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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q27-Q32):

NEW QUESTION # 27
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
  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
- B. 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.
- C. 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
- D. 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.

Answer: D

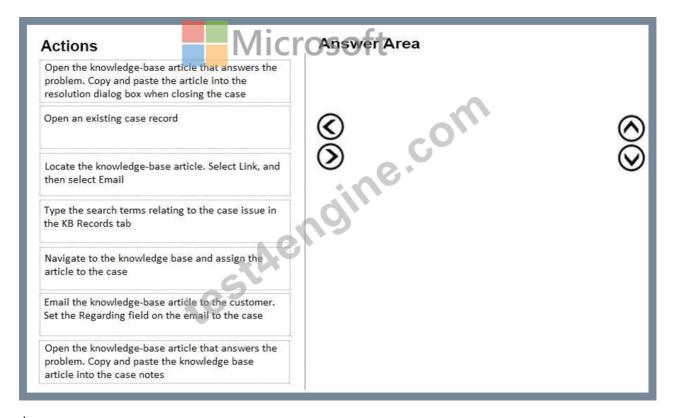**NEW QUESTION # 28**
You are a customer service representative using Dynamics 365 Customer Service Hub.
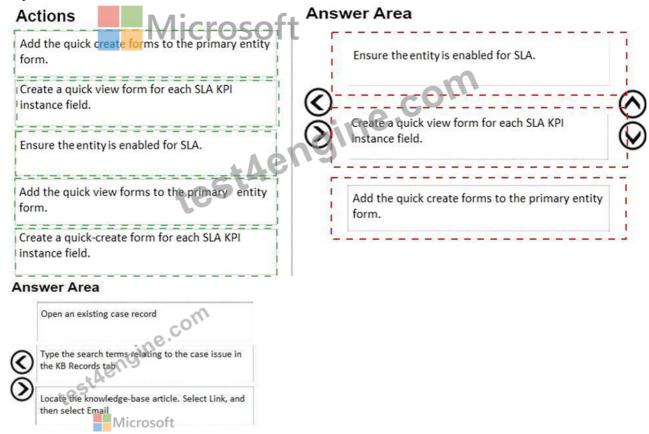You need to link the knowledge base records that relate to cases and send articles to customers.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in them correct order.

Actions

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

Answer:

Explanation:

Actions

Add the quick create forms to the primary entity form.
Create a quick view form for each SLA KPI instance field.
Ensure the entity is enabled for SLA.
Add the quick view forms to the primary entity form.
Create a quick-create form for each SLA KPI instance field.

Answer Area

Ensure the entity is enabled for SLA.
Create a quick view form for each SLA KPI instance field.
Add the quick create forms to the primary entity form.

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 # 29

A company is implementing Dynamics 365 Customer Service. The company installs and services air filtering units for industrial manufacturing plants.
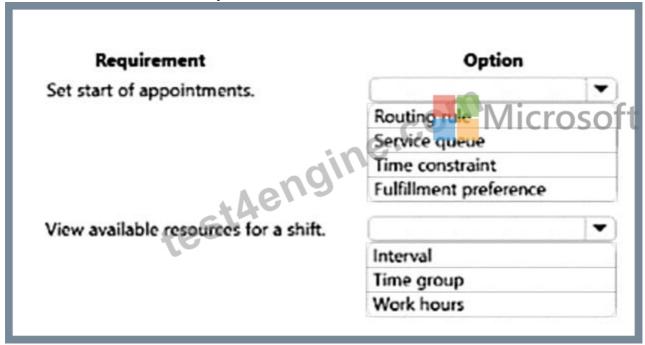
Schedulers must be able to do the following:

* Schedule resources to start appointments every 90 minutes.
* View available resources within the first, second, and third shifts.
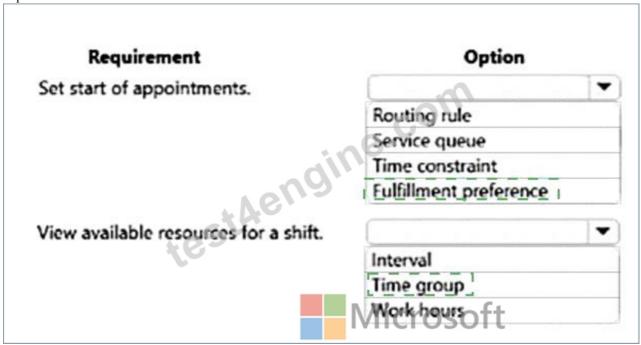You need to configure the system to optimize work scheduling.
What should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Option
Set start of appointments.	[dropdown] Routing rule / Service queue / Time constraint / Fulfillment preference
View available resources for a shift.	[dropdown] Interval / Time group / Work hours

Answer:

Explanation:

Requirement	Option
Set start of appointments.	[dropdown] Routing rule / Service queue / Time constraint / **Fulfillment preference**
View available resources for a shift.	[dropdown] Interval / **Time group** / Work hours

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

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.

