87

You are a Dynamics 365 administrator.
You want to set up a child/parent relationship for cases so that the child case inherits different fields from the parent case.
You need to set up the appropriate child/parent relationship.
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.



Answer:



Explanation
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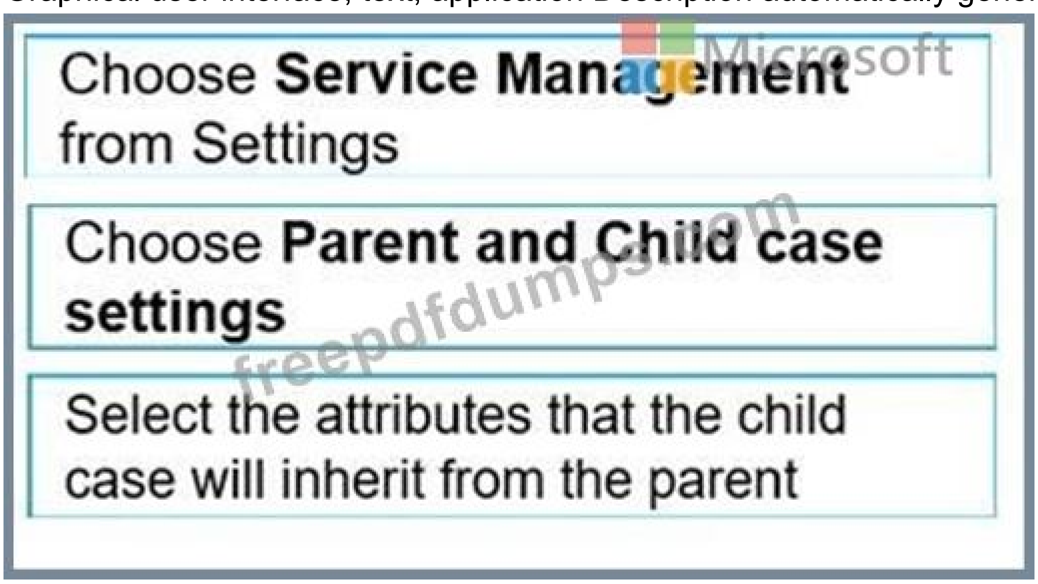


Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases

NEW QUESTION: 88
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.

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:

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

Explanation

Graphical user interface, text, application, email Description automatically generated

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

NEW QUESTION: 89

You need to create an entitlement template. In System Settings, you navigate to Service Management.

