MB2-718^{Q&As}

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Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

A user named User1 creates a knowledge base article. No other action has been taken.

User! must modify the article.

You need to direct User1 to the view where the article is displayed.

To which view should you direct User1?

A. Scheduled Articles

B. Unapproved Articles

C. Draft Articles

D. Inactive Articles

Correct Answer: C

QUESTION 2

You plan to deploy Unified Service Desk (USD).

You need to install all USD components and verify the installation.

Which three actions should you perform? Each correct answer presents part of the solutioi

A. Deploy USD packages to the Microsoft Dynamics 365 instance.

B. Install the USD client on a development computer.

C. Run the USD client and connect to the Microsoft Dynamics 365.

D. In the USD application, configure client diagnostic logging.

E. Install computer telephony integration (CTI) adapters.

Correct Answer: ABC

QUESTION 3

You are working with the Field Service mobile app in online mode.

Which two statements regarding data synchronization are true? Each correct

A. The user can choose when data synchronization occurs.

B. Data continuously synchronizes with the server.

C. You do not need to manually synchronize your device.

D. Information is downloaded to your device.

Correct Answer: AD

QUESTION 4

You need to merge eight similar cases. Which of the following statements is true?

A. You can merge all eight cases at the same time.

B. You can only merge the cases if a parent/child relationship exists between the cases.

C. You can only merge two cases at a time.

D. You can only merge the cases if all related activities are closed.

Correct Answer: C

QUESTION 5

You are a customer service agent in a call center. AH customer service agents use Unified Service Desk (USD) to respond to calls.

You need to respond to two calls from two different customers at the same time. What should you do?

A. Create one session for each customer.

B. Create two sessions and use connections to create a relationship between them.

C. Create one session and add each customer to a separate section on the form.

D. Create one session and add each customer to the related customer sub grid.

Correct Answer: D

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