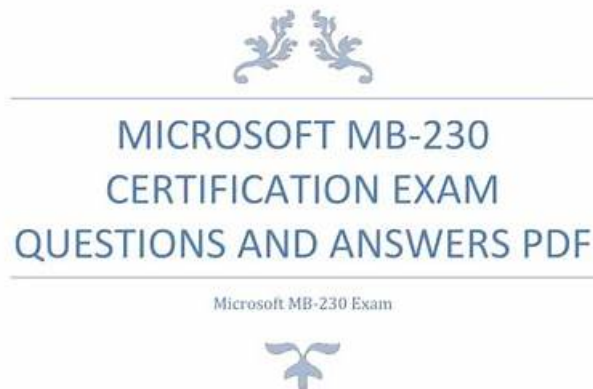


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Microsoft Dynamics 365 Customer Service Functional Consultant Sample

Questions (Q149-Q154):

NEW QUESTION # 149

A company implements Dynamics 365 Customer Service.

You are setting up scheduling to dispatch repair technicians. You encounter the following issues:

- * You are unable to create a new organizational unit.
- * Repair technicians are accidentally scheduled to work on days when company is on holiday.
- * RepairTechnicianA does not appear on the schedule for Fridays for any issue.

You need to resolve the issues.

What should you modify to correct the issues? To answer, drag the appropriate resolutions to the correct issues. Each source 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.

Resolutions

Resources
Security roles
Working hours
Business closures

Answer Area



You are unable to create a new organizational unit

Repair technicians are scheduled to work on days when company is on holiday

RepairTechnicianA does not appear on the schedule for Fridays

Resolution

Answer:

Explanation:

Resolutions

Resources
Security roles
Working hours
Business closures

Answer Area

Issue

You are unable to create a new organizational unit

Repair technicians are scheduled to work on days when company is on holiday

RepairTechnicianA does not appear on the schedule for Fridays

Resolution

Security roles
Business closures
Working hours

Explanation:

Graphical user interface, text, application Description automatically generated

Issue	Resolution
You are unable to create a new organizational unit	Security roles
Repair technicians are scheduled to work on days when company is on holiday	Business closures
RepairTechnicianA does not appear on the schedule for Fridays	Working hours

NEW QUESTION # 150

A company installs and services air filtering units for industrial manufacturing plants. The company is implementing Dynamics 365 Customer Service.

Each regional location has only two advanced diagnostic units. The company charges customers a higher rate when the company uses a unit.

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
Ensure that the diagnostic units are not scheduled at the same time.	bookable resource service activity resource category bookable resource
Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.	service service resource category fulfillment preference

Answer:

Explanation:

Requirement	Option
Ensure that the diagnostic units are not scheduled at the same time.	bookable resource service activity resource category bookable resource
Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.	service service resource category fulfillment preference

Explanation

Requirement	Option
Ensure that the diagnostic units are not scheduled at the same time.	bookable resource
Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.	service

NEW QUESTION # 151

You set a default entitlement for a customer.

You need to ensure that the default entitlement is automatically associated with a case.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Update the customer, contact, or product field on an existing case.
- B. Update the description field on an existing case.
- C. Create a case.
- D. Add an activity to an existing case.

Answer: A,C

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer>

<https://docs.microsoft.com/en-us/power-platform/admin/system-settings-dialog-box-service-tab>

NEW QUESTION # 152

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	Tab	Configuration
Session Template	Customer Summary	
Application Tab Template	New Case form	
Anchor Tab in Session Template		
Anchor Tab in Application Tab Template		

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

Explanation

Graphical user interface, text, application Description automatically generated

Tab	Configuration
Customer Summary	Anchor Tab in Session Template
New Case form	Session Template

NEW QUESTION # 153

Drag and Drop Question

Your company uses Dynamics 365 Customer Service.

The company wants to send a customer survey to each customer when a case is closed. The survey must include the following:

- An area with a list of questions that rate the answers as poor, average, or great.
- A question that rates whether the customer would recommend your company to others.

The company wants to exclude symbols from any of the question types.

You need to configure the question types.

Which question type should you use? To answer, drag the appropriate question type to the correct requirement. Each question type 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.

Question types

Likert

Net Promoter Score

Rating

Answer Area

Requirement

List of questions

Recommendation question

Question type

Question type

Question type

Answer:

Explanation:

Question types	Answer Area
	Requirement List of questions Recommendation question
Rating	Question type Likert Net Promoter Score



NEW QUESTION # 154

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