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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q285-Q290):

NEW QUESTION #285

You are a help desk support representative using Dynamics 365 Customer Service Hub case management with limited permissions.

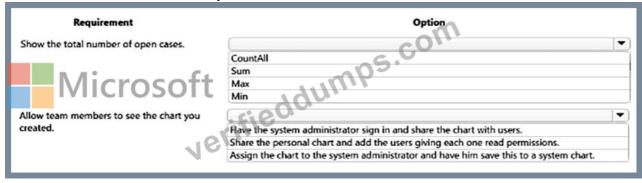
You need to create a personal chart that meets the following requirements:

Show the number of open cases assigned to you for each customer.

Ensure that specific team members can view the chart and view any changes as you update the chart.

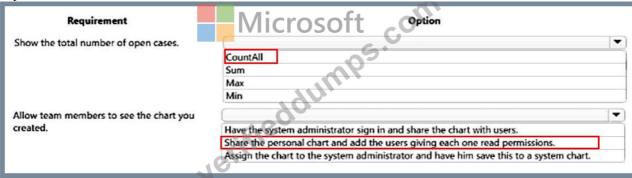
Which options should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Reference:

https://docs.microsoft.com/en-us/stream-analytics-query/count-azure-stream-analytics

NEW QUESTION #286

You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

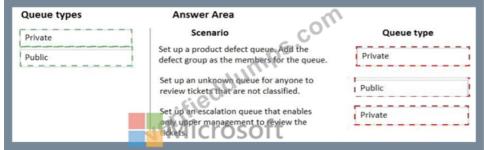
Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

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

Answer:

Explanation:



Explanation:

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

References:

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

NEW QUESTION #287

You are a Dynamics 365 Customer Service administrator.

You must track issues submitted by customers.

You need to configure case settings for the Service Management module.

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 cases can be assigned easily.	•
80 27	Organization insights
	Queues COM
= 441	Parent and child case settings
Automatically generate follow-up phone calls.	
Automatically generate follow-up phone calls.	▼
	Publisher
	Automatic record creation and update rules Subjects

Answer:

Explanation:



Explanation

Graphical user interface, text, application Description automatically generated Requirement Option Ensure that cases can be assigned easily. Organization insights Queues Parent and child case settings Automatically generate follow-up phone calls Publisher Automatic record creation and update rules ubjects/

NEW QUESTION #288

You need to create the queue for cases. What type of queue should you create?

- A. Private
- B. Product
- C. Teams
- D. Service
- E. Public

Answer: D

Explanation:

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

NEW QUESTION #289

You are setting up Omnichannel for Customer Service.

You need to automate the following tasks to make it easier and quicker for representatives to assist customers: Establish a one-step process to send a predefined email to customers once a representative is done helping them.

Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.

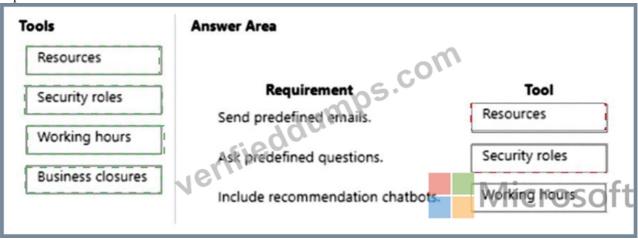
Have chatbots available to help make recommendations in typed conversations.

Which tools should you use? To answer, drag the appropriate tools to the correct requirements. Each tool 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.

Resources	C	
Security roles	Requirement	Tool
Working hours	Send predefined emails.	
Business closures	Ask predefined questions. Include recommendation chatbots.	

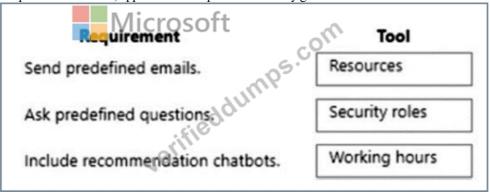
Answer:

Explanation:



Explanation

Graphical user interface, application Description automatically generated with medium confidence



Box 1: Resources

Establish a one-step process to send a predefined email to customers once a representative is done helping them.

Box 2: Security roles

Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.

Assign a security role

Security roles control a user's access to data through a set of access levels and permissions. The combination of access levels and permissions that are included in a specific security role sets limits on the user's view of data and on the user's interactions with that data.

Box 3: Working hours

Have chatbots available to help make recommendations in typed conversations.

Operating hours define the hours when your organization's customer support team is active and available to serve customers. By setting up operating hours, you help your customers and your organization work together to resolve issues.

The operating hour schedules cater to the following scenarios:

Display the non-availability of customer support on public holidays that are otherwise operating hours.

Accommodate change of calendar timings for daylight saving time twice an year for timezones that have implemented the daylight saving time.

*-> Set up separate schedules for agents, bots, and queues to cater to different business scenarios and product lines seamlessly for any channel.

Define schedules to transition customer queues from bots to agents.

Customize the display and other settings of the chat widget during non-business hours.

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/create-users

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-operating-hours?tabs=customerservicead

NEW QUESTION #290

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