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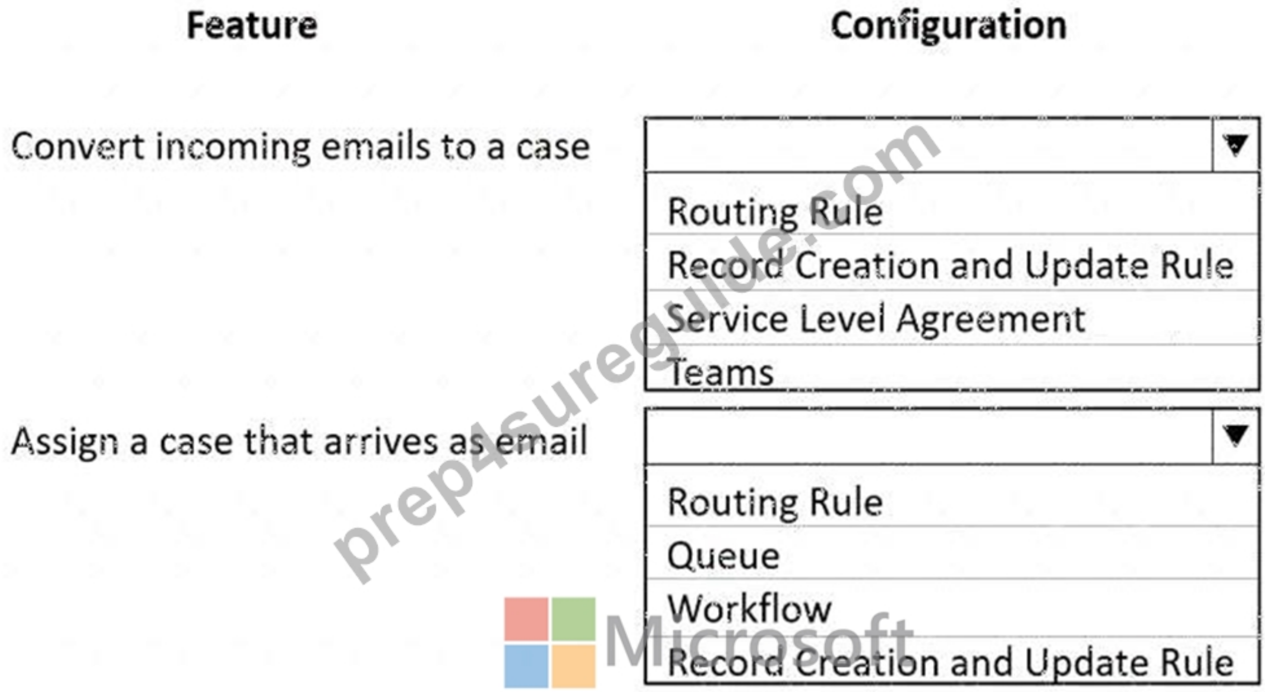
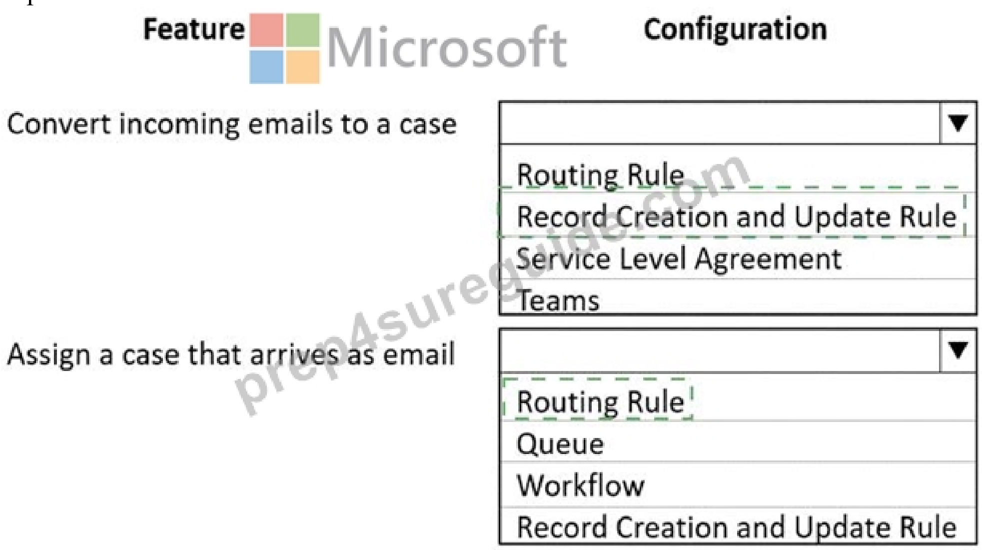
Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q69-Q74):

