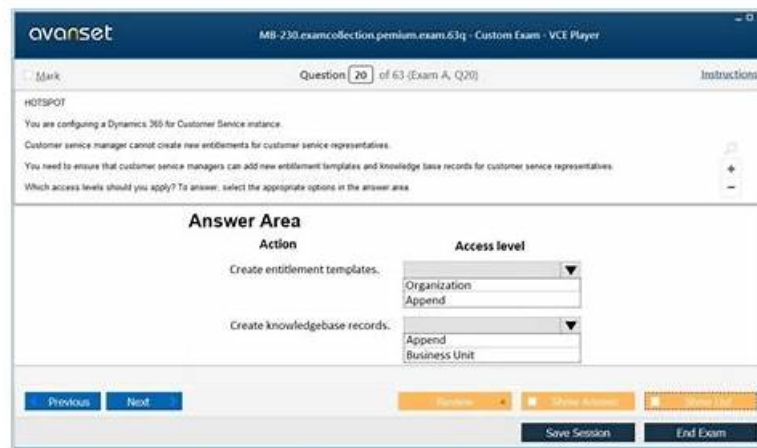


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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q122-Q127):

NEW QUESTION # 122

You are a customer service schedule administrator for a company. The company hires an electrical engineer who will work remotely. You need to set the resource to enable the engineer to work remotely.

Which three actions should you perform next 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
Set the skill on the engineer record to Electrical Engineer .	
On the resource record, set the Job Title to Electrical Engineer .	
On the engineer's contact record, populate the address fields.	
On the resource record, set the Resource Territory to Home .	
Create a contact resource and select the engineer's contact record.	
Create a user record named Electrical Engineer .	
Create a user resource record and select the new engineer.	
On the resource record, set the start and end location option list to Resource Address .	

Answer:

Explanation:

- 1 - Create a user record named Electrical Engineer.
- 2 - Create a user resource record and select...
- 3 - On the resource record...

NEW QUESTION # 123

Hotspot Question

You are using Dynamics 365 for Customer Service. You have existing routing rules.

You need to create a routing rule for cases and bulk-import cases.

Which actions should you perform? To answer, select the appropriate action in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	<input type="checkbox"/> The routing rule is deleted <input type="checkbox"/> The routing rule does not change <input type="checkbox"/> The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	<input type="checkbox"/> Create a column in a spreadsheet named RouteCase and add the value No for all records <input type="checkbox"/> Create a column in a spreadsheet named RouteCase and add the value No routing for all records <input type="checkbox"/> Save the spreadsheet as a delimited file for import <input type="checkbox"/> Manually add each record

Answer:

Explanation:

NEW QUESTION # 124

A customer service manager needs a new business process flow to manage support for a product rollout for bicycles. There are two bicycle models: standard and high performance.

Support representatives must be able to:

- * Specify the model of the bicycle.
- * Capture comments from customer support issues if the bicycle is the high-performance model.

You need to create the business process flow.

What should you configure for each requirement? To answer, select the appropriate options in the answer area.

Requirement	Component
Specify the model of the bicycle.	<input type="text"/> Categories only Categories and Subjects Subjects only
Capture comments from customer support issues if the bicycle is the high-performance model.	<input type="text"/> Categories only Categories and Subjects Subjects only

Answer:

Explanation:

□ Explanation:

Box 1: Categories only

Box 2: Categories and Subjects

Note:

* Using the Categories entity, you can create hierarchical categorical data to help group records. Categorizing entity records in Dynamics 365 Customer Service helps you tag the records so that you can easily search them. Use the entity to create and manage a logical structure of categories in Dynamics 365 Customer Service, and then associate entity records to one or more categories. Categories are useful for reporting, sorting, segmenting, and categorization of records.

* The customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation), include a subject organizational structure that lets you mark and categorize service cases, knowledge base articles, products, and sales literature. By using the subject hierarchy, you can classify service cases to quickly provide service to your customer. You can also provide the appropriate sales literature. You'll also be able to better understand gaps in your sales literature, evaluate service quality by subject area, and improve reporting on the performance of your products.

Reference:

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

<https://docs.microsoft.com/en-us/power-platform/admin/define-subjects-categorize-cases-products-articles>

NEW QUESTION # 125

A company creates a single-page Power BI visualization to show how a Power Virtual Agents chatbot is performing.

Users must be able to navigate to the charts from anywhere within the Customer Service workspace.

You need to add the Power BI information to the Customer Service workspace app.

Which five 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
Select Power BI dashboard for Type. Enter the Power BI workspace and Power BI report values.	
Export the solution, edit the customizations.xml file, and add XML code for the Power BI workspace ID and report ID.	
Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea.	
Navigate to the maker portal and create a new solution.	
Select Add Existing and then select Dashboard .	
Select Power BI report for Type. Enter the Power BI workspace and Power BI report values.	
Select New and then create a Power BI embedded dashboard.	
Save and publish the customization.	

Answer:

Explanation:

- 1 - Navigate to the maker portal and create a new solution.
- 2 - Select Add Existing and then select Dashboard.
- 3 - Select Power BI Report for type. Enter the Power BI workspace and Power BI report values.
- 4 - Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea
- 5 - Save and publish the customization

Reference:

<https://docs.microsoft.com/en-us/power-bi/developer/embedded/embed-sample-for-customers>

NEW QUESTION # 126

A service manager discovers a high number of cases in the agent queues. Cases are created manually but can be reassigned using a workflow or custom API.

The manager needs to know whether cases are getting duplicated because of simultaneous case creation or simultaneous case assignment.

You need to identify the number of cases that are created in each scenario.

How many cases are created? To answer, drag the appropriate cases created options to the correct simultaneous actions. Each cases created option 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.

Answer:

Explanation:

Cases created	Answer Area	Case created
One for each agent	Simultaneous action	One for each agent
One for both agents	Two agents creating a case	One for each agent
	A workflow assigning a case to two agents	One for each agent
	A custom API assigning a case to two agents	One for each agent

Explanation

Graphical user interface, application Description automatically generated

Reference:

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

NEW QUESTION # 127

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