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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q96-Q101):

NEW QUESTION # 96
Your company uses Dynamics 365 Customer Service.
You are designing a survey to send out each time a case closes. The survey must adapt to display additional questions within the same survey if a customer chooses Dissatisfied as a survey answer.
You need to configure the survey.
Which feature should you use?

- A. Post-survey message
- B. Multiple answer
- C. Multiple-page survey
- D. Branching rule

Answer: D

Explanation:
Explanation
Branching rules allow you to customize the flow of your survey. You can show or hide questions, choose to navigate to another question or survey, or even open a website based on the response to a question. Branching rules make your surveys interactive and ensure that only relevant questions are displayed to respondents.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-voice/create-branching-rule

NEW QUESTION # 97
Drag and Drop Question
You are customizing a Dynamics 365 for Customer Service implementation.
The call center manager requires a visual representation that includes the number of resolved cases by month for each call center agent. The chart must be visible to all users within the service area.
You need to create the chart.
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.

Answer:

Explanation:

Actions

In Case View, create a new chart

Navigate to the Service area, and then select Cases

Answer Area

Navigate to Settings, and then select Solutions. Verify that the case entity is in the solution.

In the solution, navigate to the Case entity and select Charts

Create and configure the chart

NEW QUESTION # 98

You are an Omnichannel administrator for a company. The company is implementing a chat channel.

You need to route all chats relating to work orders to the field service queue.

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, NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Actions

Enable the work order entity for queues and activities.

Create a queue named field service.

Create a new entity routing channel record for field service and add Work Order as an active entity.

Add a new rule routing set for work orders.

Create a Rule Item and specify the rule criteria and action to route to the Field Service Queue.

Answer area

1
2
4

Answer:

Explanation:

Answer Area

Enable the work order entity for queues and activities...

Create a queue named field service.

Create a new entity routing channel record...

Add a new rule routing set for work orders.

Create a Rule Item and specify the rule criteria...

1 - Enable the work order entity for queues and activities...
2 - Create a queue named field service.
3 - Create a new entity routing channel record...
4 - Add a new rule routing set for work orders.
5 - Create a Rule Item and specify the rule criteria...

NEW QUESTION # 99

You need to ensure cases are handled correctly.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Action
Handle incoming cases	▼
	Create an automatic workflow
	Create a plugin
	Create a routing rule
	Create a menu option
Import all classes from old system per requirements	▼
	In the Add Route Case for the import file, add the value no for all records
	In the Add Route Case for the import file, add the value yes for all records
	In spreadsheet for column Add Route Case add the value No Routing for all records
	Manually add each record
Route cases that are entered manually	▼
	Use an existing routing rule
	Create a second routing rule
	Create a workflow that is set as an on-demand process
	Use existing plugin

Answer:

Explanation:

Requirement	Action
Handle incoming cases	▼
	Create an automatic workflow
	Create a plugin
	Create a routing rule
	Create a menu option
Import all classes from old system per requirements	▼
	In the Add Route Case for the import file, add the value no for all records
	In the Add Route Case for the import file, add the value yes for all records
	In spreadsheet for column Add Route Case add the value No Routing for all records
	Manually add each record
Route cases that are entered manually	▼
	Use an existing routing rule
	Create a second routing rule
	Create a workflow that is set as an on-demand process
	Use existing plugin

Explanation:
Graphical user interface, text, application, email Description automatically generated

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing

NEW QUESTION # 100

You are an Omnichannel supervisor for a company.

The manager wants to improve response times and customer satisfaction.

You need to configure Omnichannel queues using standard functionality.

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

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

Answer Area

Capability area	Capability
Queue Management	Show the customer the total time in the queue. ▼
Queue Routing	Route the chat based on agent location. ▼

NEW QUESTION # 101

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