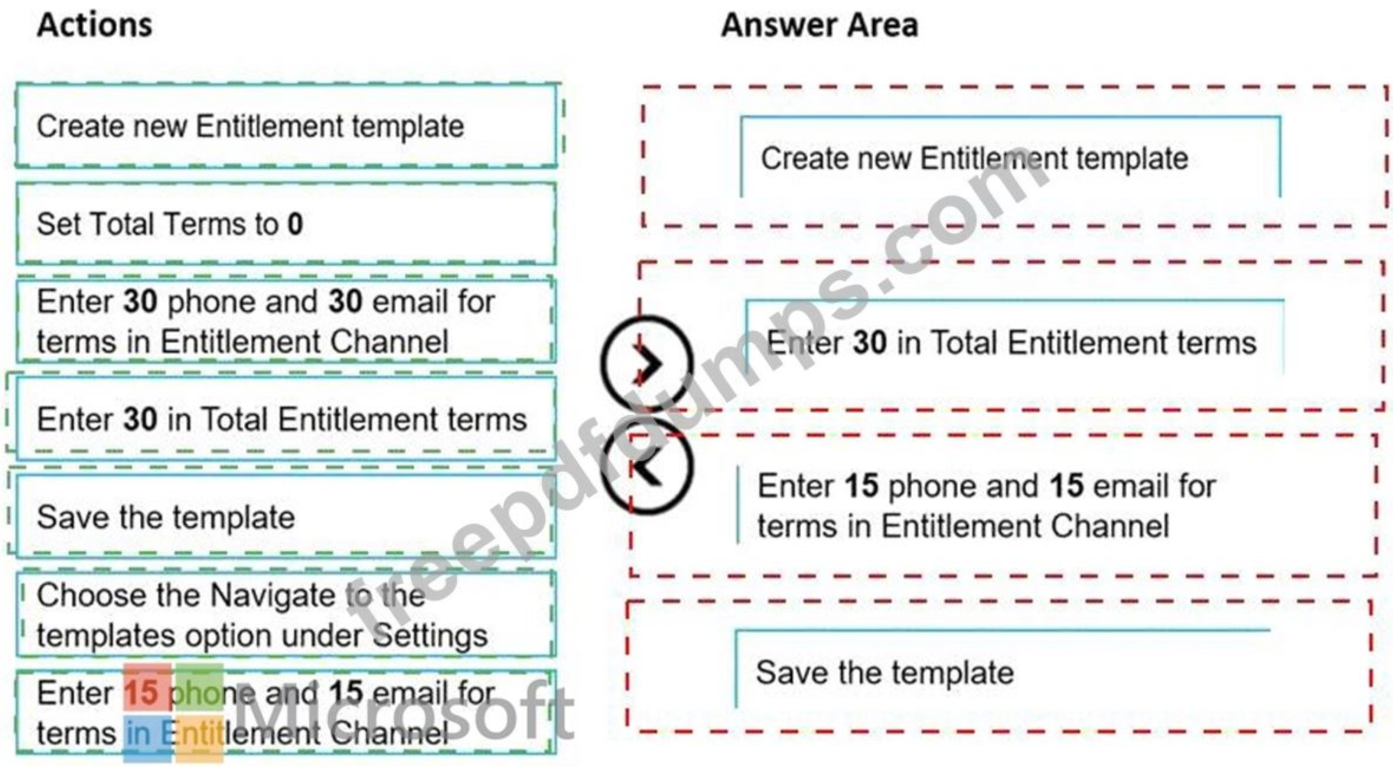
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

- Create new Entitlement template
- Set Total Terms to **0**
- Enter **30** phone and **30** email for terms in Entitlement Channel
- Enter **30** in Total Entitlement terms
- Save the template
- Choose the Navigate to the templates option under Settings
- Enter **15** phone and **15** email for terms in Entitlement Channel

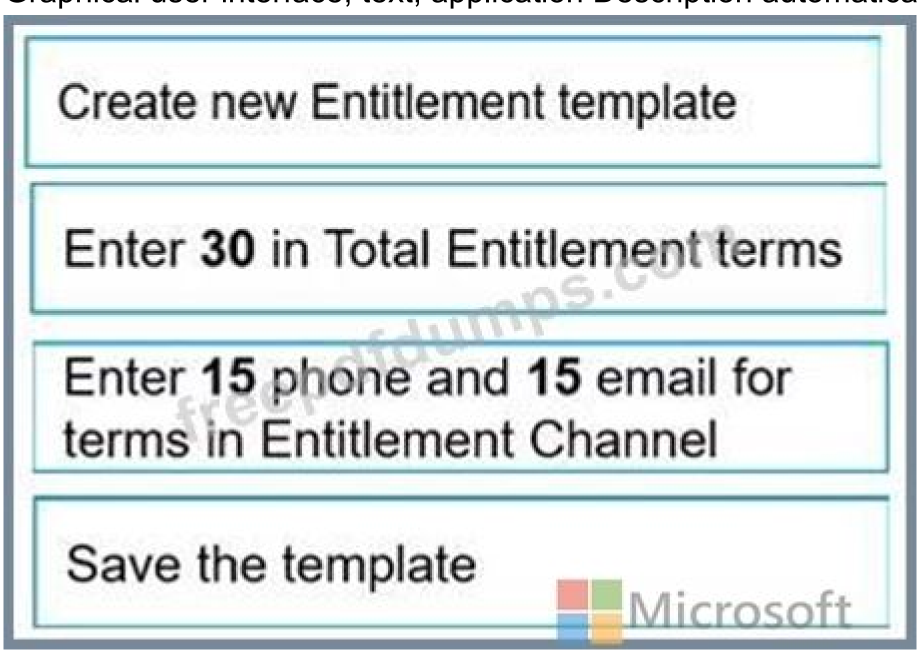
Answer Area

Answer:



