Microsoft

Exam Questions MB2-718

Microsoft Dynamics 365 for Customer Service
NEW QUESTION 1
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.

Answer: A

NEW QUESTION 2
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: BC

NEW QUESTION 3
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

NEW QUESTION 4
Which of the following capabilities is only available when using enhanced SLAs?

A. pause an SLA
B. use security roles to control SLA creation
C. track Key Performance Indicators (KPIs)
D. define failure actions

Answer: A

NEW QUESTION 5
You use the Field Service application. You need to track users and equipment that are available for scheduling. Which resource type should you use?

A. Bookable Resource
B. Warehouse Resource
C. Resource Group
D. Web Resource

Answer: A

NEW QUESTION 6
You create a Voice of the Customer survey. You need to configure an automatic response each time a customer completes the survey. Which feature or component should you use?

A. rule
B. piped data
C. linked question
D. Microsoft Azure Content Delivery Network (CDN)

Answer: A

NEW QUESTION 7
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 8
Which two statements regarding the Unified Service Desk (USD) debugger are true? Each correct answer presents a complete solution.

A. Yellow highlights are used to indicate a warning regarding an action call.
B. Red highlights are used to indicate the failure of an event.
C. You can view a replacement parameter list.
D. You can run an action call on demand.

Answer: AB

NEW QUESTION 9
You create a service level agreement (SLA) for cases where the case priority is critical. The SLA must display a warning after 15 minutes and fail after 30 minutes. You create a normal priority case at 16:00. You change the priority to critical at 16:15. If no action is taken, how many minutes will elapse before the SLA fails?

A. 15 minutes
B. 30 minutes
C. 45 minutes
D. 60 minutes

Answer: C

NEW QUESTION 10
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