NEW QUESTION # 69
You need to configure the queues.
Which configurations should you use? To answer, select the appropriate options in the answer area.
NOTE:Each correct selection is worth one point.



Answer:

Explanation:



Explanation
Box 1: Record Creation and Update rule
Reduce the need for manually creating cases from incoming emails and increase the efficiency of customer service agents by creating automatic case creation rules in Dynamics 365 Customer Service.
Box 2: Routing Rule
Unified routing is an intelligent, scalable, and enterprise-grade routing and assignment capability that can direct the incoming work item to the best-suited queue and agent by adhering to work item requirements and matching them with the agent's capabilities.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-case-from-email
https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing

NEW QUESTION # 70
Case Study 1 - Humongous Insurance

Background
Humongous Insurance is contracted to process all insurance claims for a health facility that accepts the following types of health insurance:
Health maintenance organization (HMO)
Preferred-provider organization (PPO)
Gold
Cases are classified as new claims, claim disputes, and follow-ups. Each insured person is entitled to open 25 new cases each calendar year.
Support representatives specialize by and process claims by insurance type.
Humongous Insurance currently accepts claims only by telephone. The call center is open from
06:00 GMT to 24:00 GMT daily. Call center staff work one of the following shifts: 06:00 GMT to
12:00 GMT, 12:00 GMT to 18:00 GMT, and 18:00 GMT to 24:00 GMT.
When a case is received by email, a staff member categorizes the case as email and closes the case immediately.
Current environment
Humongous Insurance has three departments to handle claim types: HMO, PPO, and Gold.
The company uses handwritten forms to send claims information to the correct department.
Each department maintains a workbook to record calls received.
Requirements. Support desk
Configure the system to track the number of insurance claims filed each year.
Categorize claims by type as they are opened.
Configure the system to track staff responsiveness to service-level agreements (SLAs).
Ensure that business hours reflect the hours that support staff are scheduled.
Requirements. Case handling
All new cases must be automatically placed into a queue based on insurance type after the type
is selected.
All insurance types need to be automatically moved to the proper queue when the subject is
picked.
All cases must be created and closed immediately when received.
The status reason must be set to Email Sent or Phone Call.
Information must be restricted by insurance and phone call type.
Managers must be alerted when customers reach their limit of 25 cases for the year.
Changes to cases must not be counted against entitlements until the case is closed.
Requirements. Disputes
Claim disputes must be categorized as low priority.
The status for all disputed cases must be set to Review by a Manager before a disputed case
may be closed.
Requirements. Knowledge base
A knowledge base must be used as a repository for all answers.
Representatives must be able to search the knowledge base when opening a new case for
similar claims.
Representatives must be able to search across all entities at all times.
Searches must check any field in the entity for matches in a single search.
Searches must return results in a single list and sort the list so that the most relevant results
appear at the top of the list.
Representatives must be able to link the knowledge base to cases when applicable.
Representatives must create a new knowledge base article if an answer is not found in the
existing knowledge base.
Representatives must be able to use SQL-like syntax to search the knowledge base.
Requirements. Service-level agreements
When a customer calls to open a claim, the company must respond to the caller within the following time frames:

Plan	Response time
HMO	24 hours
PPO	6 business hours
Gold	1 business hour

Requirements. Alerts
Cases must be flagged when they are past the SLA threshold.
An email alert must be sent to the manager to indicate an SLA noncompliance.
An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.
Send an email alert to support managers when disputes are ready to be closed.
Send an email alert to customers when cases are closed.
Requirements. Issues
The current process is all manual and not efficient.
There is no easy way to determine whether the company is meeting its SLAs.
Representatives are often inconsistent regarding how they handle customers and answer customer questions.
There is no accountability for any of the representatives who take calls.
Hotspot Question
You need to create and configure objects to support the requirements.
How should you configure the system? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