Explanation

Graphical user interface, text, application Description automatically generated



Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entitlements-templates

NEW QUESTION: 90

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
Answer: B (LEAVE A REPLY)
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-insights/audience-insights/measures

NEW QUESTION: 91
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.
Answer: (SHOW ANSWER)
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

NEW QUESTION: 92
You implement Dynamics 365 Customer Service for a call center.
The call center supervisor has the following requirements for the Customer Service workspace functionality:
* Automate agents' repetitive tasks.
* Enable agents to share knowledge articles with customers.
You need to ensure that the implementation meets the requirements.
Solution: Create a macro with an Omnichannel connector.
Does the solution meet the goal?
A. No
B. Yes
Answer: B (LEAVE A REPLY)

NEW QUESTION: 93
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.
Answer: (SHOW ANSWER)
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-service-analytics

NEW QUESTION: 94

You work for a pharmaceutical company that distributes vaccines.

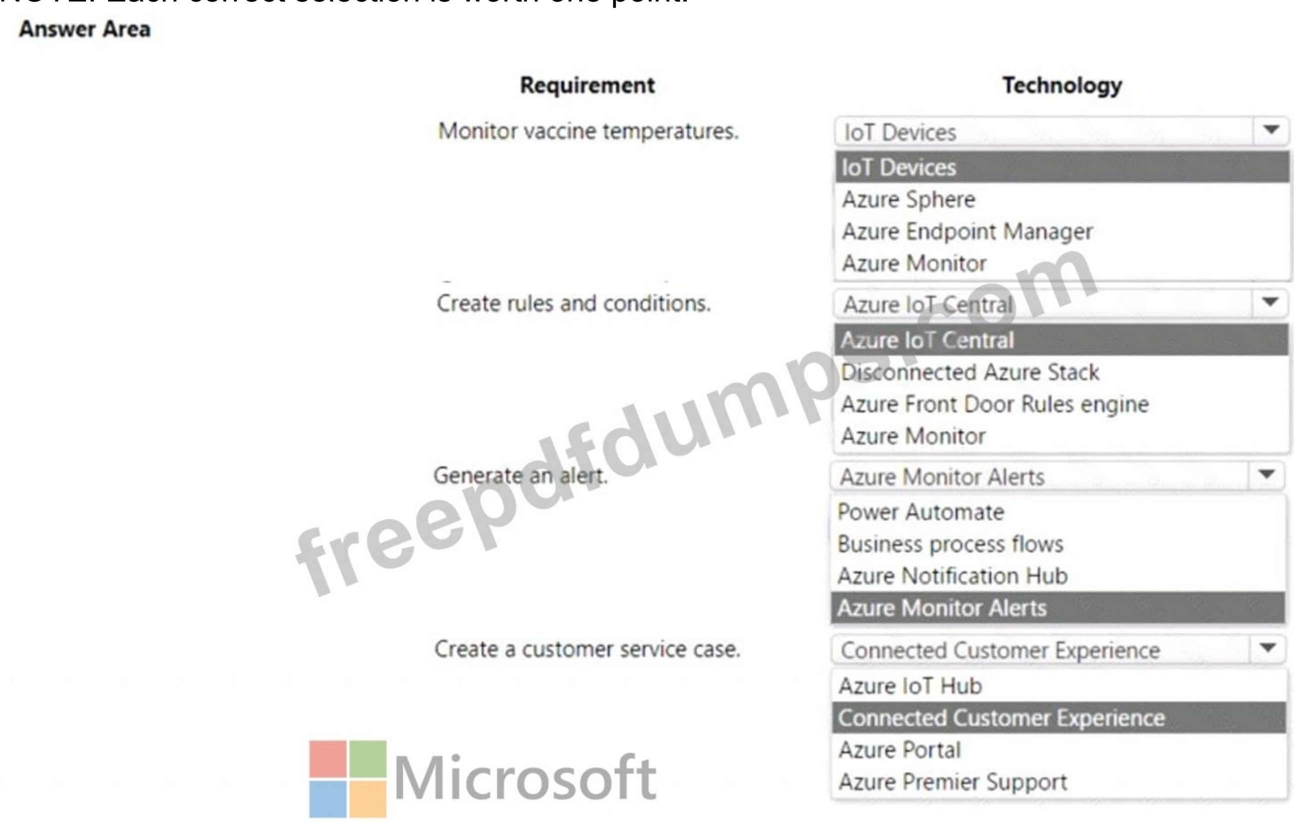
Vaccines must be kept below negative 60 degrees Celsius or they cannot be used. The company requires a solution that meets the following requirements:

