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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q171-Q176):

NEW QUESTION # 171
You are a Dynamics 365 system administrator.
Your customer service team must define goal metrics to track and measure all resolved cases.
You need to create a goal metric with a rollup field.
In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Actions
Create a new rollup field.
Define the metric. Enter metric and amount data types.
Specify details about the source data that rolls up.
Specify the date field that determines the goal period that the records will roll up into.
Specify the rollup field to track against goals.

Answer Area

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Answer:

Explanation:

Actions

Actions
Create a new rollup field.
Define the metric. Enter metric and amount data types.
Specify details about the source data that rolls up.
Specify the date field that determines the goal period that the records will roll up into.
Specify the rollup field to track against goals.

Answer Area

Answer Area
Define the metric. Enter metric and amount data types.
Create a new rollup field.
Specify the rollup field to track against goals.
Specify details about the source data that rolls up.
Specify the date field that determines the goal period that the records will roll up into.

⟨ ⟩   ∧ ∨

Explanation:

Answer Area

Answer Area
Define the metric. Enter metric and amount data types.
Create a new rollup field.
Specify the rollup field to track against goals.
Specify details about the source data that rolls up.
Specify the date field that determines the goal period that the records will roll up into.

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References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-goal-metric

NEW QUESTION # 172

You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys.
You need to determine which survey question feature is needed to complete the design of the survey.
Which survey features should you use? To answer, select the appropriate survey type in the dialog box in the answer area.
NOTE: Each correct selection is worth one point.

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	▼ Basic survey / Response routing / Piping / Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	▼ Basic survey / Client-side routing / Response routing / Piping
Hide questions depending on the answer the candidate selects.	▼ Basic survey / Response routing / Client-side routing / Tagging
Populate the second question with answers from the first question.	▼ Piping / Response routing / Client-side routing / Tagging

Answer:

Explanation:

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	**Basic survey** / Response routing / Piping / Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	Basic survey / Client-side routing / **Response routing** / Piping
Hide questions depending on the answer the candidate selects.	Basic survey / Response routing / **Client-side routing** / Tagging
Populate the second question with answers from the first question.	Piping / Response routing / Client-side routing / **Tagging**

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey

NEW QUESTION # 173
You are a Dynamics 365 for Customer Service administrator.
You need to import cases from a file without applying routing rules.
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

Save and import the import file

Add a row named **Route Case** to the import file

Add a column named **Route Case** to the import file

Add the value **Yes** for cases that must not be routed

Add the value **No** for cases that must not be routed

Answer Area

Answer:

Explanation:

Answer Area

Add a column named Route Case to the import file

Add the value No for cases that must not be routed

Save and import the import file

1 - Add a column named Route Case to the import file
2 - Add the value No for cases that must not be routed
3 - Save and import the import file
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rulesautomatically-route-cases

NEW QUESTION # 174
A customer has a Customer Service deployment.
The customer needs to implement macros.
You need to identify the security roles that are required to configure and use macros.
Which security roles are required? To answer, move the appropriate security roles to the correct requirements. You may use each security role once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content
NOTE: Each correct selection is worth one point.

Security Roles		Security Roles	
Customer Service app access		Requirements	Security roles
Omnichannel administrator		Configure macros.	
Productivity tools administrator		Use macros.	
Productivity tools user			
Sequence manager			

Answer:

Explanation:

Security Roles		Security Roles	
Customer Service app access		Requirements	Security roles
Omnichannel administrator		Configure macros.	Productivity tools administrator
Productivity tools administrator		Use macros.	Productivity tools user
Productivity tools user			
Sequence manager			

NEW QUESTION # 175
You make a phone call regarding an existing case record.
You need to create a phone call activity that appears on the case record timeline.
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

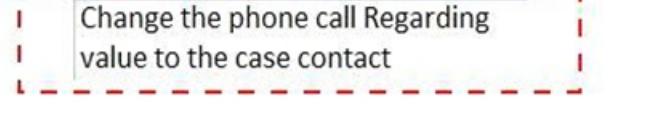| Actions |
|---|
| Enter a subject |
| Select an existing case record |
| Change the phone call Regarding value to the case contact |
| Select Add phone call activity |
| Create a new case record |

Answer Area

Answer:

Explanation:

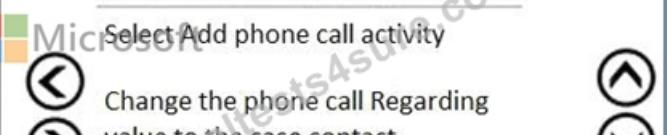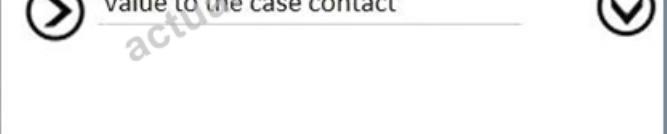**Actions**

Actions
Enter a subject
Select an existing case record
Change the phone call Regarding value to the case contact
Select Add phone call activity
Create a new case record

Answer Area

- Select an existing case record
- Select Add phone call activity
- Change the phone call Regarding value to the case contact

Explanation:

Answer Area

- Select an existing case record
- Select Add phone call activity
- Change the phone call Regarding value to the case contact

NEW QUESTION # 176

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