



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

Pass Microsoft MB2-718 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4lead.com/mb2-718.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

Which three of the following are valid survey response actions?

- A. Restart Survey
- B. Toggle Visibility
- C. Auto-Populate
- D. End Survey
- E. Chain Survey

Correct Answer: ADE

QUESTION 2

You have a Microsoft Dynamics 365 environment You implement Field Service.

You need to set up a service task type.

Which three fields, components, or relationships are available when you create a new service task type? Each correct answer presents a complete solution.

- A. Description
- B. Notes
- C. Field Agent
- D. Estimated Duration
- E. Work Order Duration

Correct Answer: ABC

QUESTION 3

Your organization uses the interactive service hub to manage cases.

You need to interact with records in a stream that displays active cases.

Which two actions can you perform? Each correct answer presents a complete solution.

- A. Add to Queue
- B. Email a Link



C. Send Direct Email

D. Do Not Decrement Entitlement Terms

Correct Answer: AD

QUESTION 4

You have two similar cases. One case is named Case1 and the other is named Case2 Each case has a different parent case. You attempt to merge Case1 into Case2. What is the result to the merge process?

A. Case1 is merged into Case2 Activities and notes are combined under Case2.

B. The cases will not merge. Both cases will become child cases of the parent for Case2

C. The cases will not merge. Each case will remain parented to their original records.

D. Case1 is merged into Case2 Activities and notes are combined under Case1.

Correct Answer: D

QUESTION 5

Which two of the following are valid routing rule actions? Each correct answer presents part of the solution.

A. Cancel Case

B. Send Email

C. Assign to User/Team

D. Route to Queue

Correct Answer: CD

[MB2-718 PDF Dumps](#)

[MB2-718 VCE Dumps](#)

[MB2-718 Study Guide](#)



To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Try our product !

100% Guaranteed Success

100% Money Back Guarantee

365 Days Free Update

Instant Download After Purchase

24x7 Customer Support

Average 99.9% Success Rate

More than 800,000 Satisfied Customers Worldwide

Multi-Platform capabilities - [Windows](#), [Mac](#), [Android](#), [iPhone](#), [iPod](#), [iPad](#), [Kindle](#)

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications. You can view Vendor list of All Certification Exams offered:

<https://www.pass4lead.com/allproducts>

Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 <p>One Year Free Update Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p>Money Back Guarantee To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p>Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.

Copyright © pass4lead, All Rights Reserved.