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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q11-Q16):

NEW QUESTION # 11

A company implements Dynamics 365 Customer Voice. The company sends out customer satisfaction surveys. The service team

creates one survey from a blank project and others from a predefined project template.

When the company receives all the survey responses, a member of the service team must analyze the results. The member must calculate satisfaction scores to help the service manager identify required efficiency changes for the department.

You need to determine which type of satisfaction metrics to use.

Which metrics should you use? To answer, drag the appropriate metrics to the correct scores. Each metric 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.

Metrics	Answer Area						
Net Promoter Score	<table border="1"><thead><tr><th>Score</th><th>Metric</th></tr></thead><tbody><tr><td>Calculate a score of 64 percent.</td><td></td></tr><tr><td>Calculate a score of 5.</td><td></td></tr></tbody></table>	Score	Metric	Calculate a score of 64 percent.		Calculate a score of 5.	
Score	Metric						
Calculate a score of 64 percent.							
Calculate a score of 5.							
Customer Satisfaction Score							
Sentiment							

Answer:

Explanation:

Metrics	Answer Area						
Net Promoter Score	<table border="1"><thead><tr><th>Score</th><th>Metric</th></tr></thead><tbody><tr><td>Calculate a score of 64 percent.</td><td>Net Promoter Score</td></tr><tr><td>Calculate a score of 5.</td><td>Customer Satisfaction Score</td></tr></tbody></table>	Score	Metric	Calculate a score of 64 percent.	Net Promoter Score	Calculate a score of 5.	Customer Satisfaction Score
Score	Metric						
Calculate a score of 64 percent.	Net Promoter Score						
Calculate a score of 5.	Customer Satisfaction Score						
Customer Satisfaction Score							
Sentiment							

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-voice/satisfaction-metrics>

NEW QUESTION # 12

You are a Dynamics 365 Customer Service administrator.

Your company provides standard support contracts for a total of 20 hours of support. All 20 hours are for email support only.

Phone support is offered as a premium service in allotments of 10 incidents.

You need to set up an entitlement template for the standard support.

What should you configure?

- A. Set the value of the Total terms field for an entitlement to 20. Set the entitlement channel option to Email. Set the value of the Total terms field to 0.
Add the Phone option.
Set the value of the Total Terms field to 10.
- B. Set the value of the Total Terms field for an entitlement to 50. Set the entitlement channel option to Email.
Set the value of the Total terms value to 20.
- C. Set the value of the Total Terms field for an entitlement to 20. Set the value of the entitlement channel option to Email.
- D. Set up an entitlement record for each account. Set the value of the Total Terms field to 20. Set the entitlement channel to Web. Set the value of the Total Terms field to 20.

Answer: C

NEW QUESTION # 13

You are customizing an Omnichannel for Customer Service implementation.

You need to configure the escalation process to a human agent.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. In the Power Virtual Agent topic, add the Transfer to agent node.
- B. Select a context variable in Omnichannel and update the information from Power Virtual Agents.
- C. Set the operating hours to escalate a conversation.
- D. Add a bot user to the Omnichannel queue.
- E. Add a context variable in Power Virtual Agents to escalate the conversation.

Answer: A,D,E

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent>

NEW QUESTION # 14

A customer service manager needs a new business process flow to manage support for a product rollout for bicycles. There are two bicycle models: standard and high performance.

Support representatives must be able to:

Specify the model of the bicycle.

Capture comments from customer support issues if the bicycle is the high-performance model.

You need to create the business process flow.

What should you configure for each requirement? To answer, select the appropriate options in the answer area.

Requirement	Component
Specify the model of the bicycle.	Categories only Categories and Subjects Subjects only
Capture comments from customer support issues if the bicycle is the high-performance model.	Categories only Categories and Subjects Subjects only

Answer:

Explanation:

Requirement	Component
Specify the model of the bicycle.	Categories only Categories and Subjects Subjects only
Capture comments from customer support issues if the bicycle is the high-performance model.	Categories only Categories and Subjects Subjects only

Explanation

Box 1: Categories only

Box 2: Categories and Subjects

Note:

* Using the Categories entity, you can create hierarchical categorical data to help group records. Categorizing entity records in Dynamics 365 Customer Service helps you tag the records so that you can easily search them.

Use the entity to create and manage a logical structure of categories in Dynamics 365 Customer Service, and then associate entity records to one or more categories.

Categories are useful for reporting, sorting, segmenting, and categorization of records.

* The customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation), include a subject organizational structure that lets you mark and categorize service cases, knowledge base articles, products, and sales literature. By using the subject hierarchy, you can classify service cases to quickly provide service to your customer. You can also provide the appropriate sales literature. You'll also be able to better understand gaps in your sales literature, evaluate service quality by subject area, and improve reporting on the performance of your products.

Reference:

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

<https://docs.microsoft.com/en-us/power-platform/admin/define-subjects-categorize-cases-products-articles>

NEW QUESTION # 15

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.

The screenshot shows a Dynamics 365 interface with two main sections: 'Actions' and 'Answer Area'. The 'Actions' section contains five items: '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', and 'Add the value **No** for cases that must not be routed'. The 'Answer Area' is currently empty, with four arrow icons (left, right, up, down) for reordering. A watermark 'dumpsfree.com' and the Microsoft logo are visible over the interface.

Answer:

Explanation:

The screenshot shows the same Dynamics 365 interface, but the 'Answer Area' now contains three actions in a specific sequence, indicated by a red dashed border and arrows. The actions are: 'Add a column named **Route Case** to the import file', 'Add the value **No** for cases that must not be routed', and 'Save and import the import file'. The 'Actions' list on the left remains the same. A watermark 'dumpsfree.com' and the Microsoft logo are visible.

Explanation

The screenshot shows the 'Answer Area' with the three actions in the correct sequence: 'Add a column named **Route Case** to the import file', 'Add the value **No** for cases that must not be routed', and 'Save and import the import file'. The 'Actions' list on the left is still visible. A watermark 'dumpsfree.com' and the Microsoft logo are visible.

References:

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

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