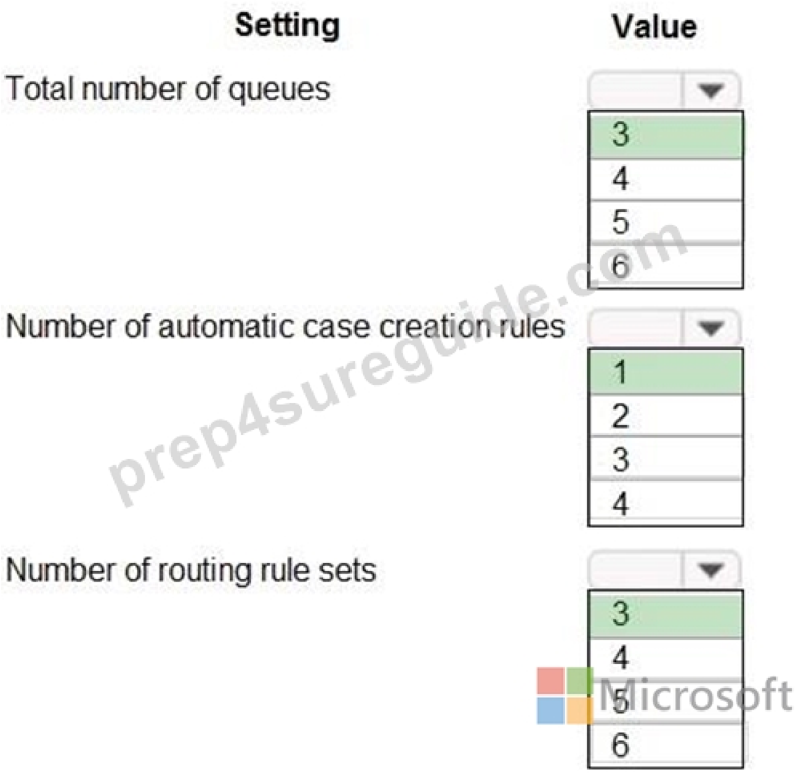
Answer Area

Setting	Value
Total number of queues	3 / 4 / 5 / 6
Number of automatic case creation rules	1 / 2 / 3 / 4
Number of routing rule sets	3 / 4 / 5 / 6

Answer:

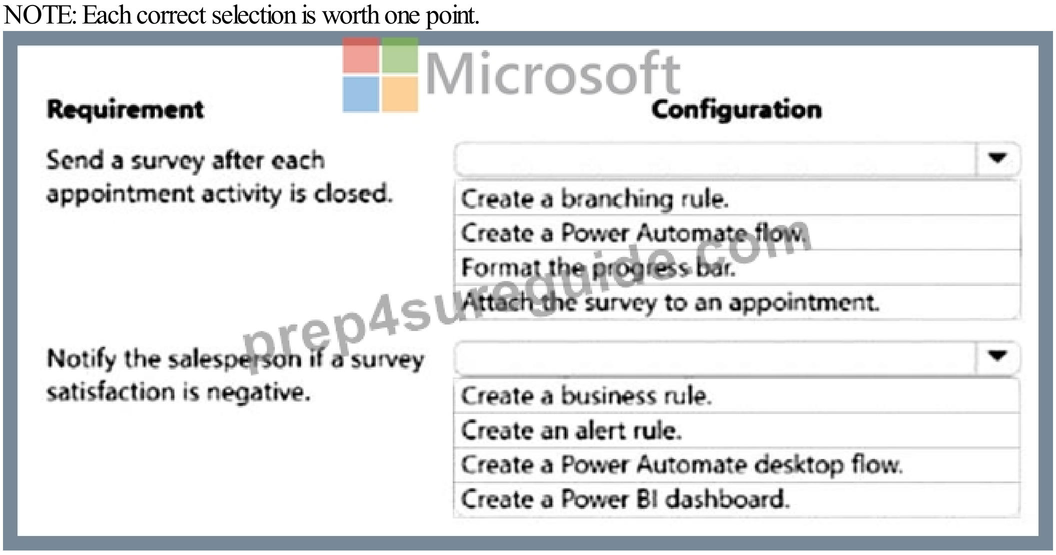
Explanation:

Answer Area



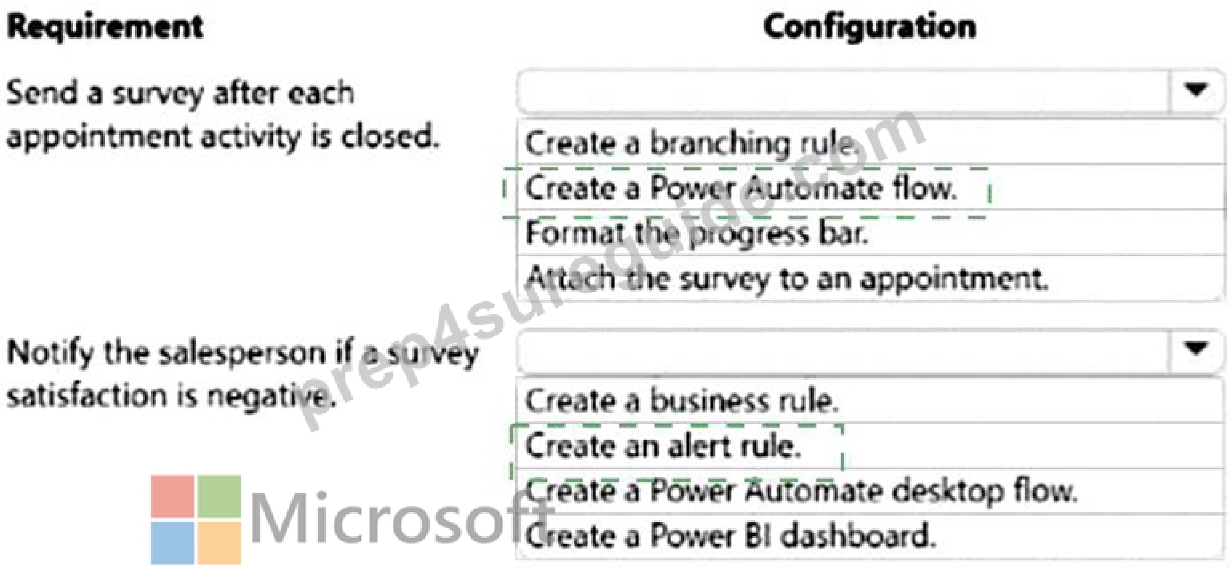
NEW QUESTION # 71

A company uses Dynamics 365 Customer Voice.
The company requires the following for a survey:
* The survey must be sent automatically each time a salesperson visits a customer and closes the appointment.
* If a survey satisfaction score is negative, an activity must be created for the salesperson.
You need to configure the survey.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



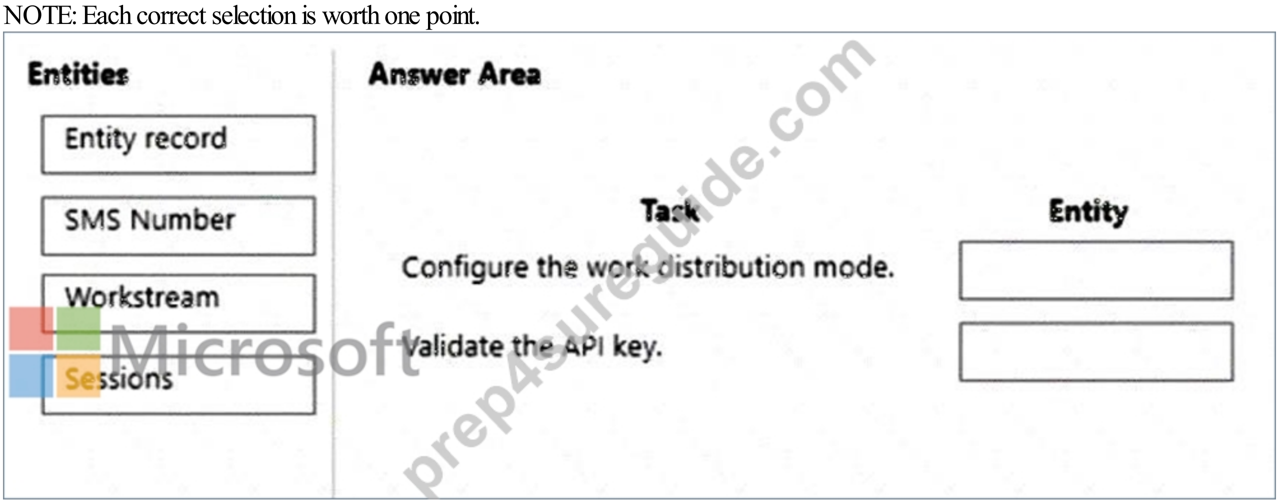
Answer:

