ATMIC NETWORKS
YOUR GUIDE TO GLOBAL CERTIFIATION

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Topic 1, Humongous Insurance

Case Study Overview

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Background

Humongous Insurance is contracted to process all insurance claims for a health facility that accepts the following types of health insurance:

Health maintenance organization (HMO) Preferred-provider organization (PPO) Gold

Cases are classified as new claims, claim disputes, and follow-ups. Each insured person is entitled to open 25 new cases each calendar year.

Support representatives specialize by and process claims by insurance type.

Humongous Insurance currently accepts claims only by telephone. The call center is open from 06:00 GMT to 24:00 GMT daily. Call center staff work one of the following shifts: 06:00 GMT to 12:00 GMT, 12:00 GMT to 18:00 GMT, and 18:00 GMT to 24:00 GMT.

When a case is received by email, a staff member categorizes the case as email and closes the case immediately.

Current environment

Humongous Insurance has three departments to handle claim types: HMO, PPO, and Gold.
The company uses handwritten forms to send claims information to the correct department.

Each department maintains a workbook to record calls received.

Requirements. Support desk

Configure the system to track the number of insurance claims filed each year.
Categorize claims by type as they are opened.
Configure the system to track staff responsiveness to service-level agreements (SLAs).
Ensure that business hours reflect the hours that support staff are scheduled.

Requirements. Case handling

All new cases must be automatically placed into a queue based on insurance type after the type is selected.
All insurance types need to be automatically moved to the proper queue when the subject is picked.
All cases must be created and closed immediately when received.
The status reason must be set to Email Sent or Phone Call.
Information must be restricted by insurance and phone call type.
Managers must be alerted when customers reach their limit of 25 cases for the year.
Changes to cases must not be counted against entitlements until the case is closed.

Requirements. Disputes

Claim disputes must be categorized as low priority.
The status for all disputed cases must be set to Review by a Manager before a disputed case may be closed.

Requirements. Knowledge base

A knowledge base must be used as a repository for all answers.
Representatives must be able to search the knowledge base when opening a new case for similar claims.
Representatives must be able to search across all entities at all times.
Searches must check any field in the entity for matches in a single search.
Searches must return results in a single list and sort the list so that the most relevant results appear at the top of the list.
Representatives must be able to link the knowledge base to cases when applicable.
Representatives must create a new knowledge base article if an answer is not found in the existing knowledge base.
Representatives must be able to use SQL-like syntax to search the knowledge base.

Requirements. Service-level agreements

When a customer calls to open a claim, the company must respond to the caller within the following time frames:

Plan	Response time
HMO	24 hours
PRO	6 business hours
Gold	1 business hour

Requirements. Alerts

Cases must be flagged when they are past the SLA threshold.

An email alert must be sent to the manager to indicate an SLA noncompliance.

An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.

Send an email alert to support managers when disputes are ready to be closed.

Send an email alert to customers when cases are closed.

Requirements. Issues

The current process is all manual and not efficient.

There is no easy way to determine whether the company is meeting its SLAs.

Representatives are often inconsistent regarding how they handle customers and answer customer questions.

There is no accountability for any of the representatives who take calls.

Question: 1

DRAG DROP

You need to configure the system to store answers about claims.

Which four actions should you perform in sequence? To answer, move all actions from the list to the answer area and arrange them in the correct order.

Actions	Answer Area
Enable search	
Set routing.	
Export to case resolution	
Publish the article.	
Create an article	
Mark for review.	
Approve the article.	

Answer:

Explanation:

Create an article.

Mark for review

Approve the article.

Publish the article.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article

Question: 2
HOTSPOT

You need to create and configure objects to support the requirements.

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How should you configure the system? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Setting	Value
Total number of queues	3 4 5 6
Number of automatic case creation rules	1 2 3 4
Number of routing rule sets	3 4 5 6

Answer:

Explanation:

Setting	Value
Total number of queues	3 4 5 6
Number of automatic case creation rules	1 2 3 4
Number of routing rule sets	3 4 5 6

Question: 3

You need to configure the queue for telephone-based cases.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Create a case from email.
B. Define an SLA and entitlements and set entitlement values for case numbers.
C. Configure a status reason transition.
D. Create a case routing rule.
E. Automatically create or update records.

Answer: BC

Explanation:

Question: 4

HOTSPOT

You need to configure the correct settings.

Which settings should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Setting
Process cases for an insurance type once a type is selected.	Case routing Automatically create and update records Create queues
Receive and process an email from a customer to open an insurance claim.	Case routing Automatically create and update records Create queues
Ensure cases phoned in can be separated and taken only by the applicable representative.	Case routing Automatically create and update records Create queues

Answer:

Explanation:

Scenario	Setting
Process cases for an insurance type once a type is selected.	**Case routing** Automatically create and update records Create queues
Receive and process an email from a customer to open an insurance claim.	Case routing **Automatically create and update records** Create queues
Ensure cases phoned in can be separated and taken only by the applicable representative.	Case routing Automatically create and update records **Create queues**

Question: 5

You need to search for answers to customer claims. Which type of search should you perform?

A. Timeline
B. Quick Find
C. Related
D. Detail
E. Case Relationships

Answer: B

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/search-knowledge-articles-csh#knowledgebase-search-control

Question: 6

You need to ensure that claim disputes conform to the defined case life cycle. What should you configure?

A. Related cases
B. Case Relationships
C. Timeline
D. Status Reason Transition
E. Subject

Answer: D

Explanation:

Question: 7

A customer has three cases in process and two cases for the current calendar year. You need to determine how many cases the customer has left on their entitlement. How many cases are left?

