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and get the certification badge to advance your profession.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q129-Q134):

NEW QUESTION # 129

Drag and Drop Question

You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Queue types	Answer Area	Queue type
Private	Scenario Set up a product defect queue. Add the defect group as the members for the queue.	queue type
Public	Set up an unknown queue for anyone to review tickets that are not classified.	queue type
	Set up an escalation queue that enables only upper management to review the tickets.	queue type

Answer:

Explanation:

Queue types

Private
Public

Answer Area

Scenario

Set up a product defect queue. Add the defect group as the members for the queue.

Set up an unknown queue for anyone to review tickets that are not classified.

Set up an escalation queue that enables only upper management to review the tickets.

Queue type

Private

Public

Private

Explanation:

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

NEW QUESTION # 130

You are a Dynamics 365 for Customer Service administrator.

You need to import cases from a file without applying routing rules.

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

Actions

Save and import the import file

Add a row named **Route Case** to the import file

Add a column named **Route Case** to the import file

Add the value **Yes** for cases that must not be routed

Add the value **No** for cases that must not be routed

Answer Area



Answer:

Explanation:

Actions

Save and import the import file

Add a row named **Route Case** to the import file

Add a column named **Route Case** to the import file

Add the value **Yes** for cases that must not be routed

Add the value **No** for cases that must not be routed

Answer Area

Add a column named **Route Case** to the import file



Add the value **No** for cases that must not be routed



Save and import the import file

Explanation

Answer Area

Add a column named **Route Case** to the import file

Add the value **No** for cases that must not be routed

Save and import the import file



References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rulesautomatically>

NEW QUESTION # 131

A company uses Dynamics 365 Customer Service and Microsoft Teams.

A project requires the creation of an automated tool to provide recommendations when addressing specific client needs. The tool must be interactive and allow agents to best serve their client base. All communications will be run through Teams chat. You need to

configure the smart assist chatbot 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.

Actions

- Update the chatbot messaging endpoint.
- Configure the chatbot App settings file.
- Publish the webapp to the Microsoft Azure tenant.
- Enable the Teams channel.
- Set the Smart Assist Admin configuration.
- Test the chatbot.

Answer area

Answer:

Explanation:

Answer Area

Configure the chatbot App settings file12.

Publish the webapp to the Microsoft Azure tenant12

Update the chatbot messaging endpoint12.

Enable the Teams channel12.

Set the Smart Assist Admin configuration3..

Test the chatbot12.

- 1 - Configure the chatbot App settings file12.
- 2 - Publish the webapp to the Microsoft Azure tenant12
- 3 - Update the chatbot messaging endpoint12.
- 4 - Enable the Teams channel12.
- 5 - Set the Smart Assist Admin configuration3..
- 6 - Test the chatbot12.

NEW QUESTION # 132

You need to configure OmniChannel to route correctly.

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

NOTE:Each correct selection is worth one point.

Configuration

Number of work streams

Ticket placement on assignment

Option

None

One

Two

Three

Select the Automatically move records in queue checkbox in the case entity in the solution

Add a routing rule for a push on owner assignment in Omnichannel

Ass a work stream for a push on owner assignment in Omnichannel

Select the Enable for SLA checkbox in the case entity in the solution

Answer:

Explanation:

Configuration	Option
Number of work streams	<div>▼</div> <div>None</div> <div>One</div> <div>Two</div> <div>Three</div>
Ticket placement on assignment	<div>▼</div> <div>Select the Automatically move records in queue checkbox in the case entity in the solution</div> <div>Add a routing rule for a push on owner assignment in Omnichannel</div> <div>Assign a work stream for a push on owner assignment in Omnichannel</div> <div>Select the Enable for SLA checkbox in the case entity in the solution</div>

Explanation

Box 1: Two

You must create two types of Omnichannel queues: regular and escalated.

Box 2: Add a routing rule for a push on owner assignment in Omnichannel Tickets assigned to a representative must be automatically placed in that representative's queue.

A customer initiates a conversation from the portal, and the conversation reaches the Omnichannel system.

Now, based on the routing rules condition defined in the routing system, it starts routing the conversation to the appropriate queues.

When the conversation reaches to the queues, the work assignment system assigns the conversation based on triggers.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-work-distribution-oca>

NEW QUESTION # 133

Case Study 1 - Humongous Insurance

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.

■ Hotspot Question

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.

Answer Area



Scenario

Process cases for an insurance type once a type is selected.

Receive and process an email from a customer to open an insurance claim.

Ensure cases phoned in can be separated and taken only by the applicable representative.

Setting

Case routing

Automatically create and update records

Create queues

Case routing

Automatically create and update records

Create queues

Case routing

Automatically create and update records

Create queues

Answer:

Explanation:

Answer Area

Scenario

Process cases for an insurance type once a type is selected.

Receive and process an email from a customer to open an insurance claim.

Ensure cases phoned in can be separated and taken only by the applicable representative.

Setting

Case routing

Automatically create and update records

Create queues

Case routing

Automatically create and update records

Create queues

Case routing

Automatically create and update records

Create queues

NEW QUESTION # 134

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