



# MB2-718<sup>Q&As</sup>

Microsoft Dynamics 365 for Customer Service exam

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### QUESTION 1

You attempt to delete a queue in Microsoft Dynamics 365. You are not able to delete the queue.

What are two possible reasons why you cannot delete the queue? Each correct answer presents a complete solution.

- A. The queue contains a queue item.
- B. The queue has a designated email address.
- C. The queue is referenced by a routing rule.
- D. The queue has a team owner.

Correct Answer: CD

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### QUESTION 2

What are Field Service Agreements?

- A. frameworks for automatically generating work orders and invoices
- B. methods to help users verify what the customers are eligible for and create cases for customers
- C. methods to allow users to organize, prioritize, and monitor the progress of their work
- D. deflations for the level of service or support that your organization agrees to offer to a customer

Correct Answer: C

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### QUESTION 3

You pick a case from a queue.

You determine that you cannot resolve the case, and plan to release the case back to the queue.

What effect does releasing the case to the queue have on record ownership?

- A. Ownership remains unchanged.
- B. Ownership is assigned based on the current routing rule.
- C. Ownership is reverted to the previous owner.
- D. Ownership of the record is assigned to the queue owner.

Correct Answer: A

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#### QUESTION 4

Your organization plans to use Voice of the Customer to send surveys to select groups of customers. You need to customize branding colors and logos for the surveys. What should you do?

- A. Modify Voice of the Customer survey themes.
- B. Configure system settings.
- C. Modify Microsoft Dynamics 365 themes.
- D. Update Voice of the Customer piped data.

Correct Answer: A

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#### QUESTION 5

You implement the Unified Service Desk (USD). You plan to implement a window navigation rule. Which two statements are true? Each answer represents a complete solution.

- A. You must populate the form and entity or URL fields for specific rules.
- B. Rules are evaluated based on the order number,
- C. You must use the display name to reference the entity in the rule.
- D. You must configure default rules so that they are evaluated first

Correct Answer: BD

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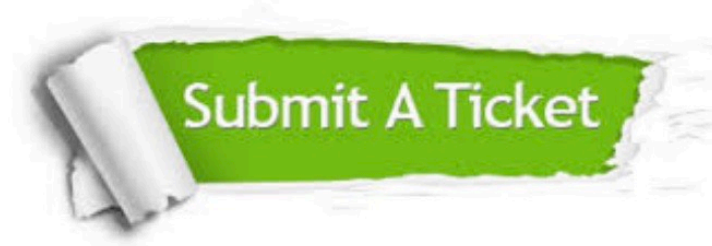
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