A. 20
B. 22
C. 23

D. 25

Answer: C

Explanation:

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define- support-termscustomer

Question: 8

You need to create the SLAs.
Which three SLAs should you create? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. SLA with 24 hours as the failure time and no warning
B. SLA with 6 hours as the failure time and a one-hour warning
C. SLA with 6 hours as the failure time and no warning
D. SLA with one hour as the failure time and no warning
E. SLA with 24 hours as the failure time and a two-hour warning

Answer: BDE

Explanation:

Plan Response time

HMO 24 hours

PRO 6 business hours

Gold 1 business hour

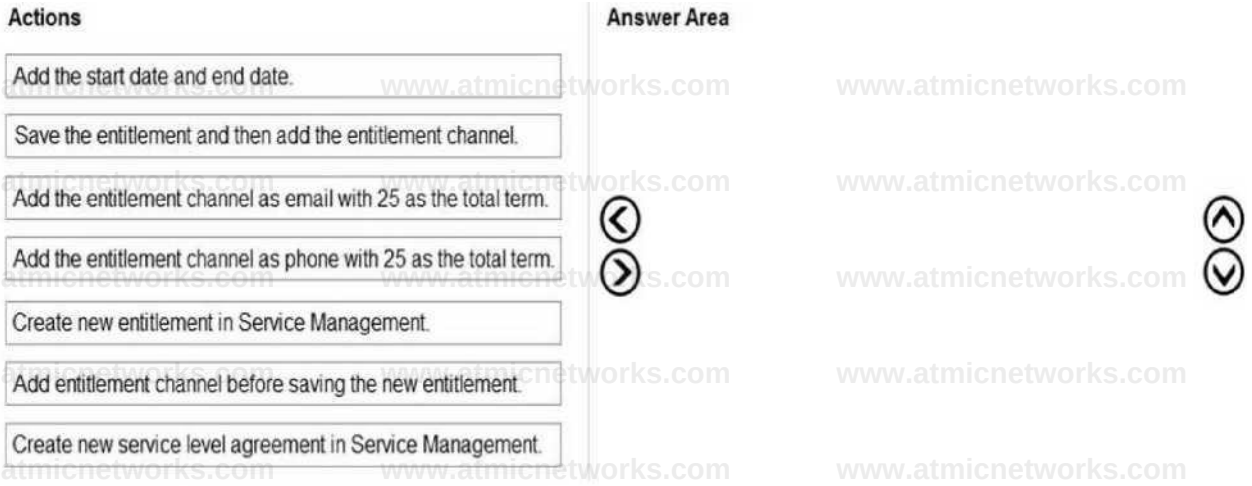
An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.

Question: 9

DRAG DROP

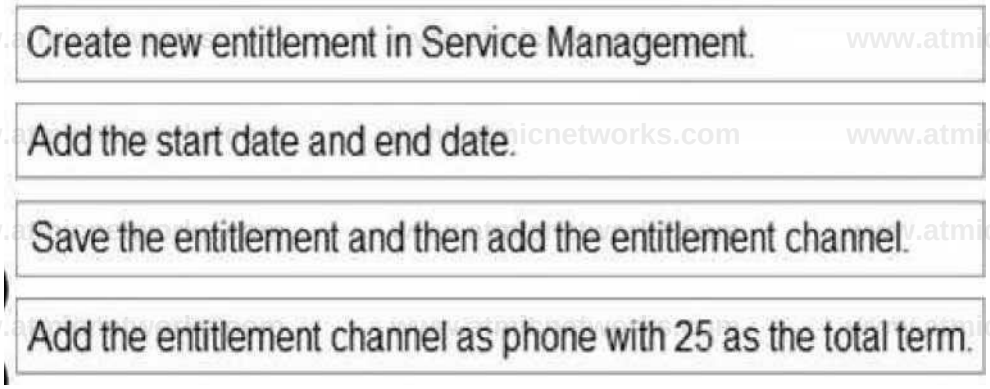
You need to ensure that customers cannot open more cases than they are allowed.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer

Explanation:



Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer

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Question: 10

HOTSPOT

You need to configure the settings to handle customer claims.

Which settings should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Are*

Scenario	Setting
Process cases for an insurance type once a type is selected.	£_fEfliP QMfttfl ^ I Caw routing | Automatically create and update records \
Receive and process an email from a customer to open an Insurance claim.	I Automatically create and update records * I | Case routing I
Ensure cases phoned in can be separated and taken only by the applicable representative	' Create queues c touting Case routing Automatically create and update records Create queues

Answer:

Explanation:

Answer Area

Scenario	Setting
Process cases lor an insurance type once a type is selected.	Create queues ”
Receive and process an email from a customer to open an insurance claim	Automatically create and update records *
Ensure cases phoned in can be separated and taken only by Case routinq the applicable representative	

Topic 2, Lamna HealthCare

Case study

Overview

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Background

Lamna Healthcare Company provides health care services to communities across the region. The company provides telehealth services only and does not offer in-person appointments. The company has staff that speak English and Spanish.

The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.

Current environment. Services

Lamna provides two types of appointments: wellness and sick. A doctor and a nurse are scheduled for each sick appointment. A doctor or a nurse are scheduled for wellness appointments.

Current environment. Employees

General

Employees are located in the Pacific and Eastern time zones.

Case representatives

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

All case representatives work eight-hour shifts. Case representatives typically focus on cases that involve one type of illness. The case representatives may back up others when call volumes are large.

Several case representatives speak both Spanish and English. The only company holidays the case representatives have off are New Year's Eve day and New Year's Day.

Customer satisfaction and escalation

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls. Case managers schedule shifts and are a point of escalation.

Requirements. System and resources

Each employee must use the system.

Case managers must be users in the system but must not be available for the scheduling rotation or manually assigned.

Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Cases

The system must support live chats, texting, and Twitter.

Case representatives must be able to chat, text, and tweet without exiting the system they use to track calls.

Case representatives must be able to chat live only with customers whose calls are routed or assigned to them.

Managers must be able to monitor all communication as well as add or delete quick replies.

Customer satisfaction representatives must be able to read agent scripts and workflows.

A live chat must pop up each time someone fills out the form to register for an appointment. The live chat must automatically be sent to the case representative who is best qualified to answer the question.

