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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q72-Q77):

NEW QUESTION # 72

You send surveys to customers who have opened cases within the past month.

You need to send a summary of the survey results to individuals who do not have a Dynamics

365 license.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Run the survey summary report. Print the report to a PDF file. Send the PDF file to the users.
- B. Run the summary report. Export the report to Microsoft Excel. Send the Excel file to the users.
- C. Create a dashboard of the survey summary reports and share the dashboards with the users.
- D. Run the survey summary report. Send a link to the report from within Dynamics 365.
- E. Create a view with the data, and then email a link.

Answer: A,B

NEW QUESTION # 73

Under which two circumstances will a routing rule be applied to a case without user intervention?

Each correct answer presents a complete solution.

- A. a case is created manually
- B. a case is created by using a convert to case action
- C. a case was created before the routing rule was activated
- D. a case is created as the result of a record creation rule

Answer: A,C

NEW QUESTION # 74

A company uses Dynamics 365 for Customer Service.

You need to document the case resolution process.

How are each of the cases resolved? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Case	Resolution
A case has activities owned by other users and is in progress.	<input type="checkbox"/> Case is resolved. Open activities are closed. <input type="checkbox"/> Case is resolved. Open activities are canceled. <input type="checkbox"/> Case is not resolved. Open activities must be closed. <input type="checkbox"/> Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	<input type="checkbox"/> Case is resolved. Entitlement is decremented by four hours. <input type="checkbox"/> Case is resolved. Entitlement is decremented by six hours. <input type="checkbox"/> Case is not resolved. Billable hours cannot be more than the total duration. <input type="checkbox"/> Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<input type="checkbox"/> Open activities for child cases are merged into parent and canceled. <input type="checkbox"/> Open activities of parent case are marked as completed. <input type="checkbox"/> Open activities of child cases remain open. <input type="checkbox"/> Open activities of child cases are canceled.

Answer:

Explanation:

Case	Resolution
A case has activities owned by other users and is in progress.	<ul style="list-style-type: none"> Case is resolved. Open activities are closed. Case is resolved. Open activities are canceled. Case is not resolved. Open activities must be closed. Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	<ul style="list-style-type: none"> Case is resolved. Entitlement is decremented by four hours. Case is resolved. Entitlement is decremented by six hours. Case is not resolved. Billable hours cannot be more than the total duration. Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<ul style="list-style-type: none"> Open activities for child cases are merged into parent and canceled. Open activities of parent case are marked as completed. Open activities of child cases remain open. Open activities of child cases are canceled.

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuser-guide-case-sla>

NEW QUESTION # 75

You need to create an entitlement template. In System Settings, you navigate to Service Management.

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

Answer Area

- Create new Entitlement template
- Set Total Terms to 0
- Enter 30 phone and 30 email for terms in Entitlement Channel
- Enter 30 in Total Entitlement terms
- Save the template
- Choose the Navigate to the templates option under Settings
- Enter 15 phone and 15 email for terms in Entitlement Channel



Answer:

Explanation:

ACTIONS

Create new Entitlement template

Set Total Terms to 0

Enter 30 phone and 30 email for terms in Entitlement Channel

Enter 30 in Total Entitlement terms

Save the template

Choose the Navigate to the templates option under Settings

Enter 15 phone and 15 email for terms in Entitlement Channel

Answer Area

Create new Entitlement template

Enter 30 in Total Entitlement terms

Enter 15 phone and 15 email for terms in Entitlement Channel

Save the template

Explanation

Graphical user interface, text, application Description automatically generated

Create new Entitlement template

Enter 30 in Total Entitlement terms

Enter 15 phone and 15 email for terms in Entitlement Channel

Save the template

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entitlements-templates>

NEW QUESTION # 76

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 a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Email, and then select the queue. Configure autoresponse settings.

Does the solution meet the goal?

- A. No
- B. Yes

Answer: B

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/automatically-createcase-from-email>

NEW QUESTION # 77

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