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## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q190-Q195):

### NEW QUESTION # 190

You are a Dynamics 365 for Customer Service administrator.

You need to categorize activities and cases by using queues.

How should you categorize each record? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer:**

Explanation:

Explanation:

### NEW QUESTION # 191

A computer repair company employs technicians. Some technicians fix hardware issues and some fix software issues.

A case is opened for each customer call. Technicians are sent to customers' homes when issues cannot be fixed over the phone. The company implements Dynamics 365 Customer Service and wants to start scheduling the technicians' in-person appointments.

The requirements for scheduling appointments are as follows:

- \* Schedule an appointment with the technician who is located closest to a customer.
- \* Schedule an appointment based on whether the issue is hardware or software.
- \* The dispatcher who schedules appointments must not be able to configure the system.

You need to configure the system to meet the requirements.

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

NOTE: Each correct selection is worth one point.

**Answer:**

Explanation:

□ Explanation:

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

□ Reference:

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

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

**NEW QUESTION # 192**

Hotspot Question

A company has satellite offices that service local areas.

Each office must have full control over its own resources.

You need to configure the organizational units to reflect the satellite office structure.

Which entities should you use to relate to the organizational units? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer:**

Explanation:

□

**NEW QUESTION # 193**

You manage a Dynamics 365 for Customer Service environment. You create and activate a routing rule.

You need to modify the routing rule to target a queue instead of a user. You navigate to routing rule sets.

What should you do first?

- A. Select Edit to the command bar.
- **B. Deactivate the routing rule.**
- C. Toggle the radio button for Route from user/team to queue.
- D. Use Lookup to specify the Add to queue value.

**Answer: B**

Explanation:

Section: Topic 3, Manage queues, entitlements, and SLAs

**NEW QUESTION # 194**

A credit card company uses Dynamics 365 Customer Service. Agents receive conversations through Omnichannel for Customer Service.

A browser-based internal application Drawees, a history of a customer's payments and credit scores, You create an application tab template for the internal application.

if a customer requests a credit limit increase, the agent must use the internal application within Omnichannel for Customer Service to determine eligibility.

Because the internal application requires; maximum) screen space, communications with customers must remain hidden. The internal application must be displayed on the anchor tab.

Once an eligibility check is performed the agent must be able To- chat with the customer again.

You need to create a session template for the company.

How should you configure each area at the template? To answer., select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

**Answer:**

Explanation:

□ Explanation

□ A picture containing text, font, receipt, screenshot Description automatically generated

**NEW QUESTION # 195**

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