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Answer Area

Requirement	Action
Create a new schedule.	Add a holiday Place the SLA on hold
Configure schedule settings.	Activate the schedule Specify an end date

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-holiday-schedule>**QUESTION 11**

You are a Dynamics 365 for Customer Service manager.

You are preparing to configure queues for the purpose of managing support. After assigning teams respectively to a queue, you need to decide on the type of queue you are going to create.

You decide to create a Private queue.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

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

QUESTION 12

You work in customer support at your company.

You have been tasked with generating the entitlements for your clients in Dynamics 365 for Customer Service.

Which of the following actions should you take?

A. You should configure business rules.

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q80-Q85):

NEW QUESTION # 80

A company has the following business units:

- * Call center
- * Customer service
- * Digital response
- * Escalation

The security roles have not been modified. The customer service business unit is the parent of all other business units. Each business unit has its own queues. Customer service cases are routed to the appropriate individuals by using the queues.

You need to ensure that a specific user within the customer service business unit can read all queues within the parent and child business units.

Which security role should you assign to the user?

- A. Scheduler
- B. Customer service representative
- C. System customizer
- D. Customer service manager

Answer: D

NEW QUESTION # 81

A company is implementing Omnichannel for Customer Service.

The company plans to release a new product in the following markets: Germany, Spain, and France.

Before the product launches, one agent from each country/region will receive training on the new product. The agents are included as part of a new team for the product. Each agent is part of a team specific to the country/region that they serve.

Inquiries about the new product must be routed as follows:

1. Route inquiries to an agent who knows the new product and is fluent in the language of the caller.
2. Route inquiries to an agent who knows the new product but speaks only a bit of the language of the caller.
3. Route inquiries to an agent who speaks all caller languages but does not know the new product.

You need to configure the system.

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

NOTE: Each correct selection is worth one point.

Requirement	Feature
Language competency level	▼ Rating model Sentiment analysis Fulfillment requirement
Product competency	▼ Resource category Resource characteristic Resource characteristic type
Pool of product trained agents	▼ Queue Territory Organizational unit

Answer:

Explanation:

Requirement	Feature
Language competency level	▼ Rating model Sentiment analysis Fulfillment requirement
Product competency	▼ Resource category Resource characteristic Resource characteristic type
Pool of product trained agents	▼ Queue Territory Organizational unit

Explanation

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

Requirement	Feature
Language competency level	Rating model Sentiment analysis Fulfillment requirement
Product competency	Resource category Resource characteristic Resource characteristic type
Pool of product trained agents	Queue Territory Organizational unit

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/setup-skills-assign-agents>

NEW QUESTION # 82

A company has satellite offices that service local areas.

Each office must have full control over its own resources.

You need to configure the organizational units to reflect the satellite office structure.

Which entities should you use to relate to the organizational units? To answer, select the appropriate options in the answer area.

Answer Area

Record type	Entity
Person	Contact Contact Team Member User Bookable Resource
Activity	Service Activity Service Activity Work Order Bookable Resource Booking Case

Answer:

Explanation:

Answer Area

Record type	Entity
Person	Contact Contact Team Member User Bookable Resource
Activity	Service Activity Service Activity Work Order Bookable Resource Booking Case

Explanation:

Answer Area

Record type	Entity
Person	Contact
Activity	Service Activity

NEW QUESTION # 83

You are implementing Omnichannel for Customer Service for a hospital.

Each customer service agent has a chat capacity of 200.

The implementation requirements are as follows:

Each agent can take no more than two chats at a time.

A new conversation must auto assign to an available agent.

You need to select the conversation options to meet the requirements.

Which options should you configure?

Workstream	Conversation
Work Distribution Mode	Pull Queue Push Pick
Capacity	50 100 200 300

Answer:

Explanation:

Workstream

Conversation

Work Distribution Mode

Pull
Queue
Push
Pick

Capacity

Microsoft
50
100
200
300

Explanation:

Graphical user interface, table Description automatically generated

Workstream

Conversation

Work Distribution Mode

Pull
Queue
Push
Pick

Capacity

50
100
200
300



Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/unified-routing-work-distribution>

NEW QUESTION # 84

A company uses Dynamics 365 for Customer Service.

You need to document the case resolution process.

How are each of the cases resolved? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Case	Resolution
A case has activities owned by other users and is in progress.	Case is resolved. Open activities are closed. Case is resolved. Open activities are canceled. Case is not resolved. Open activities must be closed. Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	Case is resolved. Entitlement is decremented by four hours. Case is resolved. Entitlement is decremented by six hours. Case is not resolved. Billable hours cannot be more than the total duration. Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	Open activities for child cases are merged into parent and canceled. Open activities of parent case are marked as completed. Open activities of child cases remain open. Open activities of child cases are canceled.

Answer:

Explanation:

Case
A case has activities owned by other users and is in progress.

Resolution
Case is resolved. Open activities are closed.
Case is resolved. Open activities are canceled.
Case is not resolved. Open activities must be closed.
Case is resolved. Open activities are reassigned to case owner.

Total time for a case is set to four hours. Billable time is set to six hours.

Case is resolved. Entitlement is decremented by four hours.
Case is resolved. Entitlement is decremented by six hours.
Case is not resolved. Billable hours cannot be more than the total duration.
Case is resolved. Billable hours offset to six hours. Entitlement is decremented.

A parent case has four child cases.



Open activities for child cases are merged into parent and canceled.
Open activities of parent case are marked as completed.
Open activities of child cases remain open.
Open activities of child cases are canceled.

Explanation

Case
A case has activities owned by other users and is in progress.

Resolution
Case is resolved. Open activities are closed.
Case is resolved. Open activities are canceled.
Case is not resolved. Open activities must be closed.
Case is resolved. Open activities are reassigned to case owner.

Total time for a case is set to four hours. Billable time is set to six hours.

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Case is not resolved. Billable hours cannot be more than the total duration.
Case is resolved. Billable hours offset to six hours. Entitlement is decremented.

A parent case has four child cases.

Open activities for child cases are merged into parent and canceled.
Open activities of parent case are marked as completed.
Open activities of child cases remain open.
Open activities of child cases are canceled.

References:

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

NEW QUESTION # 85

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