* Monitor vaccine temperatures during transportation.
* Create a customer service case if the temperature goes above negative 60 degrees Celsius.

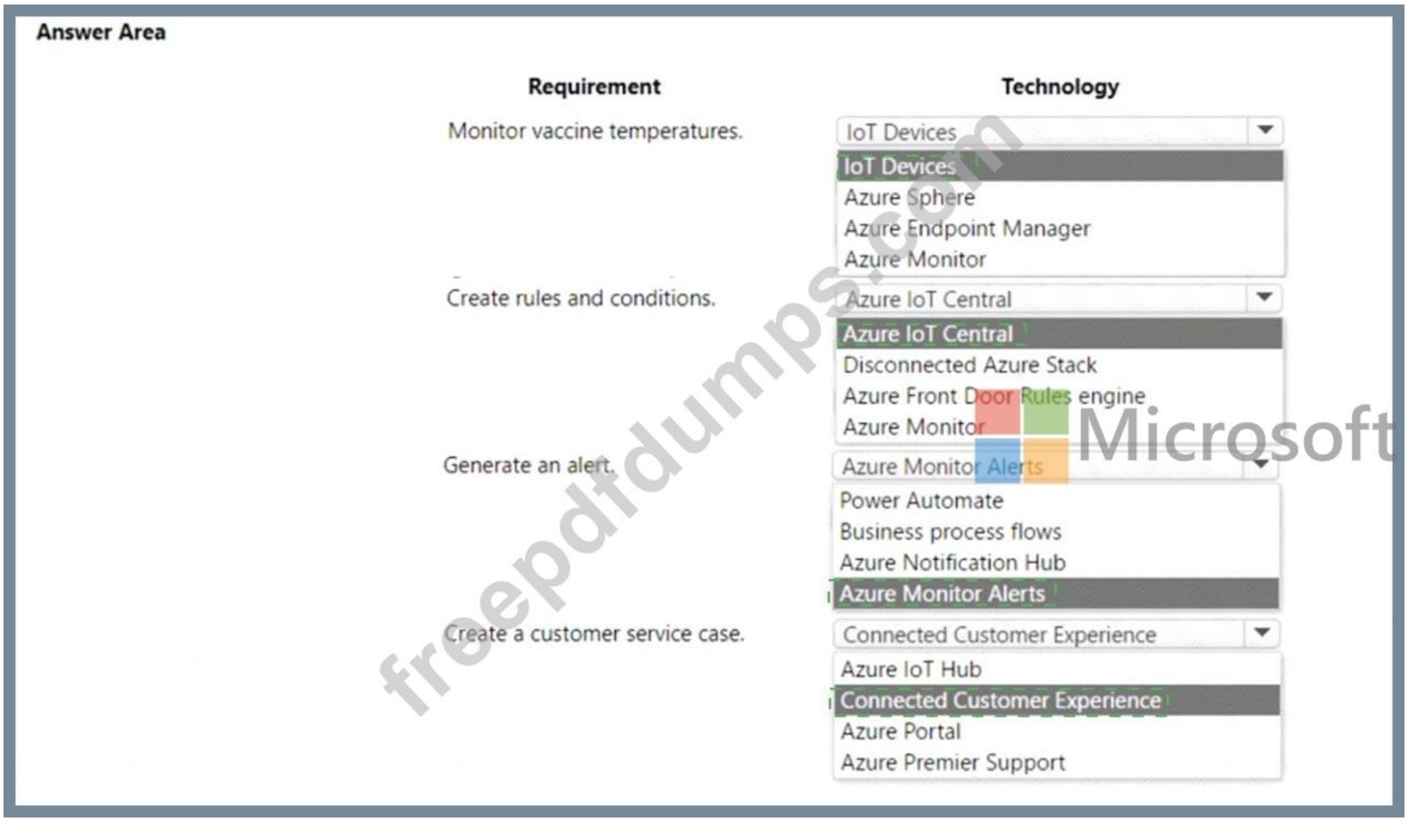
You need to implement the solution.