There are two type of queues: regular and escalated.

Tickets must be routed to the most qualified representative for the illness.

Tickets assigned to a representative must be automatically placed in that representative's queue.

Requirements. Chat escalation process

Each division must have one manager for escalations.

Patients who request an escalation from the website must automatically be routed to a chatbot. The patient will answer predefined questions and will be alerted that someone will call them back. Chat transcripts must be sent to the appropriate manager.

Only escalations must go to the chat bot.

You must create two types of Omnichannel queues: regular and escalated.

Only managers must be able to access the Omnichannel Insights dashboard.

Requirements. Managers

Managers must be able to review weekly productivity reports for representatives by using Omnichannel Insights dashboards.

Managers must be able to monitor patient moods during patients' conversations with representatives.

Managers must be able to determine whether a patient is feeling negative during a live chat with a representative.

Requirements. Appointments

Representatives must be able to schedule appointments and see everyone's free/busy time during their scheduled working hours.

Appointments must be scheduled by representatives in open time slots for nurses and doctors. Nurses and doctors must be booked for 30-minute time slots.

Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Analytics

You must implement Customer Insights to keep track of how well representatives are managing customers' requests.

Analytics must be viewable only in the production environment.

You must ensure that only escalation managers can create workspaces and control access to workspaces

Case representatives must be rated on knowledge of their primary specialty and their backup specialty.

Case representatives must only be able to view workspaces.

Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.

Question: 11

HOTSPOT

You need to configure the options for the schedule.

Which options should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Setting	Option
Resource Type	User Account Contact Facility
Vice Presidents' schedule	Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.

Answer:

Explanation:

Setting	Option
Resource Type	User Account Contact Facility
Vice Presidents' schedule	Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/resources-service-scheduling

Question: 12

HOTSPOT

You need to select the feature for each parameter.

Which feature should you use for each parameter? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Parameter	Feature
Phone Representatives	Service activities Schedule board Work hours
New Year's Day	Customer service calendar Holiday calendar Business closures
Business Hours	Customer service calendar Holiday calendar Business closures

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Explanation:

Answer:

Parameter	Feature
Phone Representatives	▼ Service activities Schedule board Work hours
New Year's Day	▼ Customer service calendar Holiday calendar Business closures

Business Hours ▼

Customer service calendar

Holiday calendar

Business closures

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-operating-hours

Question: 13
HOTSPOT

You need to select which setting needs to be configured for each setup.

Which settings should you select? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Setup	Setting
Ticket routing	Workstream Rating Model Bookable Resource Characteristic Type Resource Category
Representative specialty	Workstream Rating Model Bookable Resource Characteristic Type Resource Category
Spanish	Workstream Rating Model Bookable Resource Characteristic Type

Answer:

Explanation:

Setup	Setting
Ticket routing	Workstream Rating Model Bookable Resource Characteristic Type Resource Category
Representative specialty	Workstream Rating Model Bookable Resource Characteristic Type Resource Category
Spanish	Workstream Rating Model Bookable Resource Characteristic Type

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams

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https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-skill-routing-create-rating- model

Question: 14

You need to configure the system to notify managers about unhappy patients.

What should you do?

A. Configure Omnichannel Insights.
B. Set a routing rule for escalations.
C. Change the value of the Monitor real-time customer sentiment option to Yes.

Answer: C

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-monitor-real-time-customer-sentimentsessions

Question: 15

HOTSPOT

You need to configure each escalation scenario.

Which configuration should you use for each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Configuration
Escalation workstreams	One routing rule that includes both escalations and regular tickets Two routing rules one for escalations and one for regular tickets Code snippet to engage a bot Bot channel from the Microsoft Azure portal

Escalation handling tool

Power Virtual Agents
Unified Service Desk
Customer Service Insights
Customer Insights

Answer:

Explanation:

Scenario	Configuration
Escalation workstreams	One routing rule that includes both escalations and regular tickets Two routing rules: one for escalations and one for regular tickets Code snippet to engage a bot Bot channel from the Microsoft Azure portal
Escalation handling tool	Power Virtual Agents Unified Service Desk Customer Service Insights Customer Insights

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

Question: 16

HOTSPOT

You need to configure OmniChannel to route correctly.

Which options should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Configuration	Option
Number of work streams	None One Two Three
Ticket placement on assignment	Select the Automatically move records in queue checkbox in the case entity in the solution Add a routing rule for a push on owner assignment in Omnichannel Ass a work stream for a push on owner assignment in Omnichannel Select the Enable for SLA checkbox in the case entity in the solution

Answer:

Explanation:

Box 1: Two
You must create two types of Omnichannel queues: regular and escalated.

Box 2: Add a routing rule for a push on owner assignment in Omnichannel
Tickets assigned to a representative must be automatically placed in that representative's queue.

A customer initiates a conversation from the portal, and the conversation reaches the Omnichannel system. Now, based on the routing rules condition defined in the routing system, it starts routing the conversation to the appropriate queues.

When the conversation reaches to the queues, the work assignment system assigns the conversation based on triggers.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-work-distribution-oca

Question: 17

DRAG DROP

You need to set up users with permissions to use the digital messaging channels.

Which role should you assign to each user? To answer, drag the appropriate roles to the correct groups of users. Each role may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

Roles

Omnichannel supervisor

Omnichannel agent

Productivity tools user

Productivity tools administrator

Answer Area

Group of users	Role
Case managers	
Case representatives	
Customer satisfaction representatives	

Explanation:

Answer:

Box 1: Omnichannel supervisor

Case managers schedule shifts and are a point of escalation.

Omnichannel supervisor: Required for performing supervisor tasks.

Businesses need to monitor and manage the efficiency levels of agents in their ongoing conversations with customers. The enhanced supervisor experience provides supervisors with timely insights and metrics on the efficiency of the service delivery of agents and opportunities to help agents deliver better support to customers.

In this enhancement to the supervisor experience in Omnichannel for Customer Service, supervisors can:

Drill down to specific agents and look at their operational metrics.

