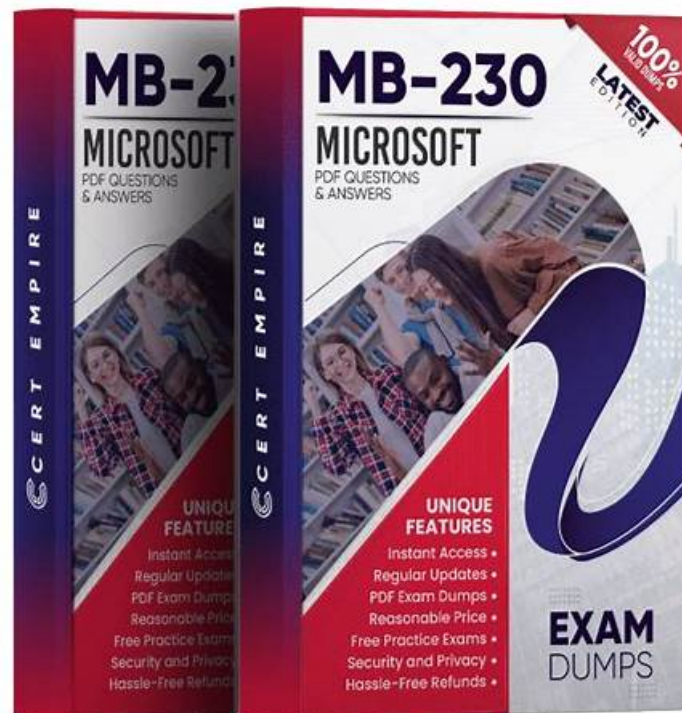


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Microsoft Dynamics 365 Customer Service Functional Consultant Sample

Questions (Q333-Q338):

NEW QUESTION # 333

You manage Dynamics 365 for Customer Service.

You need to create a list of holidays and ensure that existing service-level agreements (SLAs) observe those holidays.

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

- Update the SLA and select the customer service schedule
- Update the SLA and associate the holiday schedule
- Create an entitlement and select the holiday schedule
- Update the SLA and associate the entitlements
- Create a customer service schedule and select the holiday schedule
- Create a holiday schedule and holiday records

Answer Area



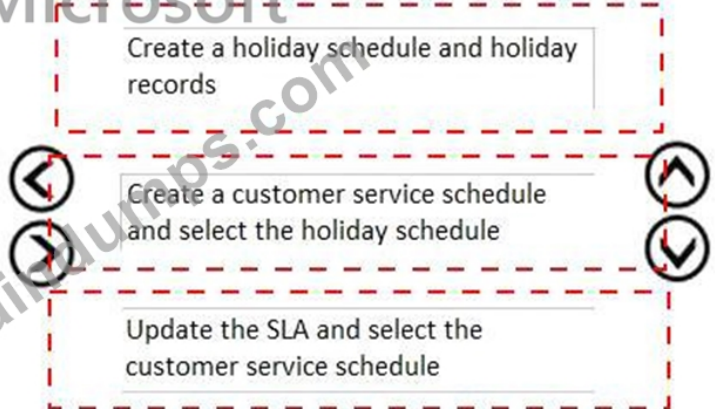
Answer:

Explanation:

Actions


- Update the SLA and select the customer service schedule
- Update the SLA and associate the holiday schedule
- Create an entitlement and select the holiday schedule
- Update the SLA and associate the entitlements
- Create a customer service schedule and select the holiday schedule
- Create a holiday schedule and holiday records

Answer Area



Explanation

Answer Area Microsoft

- 
- Create a holiday schedule and holiday records
 - Create a customer service schedule and select the holiday schedule
 - Update the SLA and select the customer service schedule

References:

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

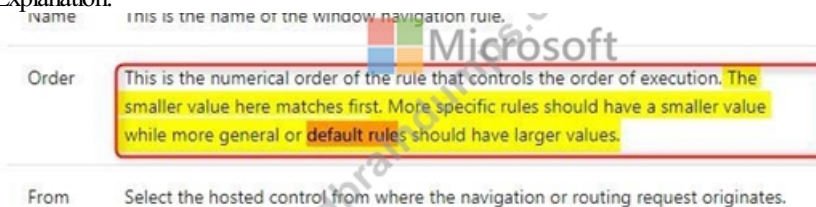
NEW QUESTION # 334

You implement the Unified Service Desk (USD). You plan to implement a window navigation rule. Which two statements are true? Each answer represents a complete solution.

- A. Rules are evaluated based on the order number,
- B. You must configure default rules so that they are evaluated first
- C. You must populate the form and entity or URL fields for specific rules.
- D. You must use the display name to reference the entity in the rule.

Answer: A,B

Explanation:



<https://docs.microsoft.com/en-us/dynamics365/unified-service-desk/use-window-navigation-rules-unified-service-desk?view=dynamics-usd->

4.1#:~:text=Window%20navigation%20rules%20in%20Unified%20Service%20Desk%20are%20executed%20in,which%20the%20control%20might%20appear

NEW QUESTION # 335

A company uses Dynamics 365 Customer Service.

Help desk representatives must be able to open multiple sessions. Each representative must have the same application experience when logging into the application. Agents must provide a standard response depending on what the customer issue is when someone calls in for support. The standardized response must use the same language each time.

You need to configure the required features.

What should you configure? To answer drag the appropriate configurations to the correct requirements. Each configuration 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.

Configurations	Requirement	Configuration
Agent scripts	Uniform application experience Standard response	
App profile manager		
Smart assist		



Answer:

Explanation:

Configurations	Requirement	Configuration
Agent scripts	Uniform application experience Standard response	App profile manager <input type="checkbox"/>
App profile manager		Agent scripts <input type="checkbox"/>
Smart assist		



NEW QUESTION # 336

You are a Dynamics 365 Customer Service system administrator.
 You are unable to add 20 hours of phone time to the Entitlement channel.
 You need to determine the reason you are unable to add the hours.
 What are three possible reasons? Each correct answer presents a complete solution.
 NOTE: Each correct selection is worth one point.

- A. The Entitlement expiration date has passed.
- B. The Entitlement is in draft mode.
- C. The Entitlement is in active mode.
- D. The Entitlement start date is in the future.
- E. The Entitlement has been canceled.

Answer: A,C,D

NEW QUESTION # 337

You are implementing Omnichannel for Customer Service for a hospital.
 Each customer service agent has a chat capacity of 200.
 The implementation requirements are as follows:
 Each agent can take no more than two chats at a time.
 A new conversation must auto assign to an available agent.
 You need to select the conversation options to meet the requirements.
 Which options should you configure?

Workstream

Conversation

Work Distribution Mode

	▼
Pull	
Queue	
Push	
Pick	

Capacity

	▼
50	
100	
200	
300	



Answer:

Explanation:

Workstream

Conversation

Work Distribution Mode

	▼
Pull	
Queue	
Push	
Pick	

Capacity

	▼
50	
100	
200	
300	



Explanation

Graphical user interface, table Description automatically generated

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