Requirement	Security role
Configure IoT devices and IoT data pulls.	▼
	IoT Administrator only
	IoT Endpoint User only
	IoT Administrator and IoT Endpoint User
Set up IoT configuration.	▼
	Dynamics 365 System Administrator only
	Azure Tenant Administrator only
	Dynamics 365 System Administrator and Azure Tenant Administrator

Answer:

Explanation:

Requirement	Security role
Configure IoT devices and IoT data pulls.	▼
	IoT Administrator only
	IoT Endpoint User only
	IoT Administrator and IoT Endpoint User
Set up IoT configuration.	▼
	Dynamics 365 System Administrator only
	Azure Tenant Administrator only
	Dynamics 365 System Administrator and Azure Tenant Administrator

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 # 31

You work for a pharmaceutical company that distributes vaccines.

Vaccines must be kept below negative 60 degrees Celsius or they cannot be used. The company requires a solution that meets the following requirements:
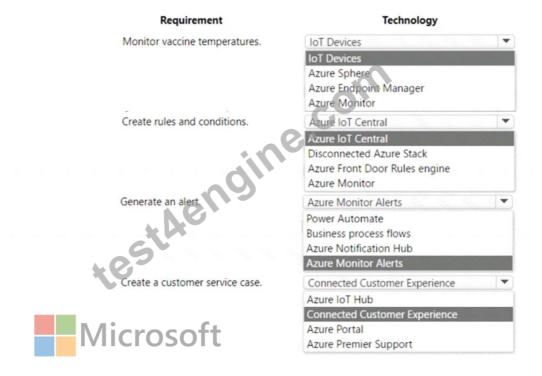
* Monitor vaccine temperatures during transportation.
* Create a customer service case if the temperature goes above negative 60 degrees Celsius.
You need to implement the solution.
Which technologies should you use? To answer, select the appropriate options in the answer area.
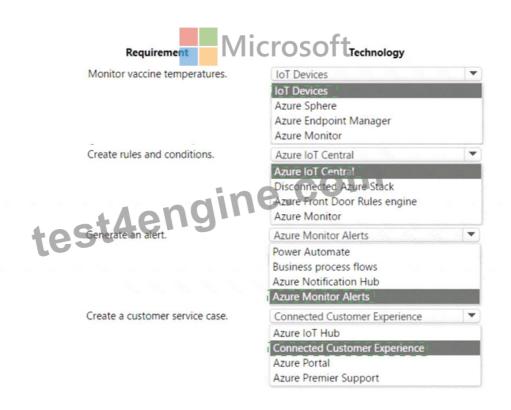NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Technology
Monitor vaccine temperatures.	IoT Devices ▼
	IoT Devices
	Azure Sphere
	Azure Endpoint Manager
	Azure Monitor
Create rules and conditions.	Azure IoT Central ▼
	Azure IoT Central
	Disconnected Azure Stack
	Azure Front Door Rules engine
	Azure Monitor
Generate an alert.	Azure Monitor Alerts ▼
	Power Automate
	Business process flows
	Azure Notification Hub
	Azure Monitor Alerts
Create a customer service case.	Connected Customer Experience ▼
	Azure IoT Hub
	Connected Customer Experience
	Azure Portal
	Azure Premier Support

Answer:

Explanation:

Answer Area

Requirement	Technology
Monitor vaccine temperatures.	IoT Devices ▼
	IoT Devices
	Azure Sphere
	Azure Endpoint Manager
	Azure Monitor
Create rules and conditions.	Azure IoT Central ▼
	Azure IoT Central
	Disconnected Azure Stack
	Azure Front Door Rules engine
	Azure Monitor
Generate an alert.	Azure Monitor Alerts ▼
	Power Automate
	Business process flows
	Azure Notification Hub
	Azure Monitor Alerts
Create a customer service case.	Connected Customer Experience ▼
	Azure IoT Hub
	Connected Customer Experience
	Azure Portal
	Azure Premier Support

Explanation:

Requirement	Technology
Monitor vaccine temperatures.	IoT Devices
Create rules and conditions.	Azure IoT Central
Generate an alert.	Azure Monitor Alerts
Create a customer service case.	Connected Customer Experience

NEW QUESTION # 32

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