Manage agent availability remotely.

Box 2: Omnichannel agent

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

Omnichannel agent: Required for performing agent tasks.

As an Omnichannel agent, you can use queues to manage the work items that are assigned to you via queues. Therefore, you can focus on the tasks at hand and ensure better customer service. The application empowers you to work on simultaneous conversations with multiple customers. You get a holistic view of a customer's data and can see the details of the customer's previous interactions. In this way, you can be sure that you have all the available information that you might need to resolve the customer's issue.

Box 3: Productive tools user

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls.

Productivity tools user: Required by users of Dynamics 365 Productivity Tools.

Agent productivity tools use intelligence and automation to enable agents to find answers to customer questions

and help resolve customer issues quickly, thereby improving satisfaction in service delivery.

Incorrect:

Not Productivity tools administrator:

Productivity tools administrator: Required by administrator users of Dynamics 365 Productivity Tools.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview
https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave1/dynamics365-customer-service/omnichannel-supervisor-experience-enhancements
https://docs.microsoft.com/en-us/dynamics365-release-plan/2021wave1/service/dynamics365- customer-service/agent-productivity

Question: 18

What should managers use to perform weekly reviews with case representatives?

A. Tier 1 dashboard
B. Agent Insights
C. Connected Customer Service dashboard
D. Customer Service Performance dashboard

Answer: B

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/intraday-agents-insights

Question: 19

You need to set up the analytics functionality.

What should you do?

A. Select the System Management menus and configure them in the settings.
B. Connect the data through Dynamics 365 Customer Service to Dynamics 365 Customer Service Insights.
C. Connect the data through Dynamics 365 Customer Service Insights to Dynamics 365 Customer Service.
D. Install the solution and menu items that will appear in Dynamics 365 Customer Service.
E. Create a new dashboard in Dynamics 365 Customer Service and select the correct information.

Answer: E

Explanation:

Customer Service Insights is now embedded in Dynamics 365 Customer Service. After it is enabled, this experience allows you to start seeing historical analytics directly within the Customer Service environment. Several reports and dashboards can be viewed by your management team.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-customer-service- analytics

Question: 20

You need to configure the system to meet the workspace requirements for case representatives.

Which role should you assign to case representatives?

A. Owner B. Maker C. Viewer
D. Customer Service Schedule Administrator
E. CSR Manager

Answer: C

Explanation:

Topic 3, The Phone Company

Case study
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Overview

The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.

The company has an existing on-premises software system. The current system no longer meets the company's needs.

The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.

Requirements

Support desk

The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.

You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling

New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.

The system must automatically create a case when email is received by companies that are not in the system.

The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.

Users must be able to initiate routing for manually created cases.

The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.

Main cases must not be closed until all the sub-cases are closed.

Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.

When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base

Users must be able to search the knowledge base when opening a new case form or when checking on cases.

Users must be able to use relevant searches and include any customer entities.

Dashboards

Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on

one page.

Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen.

Managers must be able to drill down within each area.

Managers need a dashboard that displays weekly statistics for cases and representatives.

Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

Service-level agreements

Most customers must be contacted within 90 minutes of their case being opened.

Some customers can purchase faster service on call backs.

Emails must be sent to support managers when service-level agreements (SLAs) are missed.

Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.

SLA KPIs must be tracked in the system.

SLA KPIs must appear on the case form.

Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.

Question: 21

You need to enable relevance search for the custom entity.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Add Quick Find to the case form.

B. Add custom entities to Configure Relevance Search in Customizations and Entities.

C. Add Knowledge Base Search control to the forms case.

D. Enable Relevance Search in System Settings.

Answer: B

Explanation:

Reference:

https://carldesouza.com/how-to-use-relevance-search-in-dynamics-365/

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Question: 22

HOTSPOT

You need to meet the automatic case creation requirements.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Case Action
Email received about a product issue form an existing customer is not creating a new record	Activate a record creation rule Click on convert to a case Activate a record creation plugin Click on new case
Email received from an unknown user about a product issue	Click on convert to case and add account Choose condition parameter needed in record creation rule Choose condition parameter in plug-in Click on new case and type in information

Answer:

Explanation:

Scenario	Case Action
Email received about a product issue form an existing customer is not creating a new record	Activate a record creation rule Click on convert to a case Activate a record creation plugin Click on new case
Email received from an unknown user about a product issue	Click on convert to case and add account Choose condition parameter needed in record creation rule Choose condition parameter in plug-in Click on new case and type in information

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-case-from- email

https://cloudblogs.microsoft.com/dynamics365/it/2017/07/25/convert-email-to-a-case-with-a-few- clicks-in-dynamics-365-app-for-outlook/

Question: 23

HOTSPOT

You need to ensure cases are handled correctly.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Action
Handle incoming cases	▼ Create an automatic workflow Create a plugin Create a routing rule Create a menu option
Import all classes from old system per requirements	▼ In the Add Route Case for the import file, add the value no for all records In the Add Route Case for the import file, add the value yes for all records In spreadsheet for column Add Route Case add the value No Routing for all records Manually add each record
Route cases that are entered manually	▼ Use an existing routing rule Create a second routing rule Create a workflow that is set as an on-demand process Use existing plugin

Answer:

Explanation:

Requirement	Action
Handle incoming cases	Create an automatic workflow Create a plugin Create a routing rule Create a menu option
Import all classes from old system per requirements	In the Add Route Case for the import file, add the value no for all records In the Add Route Case for the import file, add the value yes for all records In spreadsheet for column Add Route Case add the value No Routing for all records Manually add each record
Route cases that are entered manually	Use an existing routing rule Create a second routing rule Create a workflow that is set as an on-demand process Use existing plugin

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing

Question: 24

You need to ensure users can search the knowledge base from a case record.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Add Knowledge Base Search control to the dashboard.

