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QUESTION 1

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 Service activity, and then select the queue.

Does the solution meet the goal?

A. Yes
B. No

Correct Answer: B

QUESTION 2

You use Dynamics 365 for Customer Service.

You need to create business process flows.

Which three entities can you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Goal
B. Case
C. Letter
D. Social activity
E. Rollup queries

Correct Answer: BCD

QUESTION 3

You use Dynamics 365 for Customer Service.

You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q220-Q225):

NEW QUESTION # 220

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 implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

Users must have their own queues that no one else can access.

Users must not be able to view each other's queue.

Users must be able to work from the support queue.

Solution:

Set up each user queue to be private.

Set up level1 and level2 queues to be private and add applicable members.

Set up the support queue to be public.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

The level1 and level2 queues must be public so the users can access them.

Note: Public: All users can see and access these queues, depending on their security role.

Users pick items from the queue. The items that a user picks are then moved to that user's personal queue.

Private: Access to these queues is assigned to specific users. (Members are defined on the queue record.) Users pick items from the queue. The items that a user picks are then moved to that user's personal queue.

Also:

In Customer Service, you can create two types of queues:

Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.

Public queues: Create to let everyone in the organization view the queue and all of its items.

Reference:

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

NEW QUESTION # 221

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 Service activity, and then select the queue.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Topic 1, Lamna HealthCare

Current environment. Services

Lamna provides two types of appointments: wellness and sick. A doctor and a nurse are scheduled for each sick appointment. A doctor or a nurse are scheduled for wellness appointments.

Current environment. Employees

General

Employees are located in the Pacific and Eastern time zones.

Case representatives

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

All case representatives work eight-hour shifts. Case representatives typically focus on cases that involve one type of illness. The case representatives may back up others when call volumes are large.

Several case representatives speak both Spanish and English. The only company holidays the case representatives have off are New Year's Eve day and New Year's Day.

Customer satisfaction and escalation

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls. Case managers schedule shifts and are a point of escalation.

Requirements. System and resources

Each employee must use the system.

Case managers must be users in the system but must not be available for the scheduling rotation or manually assigned.

Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Cases

The system must support live chats, texting, and Twitter.

Case representatives must be able to chat, text, and tweet without exiting the system they use to track calls.

Case representatives must be able to chat live only with customers whose calls are routed or assigned to them.

Managers must be able to monitor all communication as well as add or delete quick replies.

Customer satisfaction representatives must be able to read agent scripts and workflows.

A live chat must pop up each time someone fills out the form to register for an appointment. The live chat must automatically be sent to the case representative who is best qualified to answer the question.

There are two type of queues: regular and escalated.

Tickets must be routed to the most qualified representative for the illness.

Tickets assigned to a representative must be automatically placed in that representative's queue.

Requirements. Chat escalation process

Each division must have one manager for escalations.

Patients who request an escalation from the website must automatically be routed to a chatbot. The patient will answer predefined questions and will be alerted that someone will call them back. Chat transcripts must be sent to the appropriate manager.

Only escalations must go to the chat bot.

You must create two types of Omnichannel queues: regular and escalated.

Only managers must be able to access the Omnichannel Insights dashboard.

Requirements. Managers

Managers must be able to review weekly productivity reports for representatives by using Omnichannel Insights dashboards.

Managers must be able to monitor patient moods during patients' conversations with representatives.

Managers must be able to determine whether a patient is feeling negative during a live chat with a representative.

Requirements. Appointments

Representatives must be able to schedule appointments and see everyone's free/busy time during their scheduled working hours.

Appointments must be scheduled by representatives in open time slots for nurses and doctors.

Nurses and doctors must be booked for 30-minute time slots.

Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Analytics

You must implement Customer Insights to keep track of how well representatives are managing customers' requests.

Analytics must be viewable only in the production environment.

You must ensure that only escalation managers can create workspaces and control access to workspaces Case representatives must be rated on knowledge of their primary specialty and their backup specialty.

Case representatives must only be able to view workspaces.

Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.






NEW QUESTION # 222

A customer uses Dynamics 365 for Customer Service.

Customer service representatives must be able to create knowledge base articles.


You need to ensure that all knowledge base articles are submitted for review and approval before they are made available to use.

