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Exam : **MB2-718**

Title : Microsoft Dynamics 365 for
Customer Service

Vendor : Microsoft

Version : DEMO

NO.1 Your organization has a custom entity.

You need to ensure that the custom entity is available from the interactive service hub.

Which setting for the entity should you modify?

- A. Enable for knowledge management
- B. Enable for mobile
- C. Enable for interactive experience
- D. Enable for SLA

Answer: C

NO.2 Your organization plans to use Voice of the Customer to send surveys to select groups of customers. You need to customize branding colors and logos for the surveys. What should you do?

- A. Modify Voice of the Customer survey themes.
- B. Configure system settings.
- C. Modify Microsoft Dynamics 365 themes.
- D. Update Voice of the Customer piped data.

Answer: A

<https://community.dynamics.com/crm/b/sonomapartners/archive/2016/05/18/a-step-by-step-guide-to-create-your-first-survey-with-dynamics-crm-2016-voice-of-the-customer>

NO.3 Your organization uses enhanced service level agreements (SLA's).

You need to create a view that displays the SLA failure and succeeded time for data related to a case.

Which entity should you use to select the fields?

- A. SLA
- B. enhanced SLA C
- C. SLA KPI Instance
- D. SLA Item

Answer: C

NO.4 You enable feedback for a Voice of the Customer survey. What is the total number of questions allowed for the survey?

- A. 30
- B. 40
- C. 100
- D. 250

Answer: D

NO.5 A company plans to send out customer surveys.

When a customer responds that they are not likely to recommend the company to a colleague, you need to display another question to gather additional information.

You need to configure the environment. What should you do?

- A. Modify piped data.
- B. Use a response routing rule.
- C. Add a business rule.

D. Create an action rule.

Answer: A

NO.6 You implement the Unified Service Desk (USD). You plan to implement a window navigation rule. Which two statements are true? Each answer represents a complete solution.

A. You must populate the form and entity or URL fields for specific rules.

B. Rules are evaluated based on the order number,

C. You must use the display name to reference the entity in the rule.

D. You must configure default rules so that they are evaluated first

Answer: B,D

NO.7 A user selects a case from a queue and studies the queue item details for the case. Which two data points are displayed? Each correct answer presents a complete solution.

A. the user who owns the case

B. the time spent working on the case

C. the queue the case is related to

D. the user working on the case

Answer: CD

NO.8 You implement the Unified Service Desk (USD). Which two statements are true when creating a hosted control?

A. Fields that display on a form vary depending on the hosted control type.

B. You can set a default action for the control.

C. There are five total hosted control types available.

D. The owner for the hosted control cannot be changed.

Answer: A,B

NO.9 You are a customer service agent that uses Unified Service Desk (USD).

You search for a customer.

You select a customer record from the search results and open the customer record.

How many sessions are created?

A. 0

B. 1

C. 2

D. 3

Answer: C

NO.10 You use the interactive service hub to manage cases.

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

You need to ensure that search returns relevant results.

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

A. Relate the article to one or more categories.

B. Relate the article to a more relevant subject.

C. Update the article description.

D. Add additional keywords.

Answer: A,C