B. Check Knowledge Management from the case entity in the solution.

C. Insert the Knowledge Base Search control on the form.

D. Select the Knowledge Base Search control from the entity.

E. Add the Quick Find option to the views.

Answer: BC

Explanation:

Question: 25

You need to add SLA timers to the Case form.

Which two options should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Create Quick View Form in SLA KPI Instance entity.
B. Create SLA KPI Instance entity.
C. Create field in case entity with lookup to SLA KPI Instance.
D. Create Quick View Form in Case entity with reference to the SLA KPI Instance entity.
E. Insert subgrid from the SLA KPI Instance entity into the Case Main form.

Answer: C, E

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/add-timer-control-case-form- track-time-against-sla

Question: 26

HOTSPOT

You need to decide which action is applicable in the SLA.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Action
A customer has a default SLA	Set Success Criteria to 1,5 hours Set Item failure to 1,5 hours Set Applicable when to 1,5 hours
The SLA time is exceeded	Set Success Criteria to email customer Set Item Failure to email customer Set Warning Action to email customer Set Failure Action to email customer
A customer with a default SLA calls at Monday at 7:30 pm EST	Resolve case before Monday 9:00 pm EST so there is no SLA failure Resolve case before at Tuesday 9:00 am EST so there is no SLA failure Resolve case by Tuesday 8:00 am EST so there is no SLA failure Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure

Answer:

Explanation:

Scenario	Action
A customer has a default SLA	Set Success Criteria to 1,5 hours Set Item failure to 1,5 hours Set Applicable when to 1,5 hours
The SLA time is exceeded	Set Success Criteria to email customer Set Item Failure to email customer Set Warning Action to email customer Set Failure Action to email customer
A customer with a default SLA calls at Monday at 7:30 pm EST	Resolve case before Monday 9:00 pm EST so there is no SLA failure Resolve case before at Tuesday 9:00 am EST so there is no SLA failure Resolve case by Tuesday 8:00 am EST so there is no SLA failure Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

Question: 27

DRAG DROP

You need to create an entitlement template. In System Settings, you navigate to Service Management.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Create new Entitlement template	
Set Total Terms to 0	
Enter 30 phone and 30 email for terms in Entitlement Channel	
Enter 30 in Total Entitlement terms	
Save the template	
Choose the Navigate to the templates option under Settings	

Enter 15 phone and 15 email for terms in Entitlement Channel

Answer:

Explanation:

Create new Entitlement template

Enter 30 in Total Entitlement terms

Enter 15 phone and 15 email for terms in Entitlement Channel

Save the template

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entitlements-templates

Question: 28

You need to create the queue for cases.

What type of queue should you create?

A. Teams
B. Public
C. Product
D. Private
E. Service

Answer: D

Explanation:

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

Question: 29

You need to configure the system so that an email is sent to a manager about the SLAs according to the requirements.

What should you configure?

A. Failure Action
B. Warning Action
C. Applicable When

D. Success Criteria
E. Success Action

Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

Question: 30

You need to implement service-level agreements.

Which type of agreements should you implement?

A. On-demand
B. Standard
C. Enhanced
D. Contact

Answer: C

Explanation: Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

Question: 31

You are a Dynamics 365 system administrator.

The customer service desk needs to be able to apply service level agreements (SLAs) on demand to customers that do not have SLAs.

You need to determine how SLAs on demand can be assigned.

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

NOTE: Each correct selection is worth one point.

A. Use an existing customer SLA and change the conditions after assigning the SLA to the customer record.
B. Create a new SLA for each case that does not have a customer SLA.
C. Go into the SLA configuration and assign it to a customer.
D. Automatically apply SLAs to records based on business logic.

E. Assign SLAs manually to records.

Answer: DE

Explanation:

Apply SLAs on demand.
With the enhancements made to SLAs, you can now apply SLAs to records manually. You can also automatically apply SLAs to records based on your business logic by using workflows or custom plugins.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

Question: 32

DRAG DROP

You need to create the dashboards.

Which dashboard types should you use? To answer, drag the appropriate dashboard types to the correct scenario. Each dashboard type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Dashboard types
multi-stream dashboard only
single-stream dashboard only
multi-stream or single-stream dashboards

Answer Area

Scenario	Dashboard type
Dashboard for managers with streams for cases, activities, and representatives	
Dashboard for cases only	
Dashboard for representatives	
Dashboard for the week	

Answer:

Explanation:

Scenario	Dashboard type
Dashboard for managers with streams for cases, activities, and representatives	multi-stream dashboard only
Dashboard for cases only	multi-stream dashboard only
Dashboard for representatives	multi-stream or single-stream dashboards
Dashboard for the week	multi-stream or single-stream dashboards

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard

Topic 4, Lamna Healthcare Company (NEW)

Case study Overview

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background

Lamna Healthcare Company has a call center for the city. They receive roughly 5,000 calls a day on health issues.

They have the following three departments that take calls daily:

Chronic illnesses
Flu-type illnesses
Geriatric illnesses

There is a fourth area that monitors for miscellaneous issues.

They are implementing Dynamics 365 Customer Service.

Requirements. Queues

A queue has to be set up for each department.
Emails must automatically be routed to the appropriate queue.
Miscellaneous queues must be visible to everyone.
The other queues must be visible only to the appropriate department.
If a case is open more than 30 days, the case must automatically be routed to the supervisor. There must be a button on the queue list screen to route a case to a supervisor if requested.

Requirements. Visualizations

Support representatives must have a real-time view of cases assigned to them, including the status of each case.
Support representatives must be able to see a graphic view of cases by customer that are assigned to them.

Requirements. Knowledge Base

Support representatives must use the knowledge base first to try to solve issues.
Support representatives must be able to reference the knowledge base when it is used to resolve the case.
The knowledge base article that is used to resolve a case must always be sent to the customer.
If the answer is not in the knowledge base, a support representative needs to create a knowledge base article.

Requirements. Cases

The cases must follow a process that includes identify, research, and resolve.

A confirmation section must be added before the resolve section.

