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## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q315-Q320):

### NEW QUESTION # 315

You use multiple workspaces within Dynamics 365 Customer Service insights.  
You need to switch workspaces.  
What should you do?

- A. Select Dashboard filters and then select a filter.
- B. Select View and then select a workspace view.
- C. Navigate to <https://csi.ai.dynamics.com> and then share a workspace.
- D. Select My workspaces and then select a workspace.

**Answer: D**

**Explanation:**

As an owner of a workspace, you launch sharing of a workspace by going to the My workspaces panel, hovering your mouse over the workspace name, and then selecting the share icon to open a dialog. From there, you add any users from your company's Azure

Active Directory. Any viewers will receive an email notifying them with a link to the workspace.

Reference:

<https://cloudblogs.microsoft.com/dynamics365/it/2019/06/13/new-in-dynamics-365-customer-service-insights-sh>

### NEW QUESTION # 316

A customer's entitlement is not available to assign to a case.

You need to determine the cause of the customer's issue.

What are two possible reasons for the issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. The entitlement is in waiting status
- B. The entitlement was renewed
- C. The entitlement is set as the default
- D. The entitlement is active
- E. The entitlement is expired

Answer: A,E

Explanation:

Reference:

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

### NEW QUESTION # 317

You are a Dynamics 365 Customer Service administrator.

You create a new entity named Root Cause Escalation. Queues must be used for new Root Cause Escalation records. The records must be automatically assigned to the record owner's default queue when a record is created.

You need to implement the proper functionality to meet the requirements.

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

#### Answer Area

Create a new rule item named **Assign New RCE Records to Owner Queue**. Create the condition to route new Root Cause Escalation records to the queue of the record owner

Navigate to the Root Cause Escalation entity in Customizations

Create a new routing rule set named **Route RCE Records**

Set the field named Queues to a value of True on the Root Cause Escalation entity

Set the field **Automatically move records to the owner's default queue when a record is created or assigned** to a value of **True**



Answer:

Explanation:

Answer Area	
	Navigate to the Root Cause Escalation entity in Customizations
	Set the field named Queues to a value of True on the Root Cause Escalation entity
	Set the field Automatically move recordsto,,,,,,

- 1 - Navigate to the Root Cause Escalation entity in Customizations
- 2 - Set the field named Queues to a value of True on the Root Cause Escalation entity
- 3 - Set the field Automatically move recordsto,,,,,,

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-for-queues>

### NEW QUESTION # 318

Note: This question is part of a series of questions that present the same scenario.

Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

Users must have their own queues that no one else can access.

Users must not be able to view each other's queue.

Users must be able to work from the support queue.

Solution:

Set up each user queue to be public.

Set up level1 and level2 queues to be public and add applicable members.

Set up the support queue to be public.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

Explanation:

Reference:

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

### NEW QUESTION # 319

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



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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



Microsoft

References:

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

NEW QUESTION # 320

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