



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

You create a queue and assign it to a team. Which type of queue is created?

- A. Personal
- B. System
- C. Escalation
- D. Shared

Correct Answer: D

QUESTION 2

You use the Field Service application.

You need to track users and equipment that are available for scheduling.

Which resource type should you use?

- A. Bookable Resource
- B. Warehouse Resource
- C. Resource Group
- D. Web Resource

Correct Answer: D

QUESTION 3

A user selects a case from a queue and studies the queue item details for the case. Which two data points are displayed? Each correct answer presents a complete solution.

- A. the user who owns the case
- B. the time spent working on the case
- C. the queue the case is related to
- D. the user working on the case

Correct Answer: BD



QUESTION 4

You create a service level agreement (SLA) that will fail after seven days. You select a service calendar that uses 24-hour work days and no holidays. Saturday and Sunday are configured to be non-working days. If no action is taken, how many calendar days can pass before the SLA fails?

- A. 5 days
- B. 7 days
- C. 9 days
- D. 11 days

Correct Answer: C

QUESTION 5

You are a customer service agent that uses Unified Service Desk (USD). You search for a customer. You select a customer record from the search results and open the customer record. How many sessions are created?

- A. 0
- B. 1
- C. 2
- D. 3

Correct Answer: C

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