Customers must have contracts that allow them to call Lamna Healthcare 10 times a year for help. In addition to the 10 free calls, customers must be able to send 15 emails a year for support.

Cases that come in as phone calls must be resolved with seven business days.

Cases that come in as emails must be resolved within three business days.

Requirements. Surveys

Lamna Healthcare sends out about 100,000 surveys a month.

Lamna must use Microsoft Forms Pro for their surveys.

All surveys must have the company logo.

The logo's company colors must not be changed. Any modifications to the graphic or colors is a breach of company policies.

A survey must automatically be sent once a case is resolved.

A manual survey must be sent if a case is escalated.

A survey must not be sent without confirming that it is accurate.

Supervisors must test a survey before it is finalized.

Question: 33

HOTSPOT

You need to choose the appropriate actions when using the knowledge base.

Which actions should you choose? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Status	Action
The knowledge base answer was found	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article
Resolve the case	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article
The answer is not in the knowledge base	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article

Answer:

Explanation:

Box 1: Email the knowledge base article to the customer
Support representatives must use the knowledge base first to try to solve issues.
The knowledge base article that is used to resolve a case must always be sent to the customer.

Box 2: Link to resolved case
Support representatives must be able to reference the knowledge base when it is used to resolve the case.

Box 3: Create a knowledge base article
If the answer is not in the knowledge base, a support representative needs to create a knowledge base article.

Question: 34

You need to add the confirmation step for cases.

What should you edit?

A. Common Data Service

B. Business process now

C. Workflow

D. Power Automate

E. Environment

Answer: B

Explanation:

A confirmation section must be added before the resolve section.

Example: Add an on-demand action to a business process flow.

The Dynamics 365 (online), version 9.0 update introduces a business process flow feature: business process flow automation with Action Steps. You can add a button to a business process flow that will trigger an action or workflow.

Reference:

https://docs.microsoft.com/en-us/power-automate/create-business-process-flow#add-an-on- demand-action-to-a-business-process-flow

Question: 35

DRAG DROP

You need to set up the system for cases going to supervisors.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Enter Name and select the plus sign to add rule item	
Publish	
In Service Management, create a Routing Rule set	
Enter Name, select Save, and select the plus sign to add a rule item	
Select Service Management, select Automatic Record creation and Update Rules, and select New	
Add conditions	
Save and activate	

Answer:

Explanation:

Step 1: In Service Management, create a Routing Rule set.

Scenario: If a case is open more than 30 days, the case must automatically be routed to the supervisor.

Create routing rulesets to route cases.

Use routing rules in Customer Service to route cases to the right agents at the right time without any manual intervention.

You can also use routing rules to route cases that are escalated to specific queues.

Step 2: Enter Name, Select Save, and select the plus sign to add a rule item

On the General tab, in Routing Rule Set Information, Enter Name and Description for the routing ruleset.

Select Save. The routing ruleset is saved, and the Rule Items section is displayed.

In the Rule Items section, select the Add Rule Item button + to specify conditions for routing cases to a queue.

Step 3: Add conditions

Under Then Conditions, specify the queue to which the cases will be routed or the user or team to which the cases will be assigned if the conditions in the If Conditions section are met.

Step 4: Save and activate.

Select Save and Close.

In the routing ruleset record, select Activate so that the ruleset is applied to the cases matching the conditions in the rule.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route- cases

Question: 36

HOTSPOT

You need to configure the queues.

Which configurations should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Feature	Configuration
Convert incoming emails to a case	Routing Rule Record Creation and Update Rule Service Level Agreement Teams
Assign a case that arrives as email	Routing Rule Queue Workflow Record Creation and Update Rule

Answer:

Explanation:

Box 1: Record Creation and Update rule

Reduce the need for manually creating cases from incoming emails and increase the efficiency of customer service agents by creating automatic case creation rules in Dynamics 365 Customer Service.

Box 2: Routing Rule

Unified routing is an intelligent, scalable, and enterprise-grade routing and assignment capability that can direct the incoming work item to the best-suited queue and agent by adhering to work item requirements and matching them with the agent's capabilities.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-case-from- email

https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing

Question: 37

You need to configure the system to meet the three-day and seven-day timeframes.

What should you configure?

A. Entitlement conditions
B. Workflows
C. Power Automate
D. Service Level Agreement conditions

Answer: D

Explanation:

Cases that come in as phone calls must be resolved with seven business days.

Cases that come in as emails must be resolved within three business days.

Note: Service-level agreements (SLAs) enable businesses to track support policies and ensure customers are being supported per the support policy to which they are entitled. Businesses use SLAs to govern support products that customers either receive as part of their purchase or add on to their purchase. SLAs include policy details such as how quickly a customer is entitled to receive support, how many support requests a customer can make, and how long after purchases a customer can be supported as part of the agreement.

Note 2: Create SLAs to define conditions and actions that are applicable when an SLA is applied to an entity. The following steps are involved in creating the SLA:

Create an SLA.

Create an SLA item.

Configure actions for the SLA item.

Activate the SLA.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

Question: 38

HOTSPOT

You need to configure entitlements for contracts.

What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Configuration
Total Terms allocated	10 15 25 30
Set emails/phone calls allowed	Entitlement Channel Total Terms Allocation Type Timeline
Remaining Terms	Auto-calculate Create Workflow Select Refresh Check Status

Answer:

Explanation:

Box 1: 25

Customers must have contracts that allow them to call Lamna Healthcare 10 times a year for help.

In addition to the 10 free calls, customers must be able to send 15 emails a year for support.

If you want to restrict support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their total terms.

Box 2: Entitlement Channel

The Entitlement Channel section specifies the support channel through which the customer can reach the organization and seek support.

Use this section to define the channels your customers are entitled to and track the customer support term for each channel. For example, you can add phone and email as the channels through which you'll offer support. If you want to restrict support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their

total terms.

