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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q239-Q244):

NEW QUESTION # 239
Your company uses Dynamics 365 Customer Service.
The company wants to send a customer survey to each customer when a case is closed. The survey must include the following:
* An area with a list of questions that rate the answers as poor, average, or great.
* A question that rates whether the customer would recommend your company to others.
The company wants to exclude symbols from any of the question types.
You need to configure the question types.
Which question type should you use? To answer, drag the appropriate question type to the correct requirement. Each question 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.

Question types		Answer Area	
Likert		**Requirement**	**Question type**
Net Promoter Score		List of questions	
Rating		Recommendation question	

Answer:

Explanation:

Question types		Answer Area	
Likert		**Requirement**	**Question type**
Net Promoter Score		List of questions	Likert
Rating		Recommendation question	Net Promoter Score

NEW QUESTION # 240

You need to configure entitlements for contracts.

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

NOTE: Each correct selection is worth one point.

Requirement	Configuration
Total Terms allocated	▼
	10
	15
	25
	30
Set emails/phone calls allowed	▼
	Entitlement Channel
	Total Terms
	Allocation Type
	Timeline
Remaining Terms	▼
	Auto-calculate
	Create Workflow
	Select Refresh
	Check Status

Answer:

Explanation:

Requirement	Configuration
Total Terms allocated	▼
	10
	15
	25
	30
Set emails/phone calls allowed	▼
	Entitlement Channel
	Total Terms
	Allocation Type
	Timeline
Remaining Terms	▼
	Auto-calculate
	Create Workflow
	Select Refresh
	Check Status

Explanation:

Box 1: 25

Customers must have contracts that allow them to call Lamna Healthcare 10 times a year for help.

In addition to the 10 free calls, customers must be able to send 15 emails a year for support.

If you want to restrict support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their total terms.

Box 2: Entitlement Channel

The Entitlement Channel section specifies the support channel through which the customer can reach the organization and seek support.

Use this section to define the channels your customers are entitled to and track the customer support term for each channel. For example, you can add phone and email as the channels through which you'll offer support.

If you want to restrict support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their total terms.

Box 3: Auto-calculate

The remaining term is auto-calculated and shows the total number of hours or cases remaining for the customer's entitlement.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-custom

NEW QUESTION # 241

An organization uses Dynamics 365 Customer Service. The customer service queue is not implemented.

Customer service representatives (CSRs) are unable to keep up with an influx of email inquiries. Other employees must read and respond to messages that are routed to a customer service queue.

You need to create a queue for customer service emails.

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.

Actions

Create the customer service queue
Add CSRs as member of the queue
Change the queue type to Public
Within Service management, select Queues
Change the queue type to Private

Answer Area

Answer:

Explanation:

Actions

Create the customer service queue
Add CSRs as member of the queue
Change the queue type to Public
Within Service management, select Queues
Change the queue type to Private

Answer Area

Within Service management, select Queues
Create the customer service queue
Change the queue type to Public

Explanation
Timeline Description automatically generated with medium confidence

Within Service management, select Queues
Create the customer service queue
Change the queue type to Public

Create a queue in Customer Service app
To create or edit a queue
Go to Settings > Service Management.
Select Queues. (Step 1)
To create a new queue, select New. (Step 2)
Fill in the details.
Select Save.
Step 3: Change the queue type to Public
Other employees must read and respond to messages that are routed to a customer service queue.
In Customer Service, you can create two types of queues:
Public queues: Create to let everyone in the organization view the queue and all of its items.
Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.

NEW QUESTION # 242

You are customizing an Omnichannel for Customer Service implementation.

Customers take a pre-chat survey on a chat widget on the portal. Customers are required to accept the portal's privacy policy before they can take the survey.

A call center manager wants to auto pick account or contact information for customer service agents based on the survey.

You need to configure the pre-chat survey question field to meet the requirements.

Which option should you select for each pre-chat survey question field? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Question field	Option
Question Type	Single line ▼
	Multiple lines
	User consent
	Option set
	Single line
Question Name	Fullname ▼
	Name
	Lastname
	Fullname
	Firstname

Answer:

Explanation:

Answer Area

Question field	Option
Question Type	Single line ▼
	Multiple lines
	User consent
	Option set
	Single line
Question Name	Fullname ▼
	Name
	Lastname
	Fullname
	Firstname

Explanation:

Answer Area

Question field	Option
Question Type	Single line ▼
Question Name	Fullname ▼

NEW QUESTION # 243

You are a Dynamics 365 for Customer Service administrator.

Your company is trying to determine whether it needs to use standard or enhanced service-level agreements (SLAs).

You need to configure SLAs based on the requirements.

Which type of SLAs should you use? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	SLA options
Configure business hours. SLA applies only during this time.	▼ Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Pause and resume an SLA.	▼ Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Configure KPI warnings and warning action.	▼ Only standard SLA Only enhanced SLA Both standard and enhanced SLA

Answer:

Explanation:

Requirement	SLA options
Configure business hours. SLA applies only during this time.	▼ Only standard SLA Only enhanced SLA **Both standard and enhanced SLA**
Pause and resume an SLA.	▼ Only standard SLA **Only enhanced SLA** Both standard and enhanced SLA
Configure KPI warnings and warning action.	▼ Only standard SLA **Only enhanced SLA** Both standard and enhanced SLA

Explanation:

Requirement	SLA options
Configure business hours. SLA applies only during this time.	Only standard SLA / Only enhanced SLA / **Both standard and enhanced SLA**
Pause and resume an SLA.	Only standard SLA / **Only enhanced SLA** / Both standard and enhanced SLA
Configure KPI warnings and warning action.	Only standard SLA / **Only enhanced SLA** / Both standard and enhanced SLA

NEW QUESTION # 244

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