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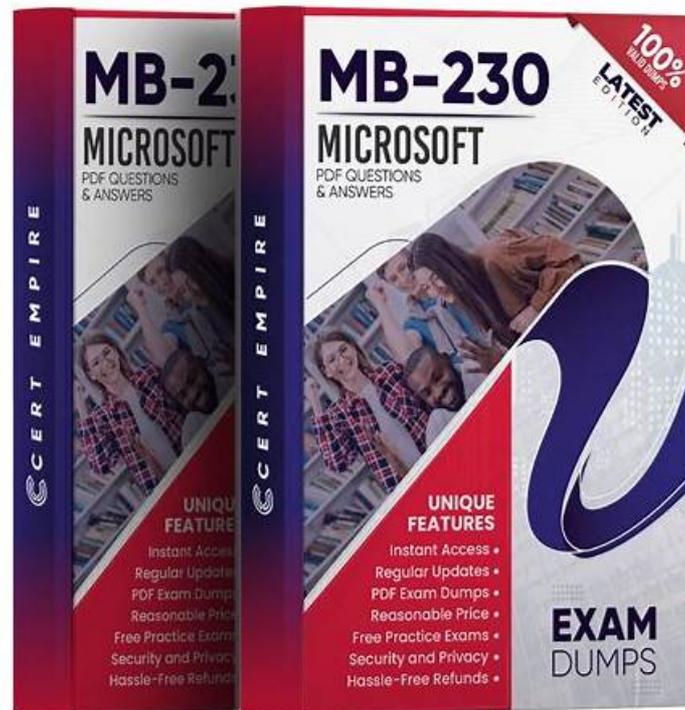

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q158-Q163):

NEW QUESTION # 158
You need to ensure that customers cannot open more cases than they are allowed.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer

area and arrange them in the correct order.

Actions

Add the start date and end date.
Save the entitlement and then add the entitlement channel.
Add the entitlement channel as email with 25 as the total term.
Add the entitlement channel as phone with 25 as the total term.
Create new entitlement in Service Management.
Add entitlement channel before saving the new entitlement.
Create new service level agreement in Service Management.

Answer Area

Answer:

Explanation:

Actions

Add the start date and end date.
Save the entitlement and then add the entitlement channel.
Add the entitlement channel as email with 25 as the total term.
Add the entitlement channel as phone with 25 as the total term.
Create new entitlement in Service Management.
Add entitlement channel before saving the new entitlement.
Create new service level agreement in Service Management.

Answer Area

Create new entitlement in Service Management.
Add the start date and end date.
Save the entitlement and then add the entitlement channel.
Add the entitlement channel as phone with 25 as the total term.

Explanation:
Text, table Description automatically generated with medium confidence

Create new entitlement in Service Management.
Add the start date and end date.
Save the entitlement and then add the entitlement channel.
Add the entitlement channel as phone with 25 as the total term.

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

NEW QUESTION # 159
You are a system administrator for Dynamics 365 for Customer Service.
All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.
You need to configure cases.
What should you do?

- A. Validate that customer and case title fields have not been removed as fields that child cases inherit from parent cases.
  Add product and case-type fields to the list.
  Set the closure preference setting to Don't allow parent case closure until all child cases are closed.
- B. Create a business rule.
- C. Validate that customer and case title fields have not been removed as fields that child cases inherit from the parent cases.

Add product and case-type fields to the list.
The closure preference setting does not need to be changed.
This is default behavior.
- D. On the case entity, update the Parent case-Child case 1:N relationship field mapping to include the fields.
  Create a business rule on the case entity to prevent the parent from closing if it has one or more open child cases.

Answer: A

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

NEW QUESTION # 160
You are a customer service representative using Dynamics 365 Customer Service Hub.
You need to link the knowledge base records that relate to cases and send articles to customers.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in them correct order.

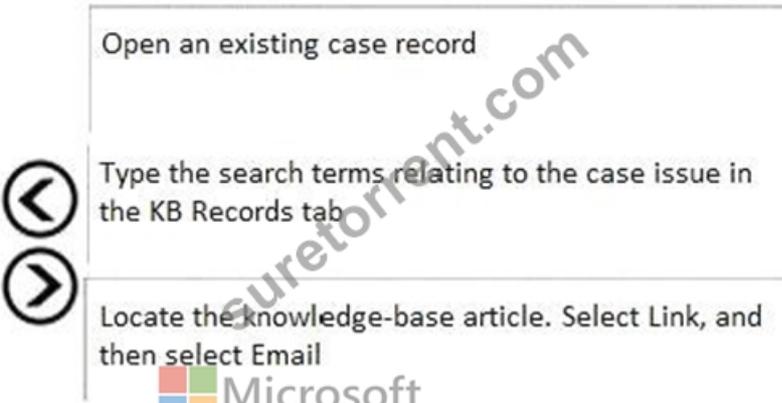| Actions	Answer Area
Open the knowledge-base article that answers the problem. Copy and paste the article into the resolution dialog box when closing the case	
Open an existing case record	
Locate the knowledge-base article. Select Link, and then select Email	
Type the search terms relating to the case issue in the KB Records tab	
Navigate to the knowledge base and assign the article to the case	
Email the knowledge-base article to the customer. Set the Regarding field on the email to the case	
Open the knowledge-base article that answers the problem. Copy and paste the knowledge base article into the case notes	

Answer:

Explanation:

Actions

Open the knowledge-base article that answers the problem. Copy and paste the article into the resolution dialog box when closing the case
Open an existing case record
Locate the knowledge-base article. Select Link, and then select Email
Type the search terms relating to the case issue in the KB Records tab
Navigate to the knowledge base and assign the article to the case
Email the knowledge-base article to the customer. Set the Regarding field on the email to the case
Open the knowledge-base article that answers the problem. Copy and paste the knowledge base article into the case notes

Answer Area

- Open an existing case record
- Type the search terms relating to the case issue in the KB Records tab
- Locate the knowledge-base article. Select Link, and then select Email

Explanation:

Answer Area

- Open an existing case record
- Type the search terms relating to the case issue in the KB Records tab
- Locate the knowledge-base article. Select Link, and then select Email

NEW QUESTION # 161

Hotspot Question

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.

Answer Area

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:

Explanation:

Answer Area

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:
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 # 162

You are a Dynamics 365 for Customer Service administrator.

Your company provides standard support contracts for 20 hours of email support. Phone is offered as a premium service in allotments of 10 incidents.

You need to set up an entitlement template for the standard support.

What should you configure?

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

- D. Set the value of the Total terms field for an entitlement to 20.
  Set the entitlement channel option to
  Set the value of the Total terms field to
  Add the Phone option. Set the value of the Total Terms field to

Answer: A

NEW QUESTION # 163

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