Explanation:



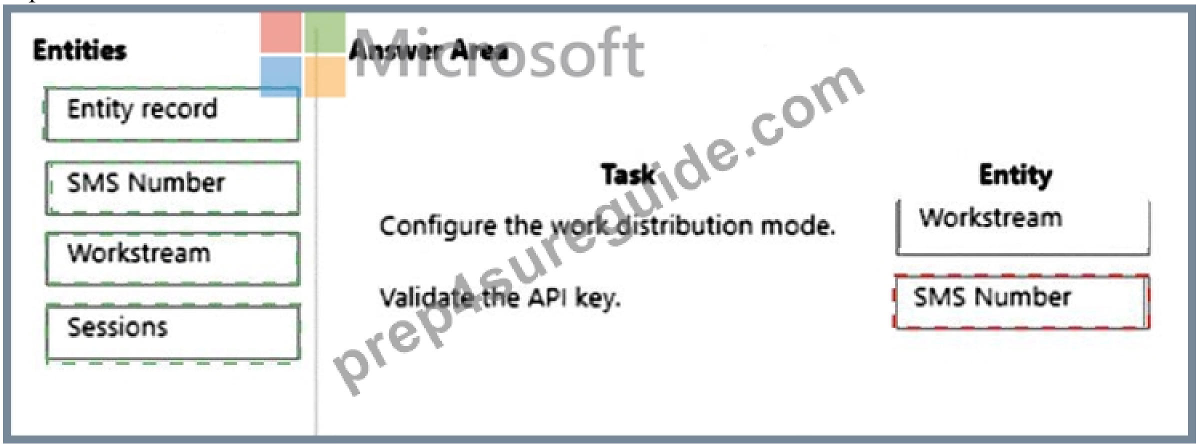
Explanation:
Box 1: Create a Power Automate flow
After creating a survey, you can send it to respondents based on a business trigger-resolution of a case or fulfillment of an order, for example. You can either select a built-in template or create a flow from scratch by using Power Automate.
Box 2: Create an alert rule
Dynamics 365 Customer Voice includes built-in follow-up management to ensure you follow up to your customer feedback in a timely manner. Each customer satisfaction metric includes support for a real-time alert to notify business users upon receiving customer feedback within the specified alert range. Business users can manage and resolve alerts with follow-up action notes using the built-in alert management dashboard.
Alerts are the follow-up activities that are created based on the defined alert rules. Alert rules are defined on satisfaction metrics. Alerts are created based on the values of satisfaction metrics in survey responses.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-voice/send-survey-flow
https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/customer-voice/dynamics365-customer-
https://docs.microsoft.com/en-us/dynamics365/customer-voice/alerts

NEW QUESTION # 72
You are implementing a new channel within Omnichannel.
You need to enable an SMS channel.
On which entity should you configure each task? To answer, drag the appropriate entities to the correct tasks.
Each entity 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.



