



Microsoft

Exam MB2-718

Microsoft Dynamics 365 for Customer Service

Version: 9.0

[Total Questions: 90]

Topic break down

Topic	No. of Questions
Topic 1: Exam Pool 1	48
Topic 2: Exam Pool 2	42

Topic 1, Exam Pool 1

Question No : 1 - (Topic 1)

You are deploying a Unified Service Desk (USD) application.

For which three scenarios can you attach an action call? Each correct answer presents a complete solution.

- A. A window navigation rule is processed.
- B. Client diagnostic logging is turned on.
- C. A threshold is reached in a Microsoft Power BI report.
- D. An agent script is run or an answer is clicked.
- E. A toolbar button is clicked.

Answer: A,D,E

Question No : 2 - (Topic 1)

Which three actions can you perform by using editable grids? Each correct answer presents a complete solution.

- A. Update a lookup field to a custom entity.
- B. Edit records by using mobile clients.
- C. Group records by a specific column.
- D. Update a Customer Type lookup field.
- E. Update the value of an Owner lookup field.

Answer: A,B,C

Question No : 3 - (Topic 1)

What are the states a knowledge base article can be in?

- A. Active. Approved, Draft, Inactive, or Scheduled
- B. Active or Inactive
- C. Approved, Archived, Discarded, Draft. Expired, or Scheduled
- D. Approved, Cancelled. Draft Expired. On Hold, or Scheduled

Answer: C

Question No : 4 - (Topic 1)

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 solution.

- 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.

Answer: A,B,C

Question No : 5 - (Topic 1)

You use the automatic creation and update rule feature to create case records automatically.

Which three source record types are available for automatically creating a case? Each correct answer presents a complete solution.

- A. social activity
- B. mailbox alert
- C. survey activity
- D. auto post
- E. booking alert

Answer: A,C,E

Question No : 6 - (Topic 1)

You have a Microsoft Dynamics 365 environment. You implement Field Service. You need to check the work order instructions in the Field Service mobile app. Which tab on the work order contains instructions?

- A. Incidents

- B. Other
- C. Info
- D. Booking

Answer: C

Question No : 7 - (Topic 1)

Which two statements regarding case routing are true? Each correct answer presents a complete solution.

- A. You can add a maximum of five routing rule items to a routing rule set
- B. A workflow is automatically created for each routing rule.
- C. A maximum of three routing rule sets can be active at the same time.
- D. You can route or assign a case to a user, queue, or team.

Answer: B,D

Question No : 8 - (Topic 1)

You enable feedback for a Voice of the Customer survey. What is the total number of questions allowed for the survey?

- A. 30
- B. 40
- C. 100
- D. 250

Answer: B

Question No : 9 - (Topic 1)

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.

Answer: A

Question No : 10 - (Topic 1)

Which two statements regarding standard service-level agreements (SLAs) are true? Each correct answer presents a complete solution.

- A. Standard SLAs record failure time on the entity record itself.
- B. You can create SLAs for entities other than the Case entity.
- C. You can only pause enhanced SLAs.
- D. You must use an enhanced SLA to define multiple success criteria.

Answer: B,C

Question No : 11 - (Topic 1)

You need to change the warehouse location for product inventory. What should you do?

- A. Create a new Product Relationship record.
- B. Create a new Warehouse record.
- C. Create a new Inventory Transfer record.
- D. Create a new Inventory Adjustment record.

Answer: C

Question No : 12 - (Topic 1)

You implement the Unified Service Desk (USD). Which three statements regarding the debugger are true? Each correct answer presents a complete solution.

- A. The debugger allows you to review data parameters from static log files.
- B. The debugger allows you to review real-time data parameters.
- C. The debugger allows you to review action calls from static log files.
- D. The debugger is a USD hosted control.
- E. The debugger allows you to review real-time action calls.
- F. The debugger is a standalone tool.

Answer: A,C,E

Question No : 13 - (Topic 1)

You are creating an interactive service hub dashboard.