Which technologies should you use? To answer, select the appropriate options in the answer area.

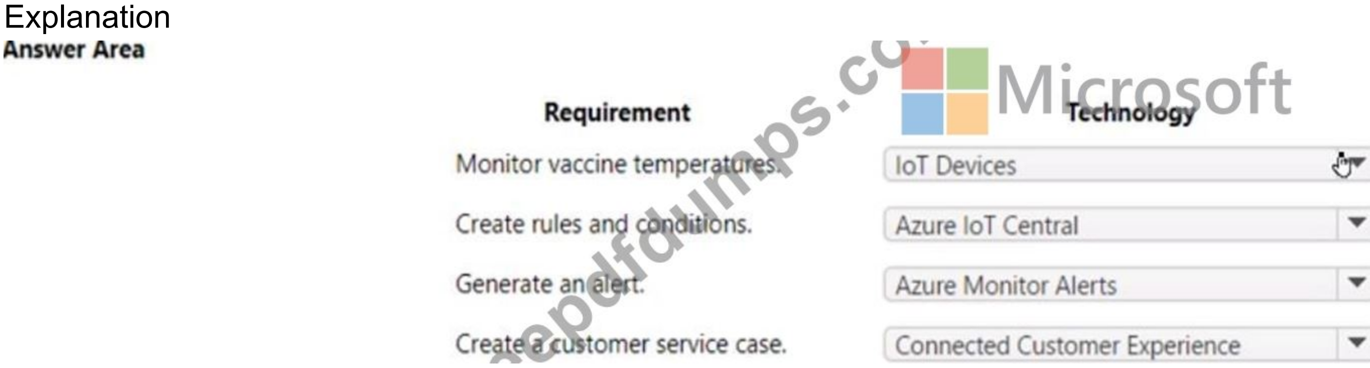
NOTE: Each correct selection is worth one point.



Answer:



Explanation



NEW QUESTION: 95

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.

