



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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**QUESTION 1**

You assign a case to a user named User A.

User A is not available to work on the case. The customer service manager moves the case to the queue for User B .

Which of the following statements is true?

- A. User A still owns the case, but the case is located in the queue for UserB .
- B. The customer service manager now owns the case.
- C. User B now owns the case.
- D. The case is not moved to the queue for User B until User A approves the move.

Correct Answer: A

QUESTION 2

You implement the Unified Service Desk (USD). Which three of the following objects are events? Each correct answer presents a complete solution.

- A. Realignwindow
- B. BrowserDocumentComplete
- C. DesktopReady
- D. SessionClosing
- E. FireEvent

Correct Answer: CDE

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

QUESTION 4

You are attempting to resolve a case.

For which situation will the system display a prompt before reaching the Case Resolution window?

A. The case has a service-level agreement (SLA) that was not met.

B. The case has an open activity.

C. The customer will exceed their entitlement allotment

D. The case has an open parent case.

Correct Answer: B

QUESTION 5

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

User1 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



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