You need to control the display color for data embedded in the chart

Which two field types should you configure? Each correct answer presents a complete solution.

- A. Floating Point Number
- B. Two Options
- C. Decimal
- D. Currency
- E. Option Set

Answer: B,E

Question No : 14 - (Topic 1)

Which two security roles are created when you install the Field Service application? Each correct answer presents a complete solution.

- A. Field Service Administrator
- B. Field Service Dispatcher
- C. Field Service Representative
- D. Field Service Read Only

Answer: A,B

Question No : 15 - (Topic 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.

Answer: A

Question No : 16 - (Topic 1)

You have access to the desktop version of Microsoft Excel and Excel Online.

You need to perform a bulk update of data for 225 contacts.

What are two ways to achieve the goal? Each correct answer presents a complete solution.

- A. Open the data in Excel Online, make updates, and then save changes to Microsoft Dynamics 365.
- B. Export data as a dynamic pivot table, make updates, and then save changes to Microsoft Dynamics 365.
- C. Export the data as a static worksheet make updates, and then save changes to Microsoft Dynamics 365.
- D. Export the data as a static worksheet, make updates, and then import the data back into Microsoft Dynamics 365.

Answer: A,D

Question No : 17 - (Topic 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

Answer: D

Question No : 18 - (Topic 1)

You use the interactive service hub to manage cases.

Users report that they have difficulty finding a specific knowledge base article when they initiate a search from within a case.

You need to ensure that search returns relevant results.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

- A. Relate the article to one or more categories.
- B. Relate the article to a more relevant subject.
- C. Update the article description.
- D. Add additional keywords.

Answer: A,C

Question No : 19 - (Topic 1)

You have a Microsoft Dynamics 365 environment and you are using Unified Service Desk (USD) in a call center scenario. Users must be able to ask their customers questions that will trigger defined follow on actions. You need to provide users with guidance for their customer interactions. What should you use?

- A. agent scripts
- B. knowledge management
- C. CRM dialogs
- D. CRM workflows

Answer: A

Question No : 20 - (Topic 1)

You need to install and configure the Unified Service Desk (USD) client What should you do?

- A. Import the USD client as a solution.
- B. You must manually install the client.
- C. Deploy the USD client from the Microsoft Dynamics 365 server.
- D. Enable the USD client from System Settings.

Answer: B

Question No : 21 - (Topic 1)

You create and activate an entitlement for a customer. The entitlement is set to decrease allotment on case creation. The customer opens a case and you observe that the issue is caused by a bug on the software.

You need to ensure the customer allotment is not affected by this case.

What should you do?

- A. Delete the case.
- B. Cancel the case.
- C. Use the Do Not Decrement Entitlement Terms action.
- D. Use the Apply Routing Rule action.

Answer: B

Question No : 22 - (Topic 1)

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

Answer: C

Question No : 23 - (Topic 1)

You implement the Unified Service Desk (USD). You plan to implement actions and replacement parameters. Which three symbols are valid replacement keys? Each correct answer presents a complete solution.

- A. ^
- B. -
- C. +

- D. \$
- E. ~

Answer: A,C,D

Question No : 24 - (Topic 1)

You configure an organization to use entitlements. No customization has been applied.

You need to associate an entitlement with a case record.

Which option is displayed in the entitlement lookup field on the case record?

- A. only active entitlements associated with the case customer
- B. all active entitlements associated with the customer and contact
- C. only active entitlements associated with the case contact
- D. all entitlements associated with the customer and contact

Answer: B

Question No : 25 - (Topic 1)

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

Answer: C

Question No : 26 - (Topic 1)

You install Microsoft Dynamics 365.

