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Microsoft Dynamics 365 Customer Service

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QUESTION 1

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Configure Dynamics 365 to automatically send responses to customers when the record is created.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 2

A company is implementing a customized app that will automatically route cases. You need to determine the correct URL to connect to the app location in the cloud. Which URL format should you use?

A. https://".dynamics.com/apps

B. https://".crm.dynamics.com/

C. https://..dynamics.com/Apps/uniquename/

D. https://"/apps

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases

QUESTION 3

You set a default entitlement for a customer.

You need to ensure that the default entitlement is automatically associated with a case.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Create a case.

B. Update the customer, contact, or product field on an existing case.

C. Update the description field on an existing case.

D. Add an activity to an existing case.

Correct Answer: AB

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

https://docs.microsoft.com/en-us/power-platform/admin/system-settings-dialog-box-service-tab

QUESTION 4

You are a customer service manager for a company using Dynamics 365 for Customer Service.

You need to set up queues to manage support. You assign a team to each queue.

What type of queue should you configure?

A. Personal

B. Private

C. Business unit

D. Public

Correct Answer: B

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

QUESTION 5

DRAG DROP

You are implementing Omnichannel for Customer Service for a call center.

The call center\\'s requirements for the implementation are as follows:

1.

When a new chat conversation is started, the Customer Summary and New Case form tabs must be open.

2.

The Customer Summary tab must be the primary tab during the conversation.

3.

Agents must be able to close the New Case form tab.

4.

Agents must not be able to close the Customer Summary tab.

You need to configure the tabs.

Which configuration should you use for each tab? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information 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.

Select and Place:

Configurations

Session Template

Application Tab Template

Anchor Tab in Session Template

Anchor Tab in Application Tab Template

Answer Area

Tab	Configuration
Customer Summary	
New Case form	

Correct Answer:

Configurations

Application Tab Template

Anchor Tab in Application Tab Template

Answer Area

Tab	Configuration
Customer Summary	Anchor Tab in Session Template
New Case form	Session Template

Reference: https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/session-templates

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