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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q118-Q123):

NEW QUESTION # 118

You are implementing Omnichannel for Customer Service for a call center.

The call center's requirements for the implementation are as follows:

When a new chat conversation is started, the Customer Summary and New Case form tabs must be open.

The Customer Summary tab must be the primary tab during the conversation.

Agents must be able to close the New Case form tab.

Agents must not be able to close the Customer Summary tab.

You need to configure the tabs.

Which configuration should you use for each tab? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information 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.

Configurations

- Session Template
- Application Tab Template
- Anchor Tab in Session Template
- Anchor Tab in Application Tab Template

Answer Area



Customer Summary

New Case form

Configuration

Answer:

Explanation:

Configurations

- Session Template
- Application Tab Template
- Anchor Tab in Session Template
- Anchor Tab in Application Tab Template

Answer Area

Tab

Customer Summary

New Case form

Configuration

Anchor Tab in Session Template

Session Template

NEW QUESTION # 119

A company uses Dynamics 365 Customer Service. The company purchases Omnichannel for Customer Service.

The company wants the following requirements implemented without the need to license additional software:

The system must automatically ask questions before the chat begins.

Credit card information that a customer enters in a chat must not be visible to the agent.

You need to configure the options to meet the requirements.

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

NOTE: Each correct selection is worth one point.

Requirement	Option
Automatic questions	<ul style="list-style-type: none"> Pre-chat survey Power Virtual Agents Customer Voice SMS channel
Credit card information	<ul style="list-style-type: none"> Data encryption Data masking rule Authentication settings Communication Panel

Answer:

Explanation:

Requirement	Option
Automatic questions	<ul style="list-style-type: none"> Pre-chat survey Power Virtual Agents Customer Voice SMS channel
Credit card information	<ul style="list-style-type: none"> Data encryption Data masking rule Authentication settings Communication Panel

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-pre-chat-survey>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/data-masking-settings>

NEW QUESTION # 120

Customer service representatives are not able to manually add service-level agreements (SLAs) to a record. You need to enable on-demand SLAs.

What should you do?

- A. Activate the SLA
- **B. Request an administrator to add the SLA field to the entity form**
- C. Publish the on-demand SLA
- D. Configure the scope of the workflow

Answer: B

Explanation:

References:

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

NEW QUESTION # 121

You need to create and configure objects to support the requirements.

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

NOTE: Each correct selection is worth one point.

Setting	Value
Total number of queues	<input type="text" value="3"/> 3 4 5 6
Number of automatic case creation rules	<input type="text" value="1"/> 1 2 3 4
Number of routing rule sets	<input type="text" value="3"/> 3 4 5 6

Answer:

Explanation:

Setting	Value
Total number of queues	<input type="text" value="3"/> 3 4 5 6
Number of automatic case creation rules	<input type="text" value="1"/> 1 2 3 4
Number of routing rule sets	<input type="text" value="3"/> 3 4 5 6

Explanation:



Setting	Value
Total number of queues	<input type="text" value="3"/> ▼ 3 4 5 6
Number of automatic case creation rules	<input type="text" value="1"/> ▼ 1 2 3 4
Number of routing rule sets	<input type="text" value="3"/> ▼ 3 4 5 6

NEW QUESTION # 122

You need to ensure cases are handled correctly.

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

NOTE: Each correct selection is worth one point.

Requirement	Action
Handle incoming cases	<input type="text" value="Create an automatic workflow"/> ▼ Create an automatic workflow Create a plugin Create a routing rule Create a menu option
Import all classes from old system per requirements	<input type="text" value="In the Add Route Case for the import file, add the value no for all records"/> ▼ In the Add Route Case for the import file, add the value no for all records In the Add Route Case for the import file, add the value yes for all records In spreadsheet for column Add Route Case add the value No Routing for all records Manually add each record
Route cases that are entered manually	<input type="text" value="Use an existing routing rule"/> ▼ Use an existing routing rule Create a second routing rule Create a workflow that is set as an on-demand process Use existing plugin

Answer:

Explanation:

Requirement	Action
Handle incoming cases	<ul style="list-style-type: none"> Create an automatic workflow Create a plugin Create a routing rule Create a menu option
Import all classes from old system per requirements	<ul style="list-style-type: none"> In the Add Route Case for the import file, add the value no for all records In the Add Route Case for the import file, add the value yes for all records In spreadsheet for column Add Route Case add the value No Routing for all records Manually add each record
Route cases that are entered manually	<ul style="list-style-type: none"> Use an existing routing rule Create a second routing rule Create a workflow that is set as an on-demand process Use existing plugin

Explanation

Graphical user interface, text, application, email Description automatically generated

Requirement	Action
Handle incoming cases	<ul style="list-style-type: none"> Create an automatic workflow Create a plugin Create a routing rule Create a menu option
Import all classes from old system per requirements	<ul style="list-style-type: none"> In the Add Route Case for the import file, add the value no for all records In the Add Route Case for the import file, add the value yes for all records In spreadsheet for column Add Route Case add the value No Routing for all records Manually add each record
Route cases that are entered manually	<ul style="list-style-type: none"> Use an existing routing rule Create a second routing rule Create a workflow that is set as an on-demand process Use existing plugin

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing>

NEW QUESTION # 123

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