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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q29-Q34):

NEW QUESTION # 29

A company is implementing Dynamics 365 Customer Service. The company installs and services air filtering units for industrial manufacturing plants.

Schedulers must be able to do the following:

- * Schedule resources to start appointments every 90 minutes.
- * View available resources within the first, second, and third shifts.

You need to configure the system to optimize work scheduling.

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

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

□ Explanation:

Box 1: Fulfillment preferences

Fulfillment preferences are customizable entities that let you choose how schedule assistant results are displayed, like with neat hourly appointments or morning and afternoon time windows.

By default, the schedule assistant displays results based entirely on resource schedules and the earliest available time, such as 10:39 AM. With fulfillment preferences set to hourly, the same resource 's availability shows as 11:00 AM. This makes it simpler for the scheduler to view and understand availability and communicate it to the customer.

Box 2: Time group

Time groups enable schedulers to search and view results as blocks of time when using the schedule assistant.

Typical examples include mornings, afternoon, nights, and 2-hour windows. Unlike intervals, time groups do not dictate the start time of subsequent bookings. Time groups organize results, but leave the start time/arrival time as-is, based on the particular resource 's schedule.

When a time group is created for morning (8:00 AM to 12:00 PM) the schedule assistant will display a resource 's earliest availability within the defined morning bucket. Results will show a list of possible resources to start at 8:32 AM, 9:07 AM, and 11:23 AM, and all results will appear within the " morning " time group because the start times fall within the 8:00 AM to 12:00 PM time group.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups>

NEW QUESTION # 30

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:

□ 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 Dashboard.

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

□ 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 # 31

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:

- 1 - Create the charts and views necessary to see the data requested.
- 2 - Open Dashboards and select New.
- 3 - Create a two-column regular dashboard.
- 4 - 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 # 32

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:

Explanation:

NEW QUESTION # 33

You are a Dynamics 365 for Customer Service administrator.

You need to categorize activities and cases by using queues.

How should you categorize each record? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation

NEW QUESTION # 34

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