Exam Questions MB2-718
Microsoft Dynamics 365 for Customer Service
NEW QUESTION 1
- (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

NEW QUESTION 2
- (Topic 1)
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

Answer: ABD

NEW QUESTION 3
- (Topic 1)
You create an entitlement for a customer. In the channels section of the entitlements page, you add email and assign 75 percent of the allocation to email.
Which of the following statements is true?
A. 75 percent of cases created by the customer must be created by using email.
B. Remaining cases cannot be created until another channel is added to the entitlement.
C. 25 percent of cases created by the customer must be created by using email.
D. The remaining cases may be created with any other channel.
E. All cases created by the customer must be created by using email.
F. 75 percent of cases created by the customer may be created by using email.
G. The remaining cases may be created with any other channel.

Answer: B

NEW QUESTION 4
- (Topic 1)
You ship a replacement part to a customer. The customer reports that they receive the incorrect part.
You need to initiate a process to return the product to the warehouse. What should you do?
A. Create a new return merchandise authorization (RMA) record.
B. Create a new return to vendor (RTV) record.
C. Create a new Agreement record.
D. Create a new Inventory Adjustment record.

Answer: A

NEW QUESTION 5
- (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: AD

NEW QUESTION 6
- (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
NEW QUESTION 7
- (Topic 2)
Which queue type is created when you add a user to Dynamics 365?

A. System  
B. Personal  
C. Escalation  
D. Shared

Answer: D

NEW QUESTION 8
- (Topic 2)
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

Answer: AD

NEW QUESTION 9
- (Topic 2)
Which three statements regarding Voice of The Customer are true. Each correct answer presents a complete solution.

A. The survey definition is stored in Microsoft Azur  
B. The survey response is temporarily stored in Azure Service Bus then later retrieved and stored in Microsoft Dynamics 365. Survey responses are deleted from Azure Service Bus after they are stored in Microsoft Dynamics 365.  
C. Collateral, such as themes and images, can be stored as web resources and included in solutions.  
D. Surveys can be included in solutions.  
E. Each new environment requires the creation of configuration records.  
F. Each survey contains three forms.

Answer: ADE

NEW QUESTION 10
- (Topic 2)
You release an item from a queue. What is the outcome?

A. The current routing rule is applied.  
B. The value from the Worked By field is removed.  
C. The record is returned to the originating queue.  
D. The record is removed from the current queue and placed in the user's personal queue.

Answer: B

Explanation:
From the 81057AE_DYN365_AE_ENUS_01_CompanionGuide: “Should you release a queue item, in other words, you are not able to work on it, your name is then removed from the worked by field and the item is no longer assigned to you.”

NEW QUESTION 11
- (Topic 2)
What are two examples of entitlement allotment options? Each correct answer presents a complete solution.

A. Number of Channels  
B. Number of Products  
C. Number of Cases  
D. Number of Hours

Answer: CD

NEW QUESTION 12
- (Topic 2)
You create and activate an entitlement. The start and end dates for the entitlement are in the future. What is the status of the entitlement?

A. Not started  
B. On Hold  
C. Pending  
D. Waiting

Answer: D

Explanation:
If the start and end date of the entitlement fall in the future, the status of the entitlement is set to Waiting. On the start date, the status automatically changes to
NEW QUESTION 13
- (Topic 2)
You manage a Microsoft Dynamics 365 deployment. You need to enable editable grids for an entity. What should you do?

A. Customize the entity.
B. Use the System Customizer tool.
C. Configure the Microsoft Dynamics CRM for Outlook add-in.
D. Modify the system settings.

Answer: B

NEW QUESTION 14
- (Topic 2)
You are working with the Field Service mobile app in online mode. Which two statements regarding data synchronization are true? Each correct answer:

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.

Answer: AD

NEW QUESTION 15
- (Topic 2)
What are three functions of the Unified Service Desk (USD) Global Manager hosted control? Each correct answer presents a complete solution.

A. Provide process flows to respond to agent request for help.
B. Manage data for the session.
C. Interpret window navigation rules.
D. Provide escalation alerts to manage agents who need help.
E. Provide data to the toolbar components and agent scripts.

Answer: BCE

NEW QUESTION 16
- (Topic 2)
You have a Microsoft Dynamics 365 environment. You implement Field Service and create a Field Service Agreement for a specific account. Where should you define the preferred resource?

A. Schedule Board Setting
B. Booking Setup
C. Field Service Settings
D. Scheduler Field Service slot text template

Answer: B

NEW QUESTION 17
- (Topic 2)
You are a customer service agent in a call center. All customer service agents use Unified Service Desk (USD) to respond to calls. You need to respond to two calls from 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.

Answer: D

NEW QUESTION 18
- (Topic 2)
You implement the Unified Service Desk (USD). Which two statements are true when creating a hosted control?

A. Fields that display on a form vary depending on the hosted control type.
B. You can set a default action for the control.
C. There are five total hosted control types available.
D. The owner for the hosted control cannot be changed.

Answer: AB

NEW QUESTION 19
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