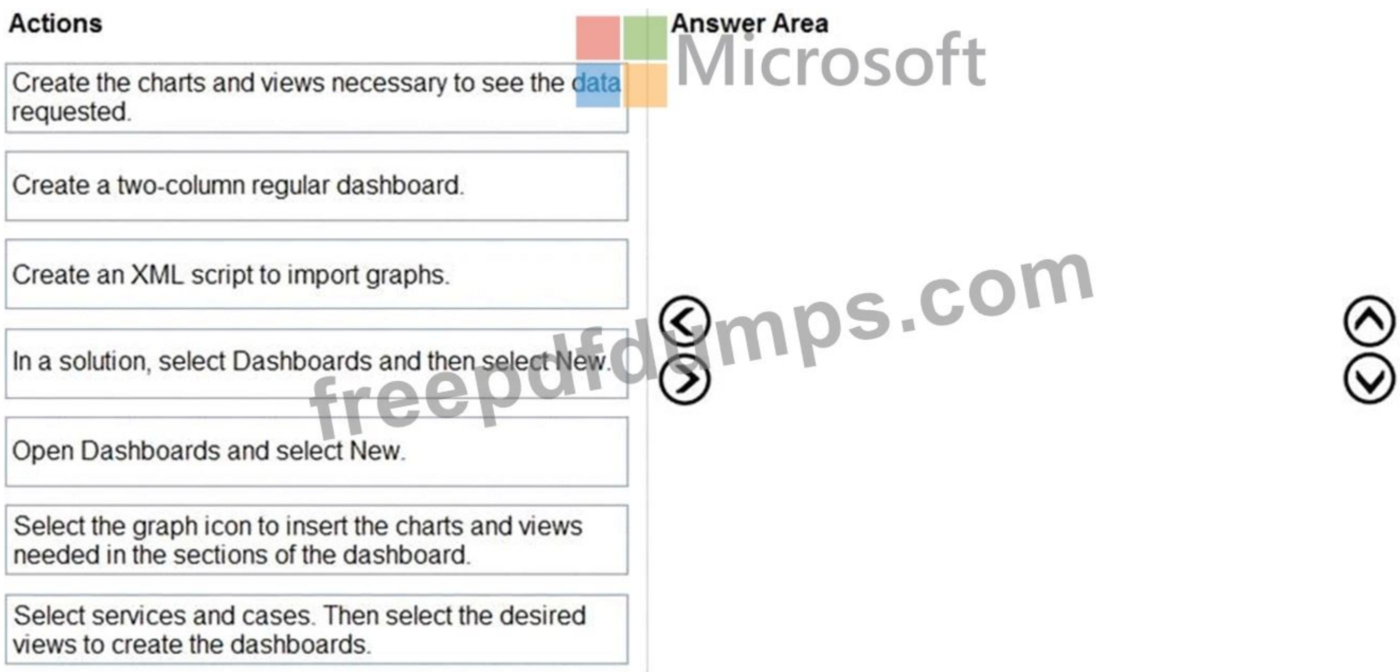
NOTE: Each correct selection is worth one point.

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.

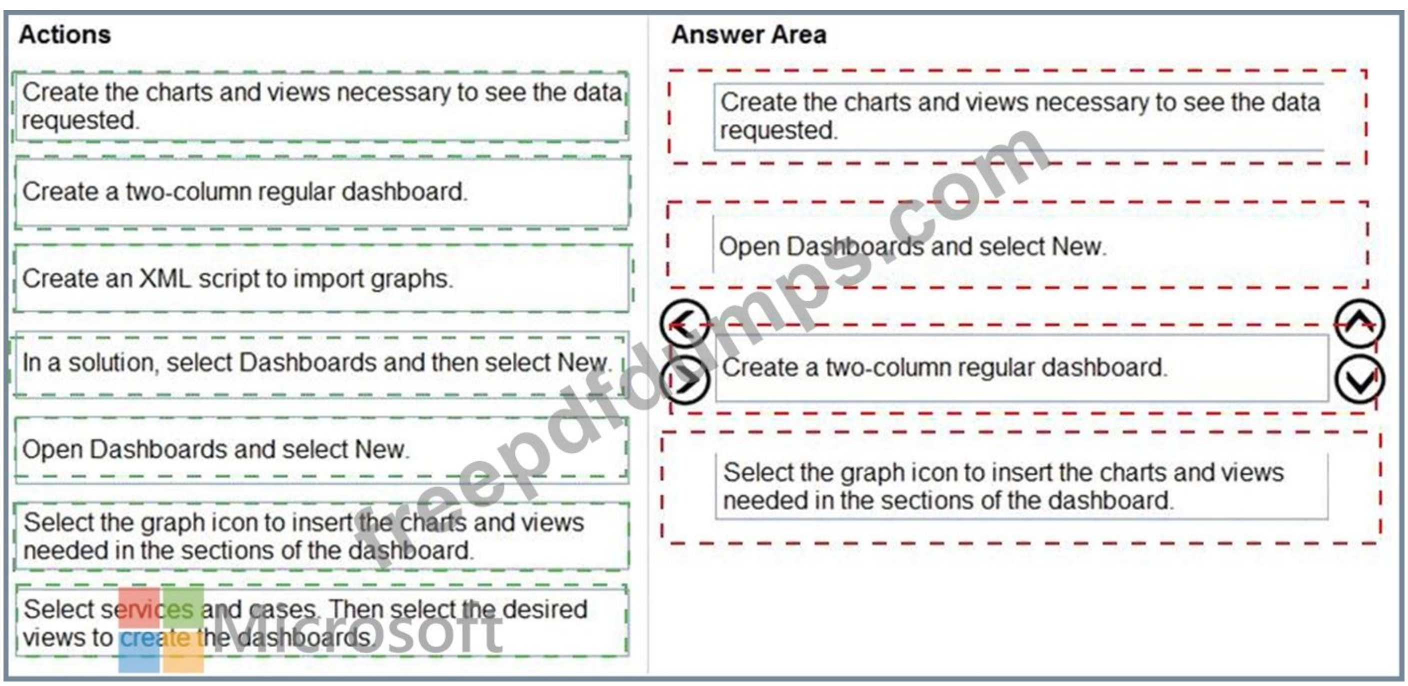
B. Create a new entitlement for each new support offering for the customer, with terms equal to 25 phone calls and 25 emails.

