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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q305-Q310):

NEW QUESTION # 305

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.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Clone the satisfaction survey and customize the questions.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basicsurvey#clone-or-import-an-existing-survey>

NEW QUESTION # 306

You need to configure the system to meet the three-day and seven-day timeframes.

What should you configure?

- A. Workflows
- B. Entitlement conditions
- C. Power Automate
- D. Service Level Agreement conditions

Answer: D

Explanation:

Explanation

Cases that come in as phone calls must be resolved with seven business days.

Cases that come in as emails must be resolved within three business days.

Note: Service-level agreements (SLAs) enable businesses to track support policies and ensure customers are being supported per the support policy to which they are entitled. Businesses use SLAs to govern support products that customers either receive as part of their purchase or add on to their purchase. SLAs include policy details such as how quickly a customer is entitled to receive support, how many support requests a customer can make, and how long after purchases a customer can be supported as part of the agreement.

Note 2: Create SLAs to define conditions and actions that are applicable when an SLA is applied to an entity.

The following steps are involved in creating the SLA:

- * Create an SLA.
- * Create an SLA item.
- * Configure actions for the SLA item.
- * Activate the SLA.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

NEW QUESTION # 307

A company has a Dynamics 365 Customer Service implementation that uses the voice channel feature.

Supervisors need to review reports to see how the representatives are performing on the following metrics:

- * Percentage of calls that are answered within 30 seconds in the previous four hours.
- * Number of calls that are rejected by each representative in the previous four hours.

You need to change the configuration of reports to ensure that they default to the requirements.

Which reports should you configure? To answer, drag the appropriate reports to the correct metrics. Each report 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.

Reports

- Agent insights
- Conversation insights
- Historical analytics

Answer Area

Metric

- Percentage of calls answered within 30 seconds.
- Number of rejected calls.

Report

-
-

Answer:

Explanation:

Reports

- Agent insights
- Conversation insights
- Historical analytics

Answer Area

Metric

- Percentage of calls answered within 30 seconds.
- Number of rejected calls.

Report

- Historical analytics
- Agent insights

Explanation:

Reports

- Agent insights
- Conversation insights
- Historical analytics

Answer Area

Metric

- Percentage of calls answered within 30 seconds.
- Number of rejected calls.

Report

- Historical analytics
- Agent insights

NEW QUESTION # 308

You install Microsoft Dynamics 365.

Which three knowledge base article templates are available? Each correct answer presents a complete solution.

- A. Procedure
- B. Standard KB Article
- C. Case Escalation
- D. Solution to a Problem
- E. Coverage Dates

Answer: A,B,D

Explanation:

Article Templates

View: Active Article Templates

New | | X | Run Workflow... | Start Dialog | More Actions

☐	Title ↑	Status	Language
☐	Procedure	Active	English(1033)
☐	Question & Answer	Active	English(1033)
☐	Solution to a Problem	Active	English(1033)
☐	Standard KB Article	Active	English(1033)

NEW QUESTION # 309

You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue 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.

Queue types	Answer Area	
Private Public	Scenario Set up a product defect queue. Add the defect group as the members for the queue. Set up an unknown queue for anyone to review tickets that are not classified. Set up an escalation queue that enables only upper management to review the tickets.	Queue type queue type queue type queue type

Answer:

Explanation:

Queue types	Answer Area	
Private Public	Scenario Set up a product defect queue. Add the defect group as the members for the queue. Set up an unknown queue for anyone to review tickets that are not classified. Set up an escalation queue that enables only upper management to review the tickets.	Queue type Private Public Private

Explanation:

Scenario	Queue type
Set up a product defect queue. Add the defect group as the members for the queue.	Private
Set up an unknown queue for anyone to review tickets that are not classified.	Public
Set up an escalation queue that enables only upper management to review the tickets.	Private

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-ac>

NEW QUESTION # 310

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