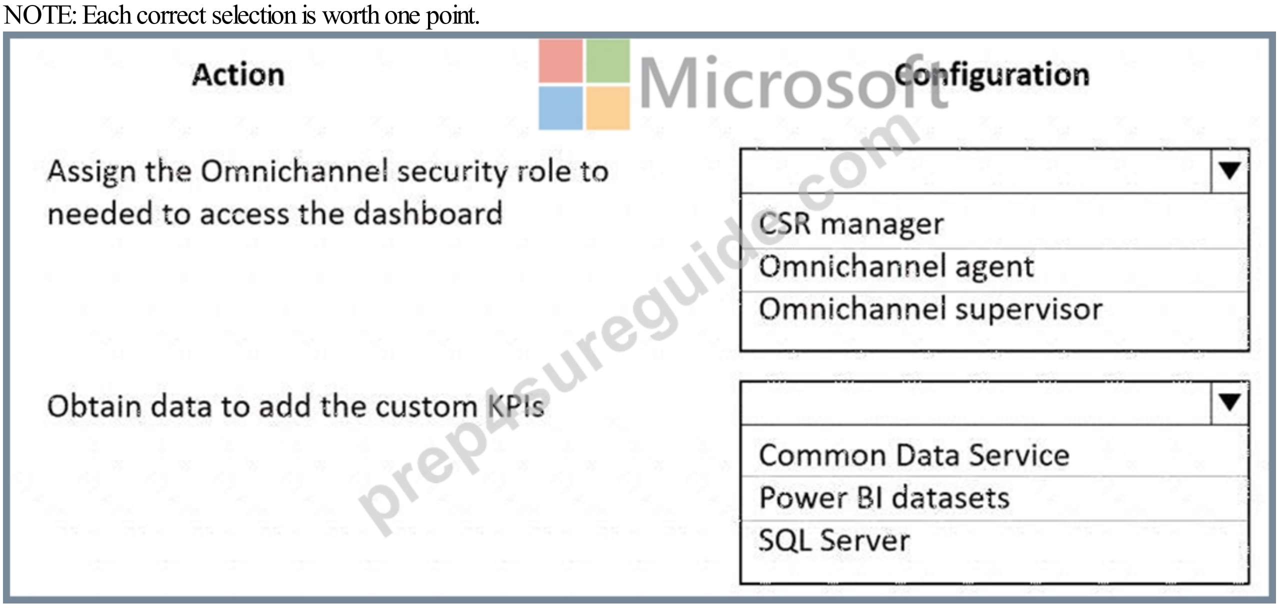
Answer:

Explanation:



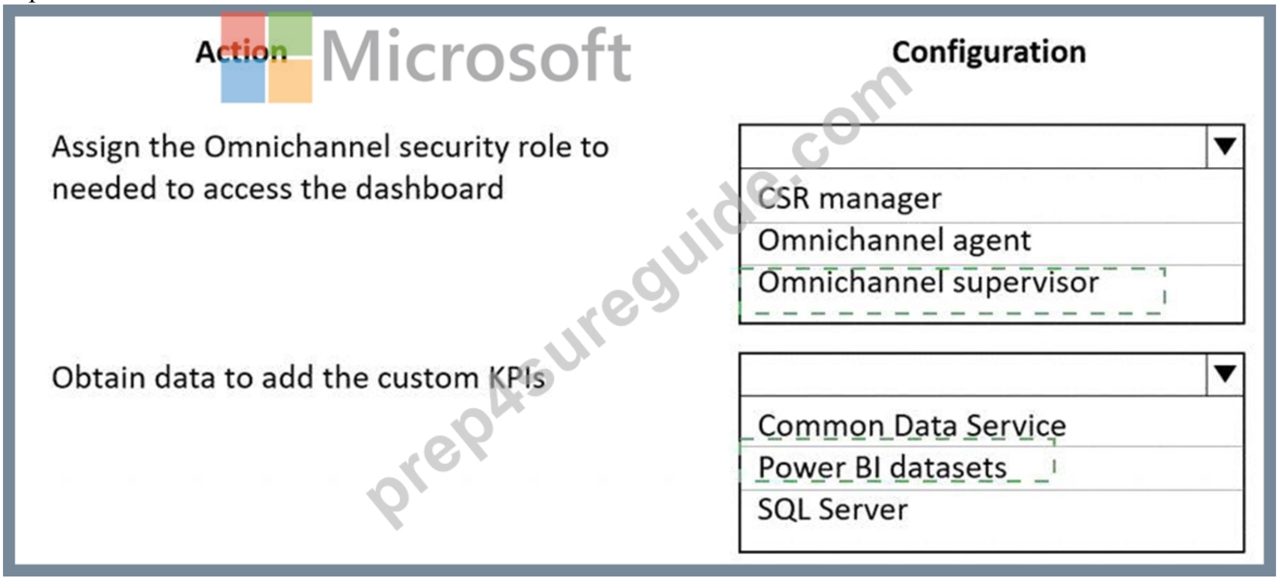
Explanation
Box 1: Workstream
Configure work distribution
In the Work distribution area of a workstream, you can either accept the default settings or select See more and update the following options:
Auto-close after inactivity
Work distribution mode
Capacity
Block capacity for wrap up
Etc.
Box 2: SMS Number
In SMS phone numbers, select Add, and enter the following details in Add SMS number:
Number: Specify the support phone number that you purchased from TeleSign in the <phone_number> format, such as 14252306549. Make sure that you don't enter blank spaces or special characters.
Type: Select Geo, Short code, or Toll free.
Description: Enter a description.
Validate: Select to validate the customer ID and API key.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel

NEW QUESTION # 73
You are implementing Omnichannel for Customer Service for a call center.
The call center manager needs to be able to track agents' performance.
You need to configure the intraday insights dashboard to meet the requirement.
Which configurations should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



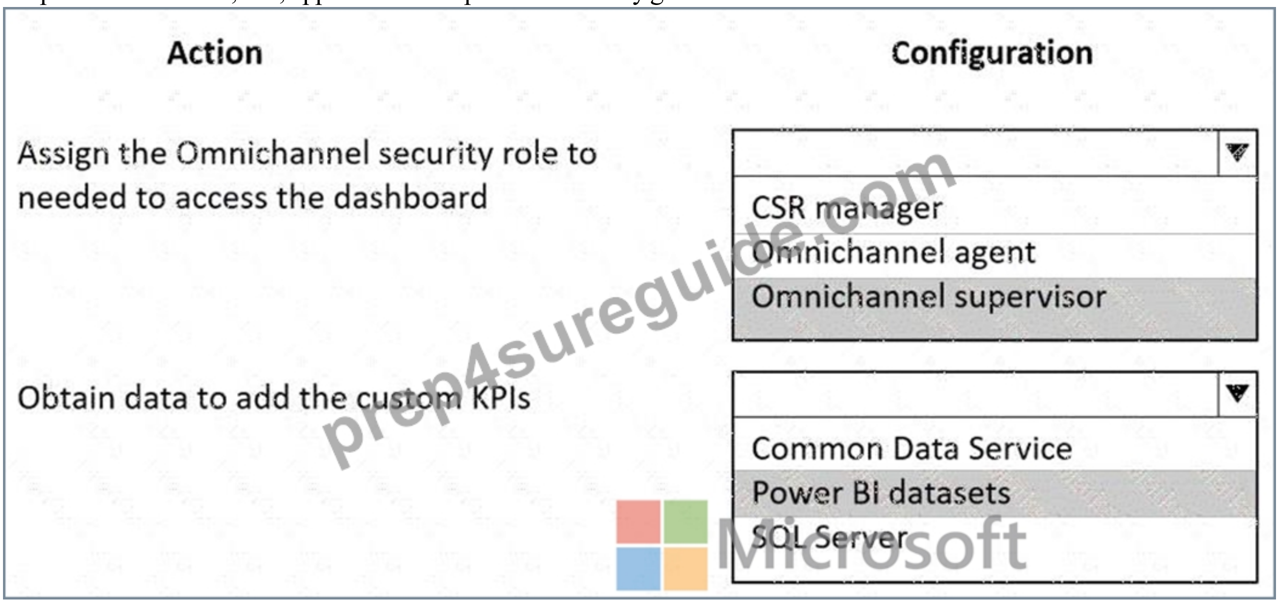
Answer:

Explanation:



Explanation:

Graphical user interface, text, application Description automatically generated



Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-intraday-dashboard-supervisor

NEW QUESTION # 74

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