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.
Answer: C,E (LEAVE A REPLY)
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-define-support-terms-custom
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entitlements-templates

NEW QUESTION: 96
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.



Answer:



Explanation

A picture containing application Description automatically generated

Create the charts and views necessary to see the data requested.

Open Dashboards and select New.

Create a two-column regular dashboard.

Select the graph icon to insert the charts and views needed in the sections of the dashboard.

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

NEW QUESTION: 97

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.

Answer: C (LEAVE A REPLY)

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-monitor-real-time-customer-sentimentsessio

NEW QUESTION: 98

A customer service manager needs a new business process flow to manage support for a product rollout for bicycles. There are two bicycle models: standard and high performance.

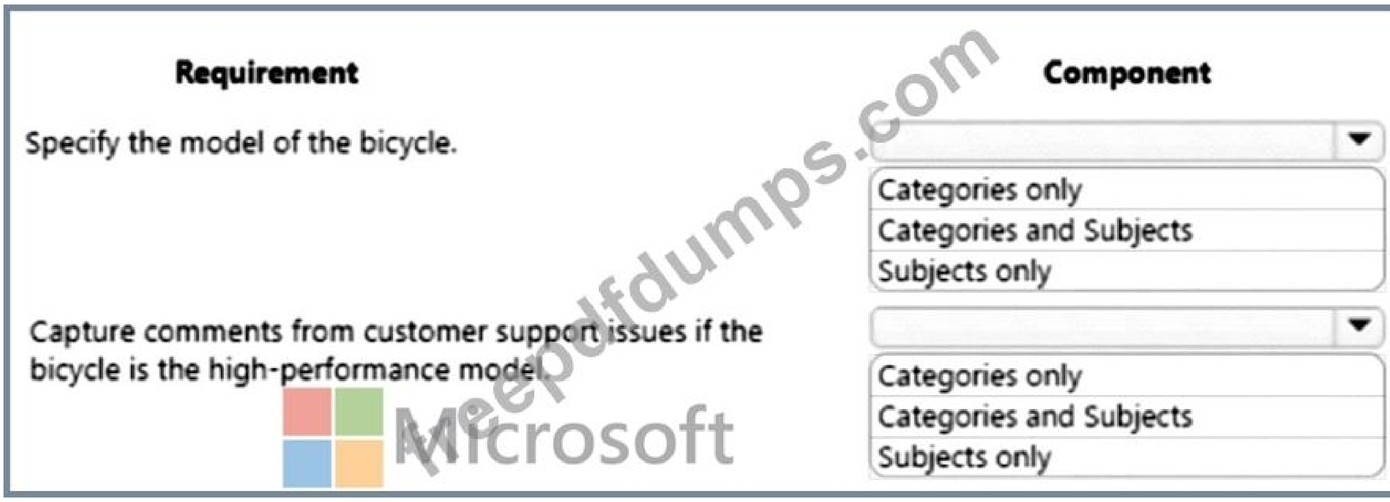
Support representatives must be able to:

Specify the model of the bicycle.