Box 3: Auto-calculate

The remaining term is auto-calculated and shows the total number of hours or cases remaining for the customer's entitlement.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define- support-terms-customer

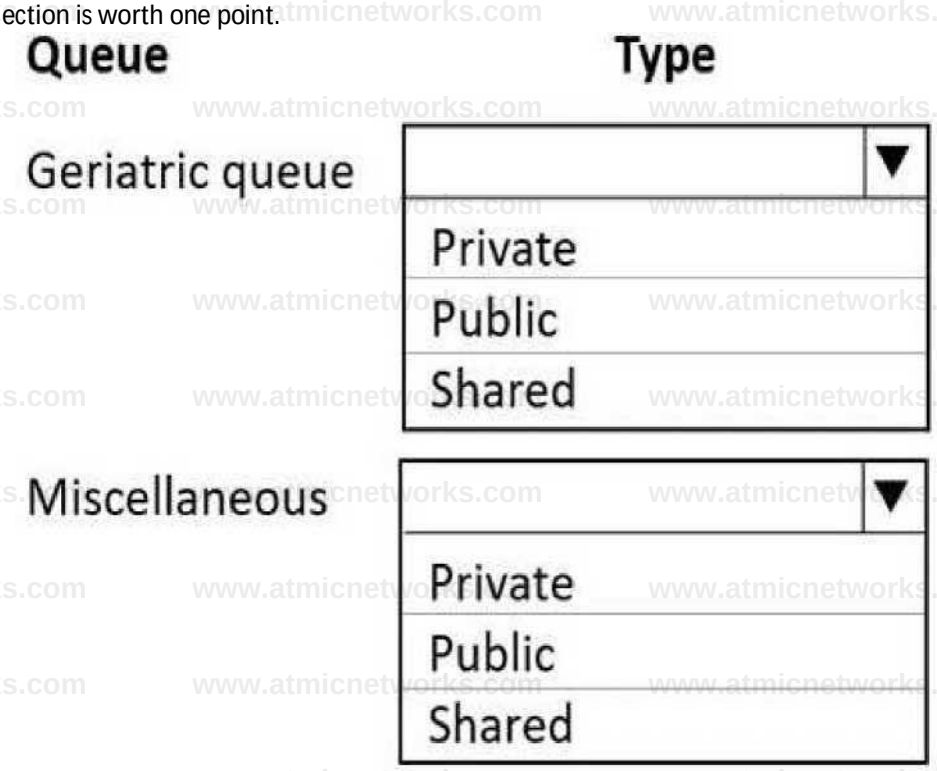
Question: 39

HOTSPOT

You need to determine the type of queues to create.

How should access to the queues be configured? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:

Box 1: Private
Miscellaneous queues must be visible to everyone
The other queues must be visible only to the appropriate department.

In Customer Service, you can create two types of queues:

Private queues: Create with limited set of members to help those members easily view the queue

items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.
Public queues: Create to let everyone in the organization view the queue and all of its items.

Box 2: Public
Miscellaneous queues must be visible to everyone.

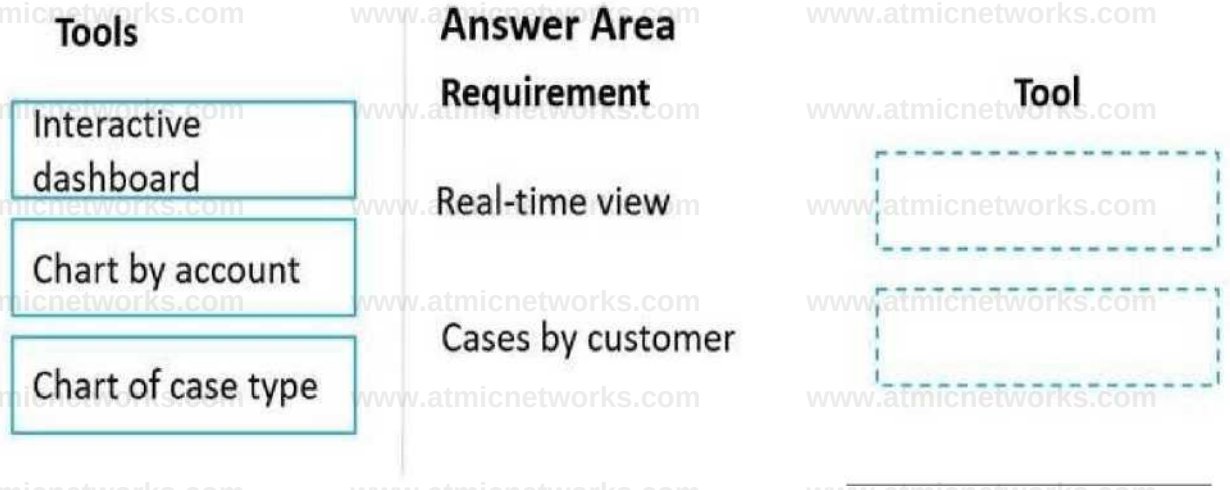
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

Question: 40
DRAG DROP

You need to choose which tools need to be created and configured to meet the following requirements.

Which tools should you configure? To answer, drag the appropriate tools to the correct requirements. Each tool may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.



Explanation:

Answer:

Box 1: Interactive dashboard
Support representatives must have a real-time view of cases assigned to them, including the status of each case.

What is an interactive dashboard?
An interactive dashboard is a data visualization tool that allows business teams to track, analyze, and display metrics of various sorts. Dashboards feature charts, tables, maps, and other visualizations to help viewers understand the story the data tells.

Box 2: Chart by account

Support representatives must be able to see a graphic view of cases by customer that are assigned to them.

Topic 5, Lucerne Publishing

Overview

Lucerne Publishing is a publishing company in Canad
a. The company publishes books for higher education, it also invests in multiple cloud-based solutions to support the customer sen/ice, publishing, and sales departments.
Lucerne Publishing uses the following:

- The Customer Service app for the publishing customer service division.
- Omnichannel capabilities in the Customer Service app.
- Third-party apps for e-commerce so students and parents can order books or courses online.
- Customer service agents as the representatives who will resolve customer's issues using various channels.
- Resident employees who work for Lucerne Publishing and live in the buildings inside the business center.
- A technician dispatch team that includes dispatchers who review and schedule work orders and assign the work orders to resources on the schedule board.

