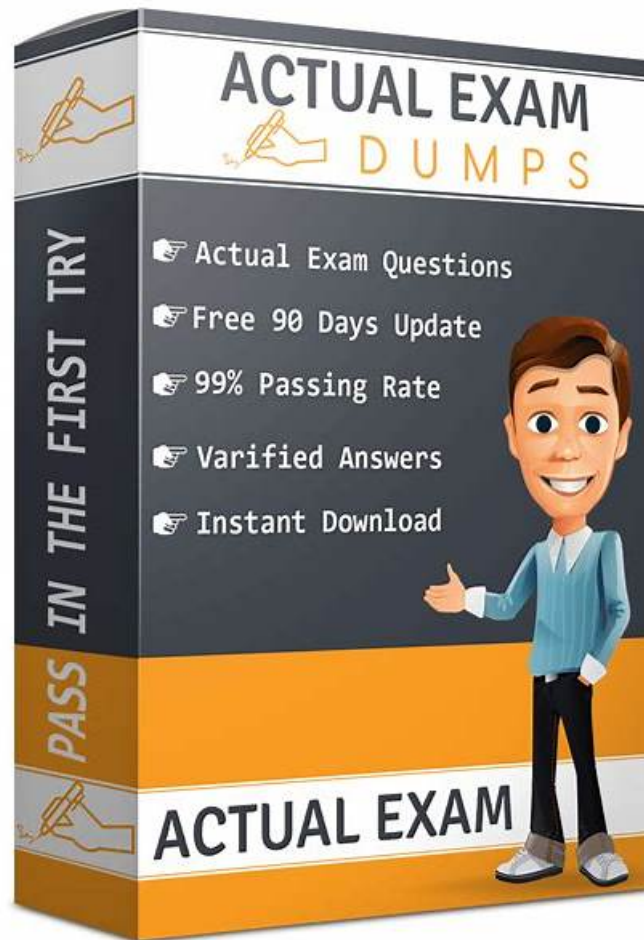


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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q301-Q306):

NEW QUESTION # 301

You are a Dynamics 365 system administrator.

Your customer service team must define goal metrics to track and measure all resolved cases.

You need to create a goal metric with a rollup field.

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

□

Answer:

Explanation:

□ Explanation

□ References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-goal-metric>

NEW QUESTION # 302

You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.

You need to link the article to the case and share the article with the customer.

What is the solution for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

□

Answer:

Explanation:

□ Explanation

Text Description automatically generated

□ Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within-record-dynamic>

NEW QUESTION # 303

Hotspot Question

You need to configure security roles for Dynamics 365 Connected Customer Service by using the principle of least privilege.

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

NOTE: Each correct selection is worth one point.

□

Answer:

Explanation:

□ Explanation:

Box 1: IoT Administrator and IoT Endpoint User

Security roles for Connected Customer Service allow administrators to give appropriate access to Internet of Things (IoT) entities, including alerts, assets, devices, and commands, which are all included with Customer Service 9.0.20034.20XX+. These security roles should be added to existing Customer Service security roles.

Customer Service Representative who needs to work with device registration and device data pulls (IoT Hub operations).

CSR should be given the IoT Administrator and IoT Endpoint User security roles. General knowledge of Customer Service security roles. For more information, see the topic on setting up customer service users and security roles.

Box 2: Dynamics 365 system administrator only

A Customer Service administrator who needs to can set up IoT Configuration. The CSR admin should be granted Dynamics 365 system administrator access.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-security-roles>

NEW QUESTION # 304

A company implements Dynamics 365 Customer Voice. The company sends out customer satisfaction surveys. The service team creates one survey from a blank project and others from a predefined project template.

When the company receives all the survey responses, a member of the service team must analyze the results.

The member must calculate satisfaction scores to help the service manager identify required efficiency changes for the department.

You need to determine which type of satisfaction metrics to use.

Which metrics should you use? To answer, drag the appropriate metrics to the correct scores. Each metric 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:

Explanation

Box 1: Net Promoter Score

Net Promoter Score (NPS): NPS is a metric used to measure customer loyalty. The score is calculated from the NPS-type question by using a scale from 0 through 10. The respondents are grouped as follows:

Detractors are those who respond with a score from 0 through 6.

Passives are those who respond with a score of 7 or 8.

Promoters are those who respond with a score of 9 or 10.

NPS is calculated by subtracting the percentage of detractors from the percentage of promoters. The score is a number that can range from -100 to 100.

Box 2: Customer Satisfaction Score

Customer Satisfaction (CSAT): CSAT is a metric used to measure the level of satisfaction customers have with a product or a service. CSAT is measured by responses to rating-type questions. The CSAT score is calculated on a scale of 1 to 5. If you create a question on a scale other than 1 to 5, the CSAT score is normalized as per the 1 to 5 scale. This helps in comparing various CSAT scores.

Incorrect:

Sentiment: Sentiment is a metric used to identify customer sentiment toward a product or a service. Sentiment groups the responses to a text-based question as positive, negative, or neutral.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-voice/satisfaction-metrics>

NEW QUESTION # 305

You are a Dynamics 365 for Customer Service administrator.

Your company requires a new phone-to-case business process flow for customer service representatives to follow.

The stages are as follows:

* Verification

* Acknowledgement and research

* Resolution

Customer service representatives must send an email to the customer when a case enters the acknowledgement-and-research stage.

You need to create the required business process flow and components.

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

Answer:

Explanation:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-process-flow>

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/workflow-processes>

NEW QUESTION # 306

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