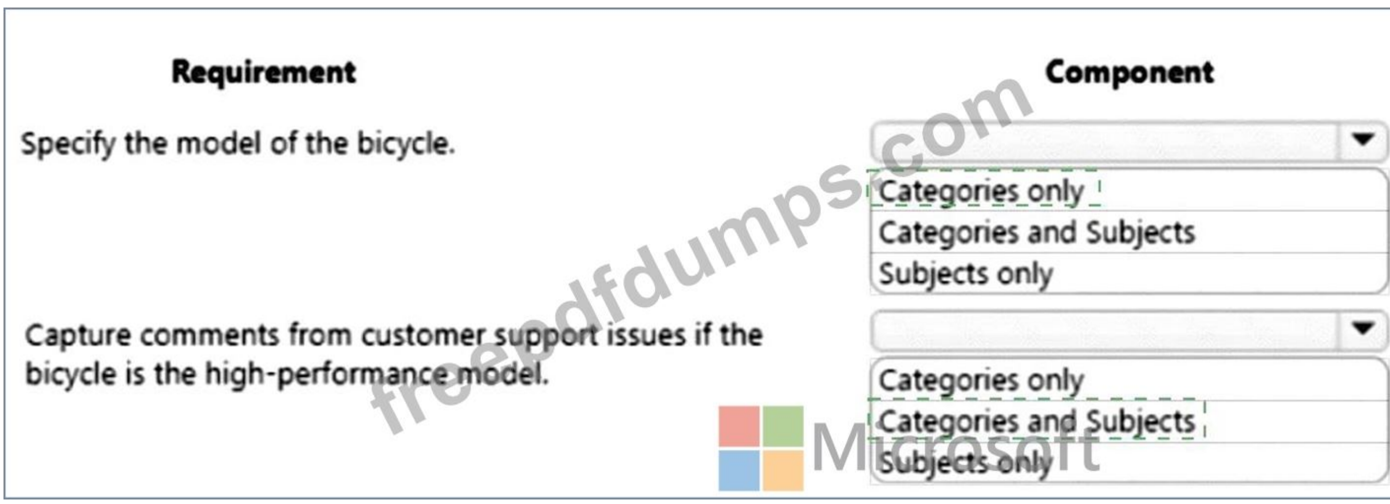
Capture comments from customer support issues if the bicycle is the high-performance model.

You need to create the business process flow.

What should you configure for each requirement? To answer, select the appropriate options in the answer area.



Answer:



Explanation

Box 1: Categories only

Box 2: Categories and Subjects

Note:

* Using the Categories entity, you can create hierarchical categorical data to help group records. Categorizing entity records in Dynamics 365 Customer Service helps you tag the records so that you can easily search them.

Use the entity to create and manage a logical structure of categories in Dynamics 365 Customer Service, and then associate entity records to one or more categories.

Categories are useful for reporting, sorting, segmenting, and categorization of records.

* The customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation), include a subject organizational structure that lets you mark and categorize service cases, knowledge base articles, products, and sales literature. By using the subject hierarchy, you can classify service cases to quickly provide service to your customer. You can also provide the appropriate sales literature. You'll also be able to better understand gaps in your sales literature, evaluate service quality by subject area, and improve reporting on the performance of your products.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-manage-categories
https://docs.microsoft.com/en-us/power-platform/admin/define-subjects-categorize-cases-products-articles