Which three knowledge base article templates are available? Each correct answer presents

Microsoft Exams List

70-246 Dump PDF VCE	70-485 Dump PDF VCE	70-742 Dump PDF VCE	98-366 Dump PDF VCE
70-247 Dump PDF VCE	70-486 Dump PDF VCE	70-743 Dump PDF VCE	98-367 Dump PDF VCE
70-331 Dump PDF VCE	70-487 Dump PDF VCE	70-744 Dump PDF VCE	98-368 Dump PDF VCE
70-332 Dump PDF VCE	70-488 Dump PDF VCE	70-761 Dump PDF VCE	98-369 Dump PDF VCE
70-333 Dump PDF VCE	70-489 Dump PDF VCE	70-762 Dump PDF VCE	98-372 Dump PDF VCE
70-334 Dump PDF VCE	70-490 Dump PDF VCE	70-765 Dump PDF VCE	98-373 Dump PDF VCE
70-339 Dump PDF VCE	70-491 Dump PDF VCE	70-768 Dump PDF VCE	98-374 Dump PDF VCE
70-341 Dump PDF VCE	70-492 Dump PDF VCE	70-980 Dump PDF VCE	98-375 Dump PDF VCE
70-342 Dump PDF VCE	70-494 Dump PDF VCE	70-981 Dump PDF VCE	98-379 Dump PDF VCE
70-345 Dump PDF VCE	70-496 Dump PDF VCE	70-982 Dump PDF VCE	MB2-700 Dump PDF VCE
70-346 Dump PDF VCE	70-497 Dump PDF VCE	74-343 Dump PDF VCE	MB2-701 Dump PDF VCE
70-347 Dump PDF VCE	70-498 Dump PDF VCE	74-344 Dump PDF VCE	MB2-702 Dump PDF VCE
70-348 Dump PDF VCE	70-499 Dump PDF VCE	74-409 Dump PDF VCE	MB2-703 Dump PDF VCE
70-354 Dump PDF VCE	70-517 Dump PDF VCE	74-678 Dump PDF VCE	MB2-704 Dump PDF VCE
70-383 Dump PDF VCE	70-532 Dump PDF VCE	74-697 Dump PDF VCE	MB2-707 Dump PDF VCE
70-384 Dump PDF VCE	70-533 Dump PDF VCE	77-420 Dump PDF VCE	MB2-710 Dump PDF VCE
70-385 Dump PDF VCE	70-534 Dump PDF VCE	77-427 Dump PDF VCE	MB2-711 Dump PDF VCE
70-410 Dump PDF VCE	70-640 Dump PDF VCE	77-600 Dump PDF VCE	MB2-712 Dump PDF VCE
70-411 Dump PDF VCE	70-642 Dump PDF VCE	77-601 Dump PDF VCE	MB2-713 Dump PDF VCE
70-412 Dump PDF VCE	70-646 Dump PDF VCE	77-602 Dump PDF VCE	MB2-714 Dump PDF VCE
70-413 Dump PDF VCE	70-673 Dump PDF VCE	77-603 Dump PDF VCE	MB2-715 Dump PDF VCE
70-414 Dump PDF VCE	70-680 Dump PDF VCE	77-604 Dump PDF VCE	MB2-716 Dump PDF VCE
70-417 Dump PDF VCE	70-681 Dump PDF VCE	77-605 Dump PDF VCE	MB2-717 Dump PDF VCE
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70-470 Dump PDF VCE	70-695 Dump PDF VCE	77-891 Dump PDF VCE	MB6-884 Dump PDF VCE
70-473 Dump PDF VCE	70-696 Dump PDF VCE	98-349 Dump PDF VCE	MB6-885 Dump PDF VCE
70-480 Dump PDF VCE	70-697 Dump PDF VCE	98-361 Dump PDF VCE	MB6-886 Dump PDF VCE
70-481 Dump PDF VCE	70-698 Dump PDF VCE	98-362 Dump PDF VCE	MB6-889 Dump PDF VCE
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210-250 Dump PDF VCE	500-202 Dump PDF VCE	646-048 Dump PDF VCE	700-270 Dump PDF VCE
210-255 Dump PDF VCE	500-254 Dump PDF VCE	646-365 Dump PDF VCE	700-280 Dump PDF VCE
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300-210 Dump PDF VCE	600-504 Dump PDF VCE	650-281 Dump PDF VCE	
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