Which four actions must be performed 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 Associate category	    
Assign the article	
Publish the article	
Create an alternate key	
Approve the article	
Create a knowledge article	
Select Create major version	
Mark the knowledge article for review	

Answer:

Explanation:

Actions	Answer Area
Select Associate category	Create a knowledge article
Assign the article	<div style="display: flex; justify-content: space-between;"> ⏪ Mark the knowledge article for review ⏩ </div>
Publish the article	<div style="display: flex; justify-content: space-between;"> ⏩ Approve the article ⏪ </div>
Create an alternate key	<div style="display: flex; align-items: center;">  Publish the article </div>
Approve the article	
Create a knowledge article	
Select Create major version	
Mark the knowledge article for review	

Explanation

Answer Area



- Create a knowledge article
- Mark the knowledge article for review
- Approve the article
- Publish the article

References:

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

NEW QUESTION # 223

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.	<input type="text"/> Routing rule Service queue Time constraint Fulfillment preference
View available resources for a shift.	<input type="text"/> Interval Time group Work hours

Answer:

Explanation:



Requirement	Option
Set start of appointments.	<input type="text"/> Routing rule Service queue Time constraint Fulfillment preference
View available resources for a shift.	<input type="text"/> Interval Time group Work hours

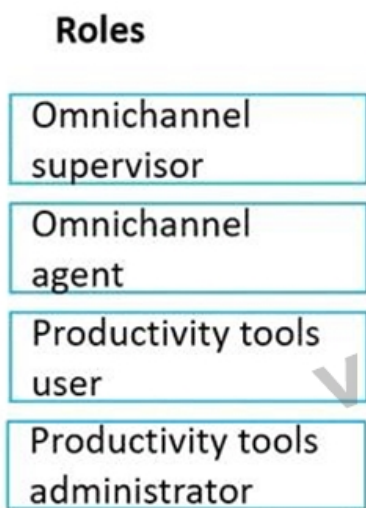
Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups>

NEW QUESTION # 224

You need to set up users with permissions to use the digital messaging channels.

Which role should you assign to each user? To answer, drag the appropriate roles to the correct groups of users. Each role 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.



Answer Area

Group of users

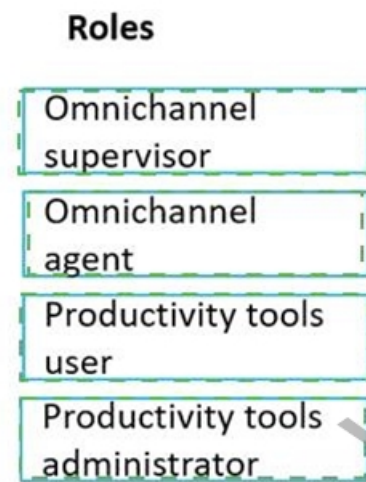
- Case managers
- Case representatives
- Customer satisfaction representatives

Role



Answer:

Explanation:

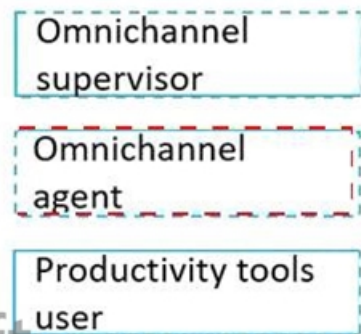


Answer Area

Group of users

- Case managers
- Case representatives
- Customer satisfaction representatives

Role



Explanation

Box 1: Omnichannel supervisor

Case managers schedule shifts and are a point of escalation.

Omnichannel supervisor: Required for performing supervisor tasks.

Businesses need to monitor and manage the efficiency levels of agents in their ongoing conversations with customers. The enhanced supervisor experience provides supervisors with timely insights and metrics on the efficiency of the service delivery of agents and opportunities to help agents deliver better support to customers.

In this enhancement to the supervisor experience in Omnichannel for Customer Service, supervisors can:

- Drill down to specific agents and look at their operational metrics.

- Manage agent availability remotely.

Box 2: Omnichannel agent

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

Omnichannel agent: Required for performing agent tasks.

As an Omnichannel agent, you can use queues to manage the work items that are assigned to you via queues.

Therefore, you can focus on the tasks at hand and ensure better customer service. The application empowers you to work on simultaneous conversations with multiple customers. You get a holistic view of a customer's data and can see the details of the customer's previous interactions. In this way, you can be sure that you have all the available information that you might need to resolve the customer's issue.

Box 3: Productive tools user

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls.

Productivity tools user: Required by users of Dynamics 365 Productivity Tools.

Agent productivity tools use intelligence and automation to enable agents to find answers to customer questions and help resolve customer issues quickly, thereby improving satisfaction in service delivery.

Incorrect:

Not Productivity tools administrator:

Productivity tools administrator: Required by administrator users of Dynamics 365 Productivity Tools.

Reference:

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

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave1/dynamics365-customer-service/omnichannel-agent-overview>

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NEW QUESTION # 225

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