The company has an internal division that provides repair services such as plumbing and electrical.
The division provides services to the buildings inside the company business center, and some of those are used as residences by printing employees.

Customer Service _ Contact Center

The company has the following requirements:

- Improve agent response time in live chats with customers.
- improve agent productivity by automating tasks. For example, the customer service manager requests that a new case is created automatically when an agent is on a chat with a customer.
- Provide instructions for agents to use when processing book returns. The instructions must include the following;
  - o Greet the customer.
  - o Automatically open the case form for the book return.
  - o Close the session with the customer.
- Allow agents to use different channels such as short message service (SMS), social, and call when providing service to customers.
- Enable a new text SMS channel for the agents.
- Improve the agent's capability to search using AI suggestions.
- Provide agents with real-time recommendations on similar cases and knowledge-base articles.
- Allow agents to know the customer's point of view on the service.
- Provide a solution that will identify an agent's supervisor when a customer has a negative experience.
- Improve how the agents' skills and profiles are maintained.
- Route calls to agents who can support French-speaking customers.
- Configure the French language as a skill for agents who support French-speaking customers.
- Provide access to the Omnichannel agent app and productivity tools for supervisors and agents.
- Provide the customer service supervisor with the ability to create agent scripts for Omnichannel agents and a workstream for SMS. The customer service supervisor must also be able to edit an existing workstream.
- Provide the customer service supervisor with the ability to track sentiment in real time.
- Provide agents with all suggestions on the recent contact that worked on similar cases.

Customer Service - Repairs

The company has the following requirements for repair requests:

- Dispatchers must be able to track a technician and schedule jobs for technicians based on availability.
- A dispatcher named UserA must be able to create a new view to display only unscheduled work orders. The view must be displayed only when the work orders are open-unscheduled, and the substatus is ready to dispatch work orders.
- The technician dispatch team must be able to create a Schedule tab in the schedule board.
- Dispatchers must be able to track technicians' utilization by using personal color codes.
- The field technician's security role must be field service technician.

The company reports the following issues:

- Agents spend most of their time doing repetitive tasks during support calls or chats.
- There is no guided process for agents to follow the steps when a customer calls for a book return.
- Customer service managers are not able to provide real-time recommendations to customers using Ai suggestions.
- A new channel for SMS is not sending conversations to agents. Agents are required to answer conversations manually.
- The company is not able to retain customers who have a negative experience with the customer service agents.
- Agents are not able to use the schedule board to schedule repair work orders by using a custom view.
- The skills and proficiency model are not defined for the agents. Calls from French-speaking customers are not routed to the appropriate agents.

Question: 41

You need to implement a solution to provide the technician's utilization.

Which solution should you use?

A. Create multiple schedule board tabs.
B. Use custom web resources.
C. Change the board view settings.
D. Use default schedule board with filters.

Answer: A

Explanation:

Question: 42

You need to configure the SMS workstream.

What should you use?

A. the existing fallback queue
B. the work distribution mode set to push

C. a new fallback queue
D. the work distribution mode set to pull

Answer: C

Explanation:

Question: 43

You need to assign the minimum required security roles to a bot for the customer service supervisor. Which security roles should you use?

A. Omnichannel supervisor and customer service manager
B. Omnichannel supervisor and customer service representative
C. Omnichannel agent and customer service representative
D. Omnichannel agent and Omnichannel supervisor

Answer: D

Explanation:

Question: 44

DRAG DROP

You need to select the steps to create a new macro that will automate opening a new case creation form. Which four actions should you recommend be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Configure the productivity automation connector

install Dynamics 365 Productivity Tools solution,

Assign the **Productivity Tools administrator** security role.

Configure the session automation connector.

Configure the macro action.

Productivity Tools macros

Answer:

Explanation:

Actions	Productivity Tools macros
Configure the productivity automation connector.	1 install Dynamics 365 Productivity Tools solution.
	2 Assign the **Productivity Tools administrator** security role.
	3 Configure the session automation connector.
	4 Configure the macro action

Question: 45

DRAG DROP

You need to identify the productivity tools to use for the agents.

Which tools should you use? To answer move the appropriate tools to the correct requirements. You may use each tool once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Productivity tools
Agent scripts
Macros
Quick replies

Productivity tools	
Requirements	**Tools**
Shows list of tasks for an agent to follow,	1
Automates opening a case form	

Answer:

Explanation:

Productivity tools
Agent scripts
Macros
Quick replies

Productivity tools	
Requirements	**Tools**
Shows list of tasks for an agent to follow.	Agent scripts
Automates opening a case form.	Macros

Question: 46

You need to add the French language as a new skill. Where should you add the language?

A. in Resource Requirement
B. in Bookable Resource Type
C. in Rating Value
D. in Bookable Resource Characteristic Type

Answer: D

Explanation:

www.atmicnetworks.com

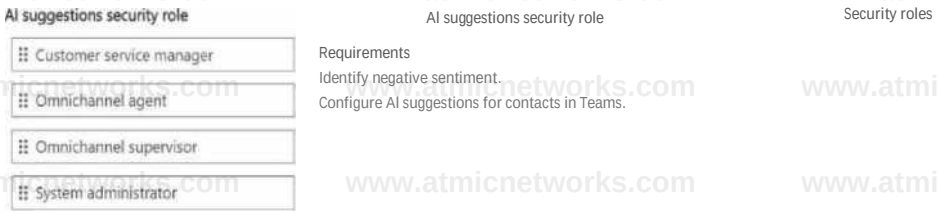
Question: 47

DRAG DROP

You need to select the minimum required security roles for sentiment analysis and AI suggestions for contacts in Teams.

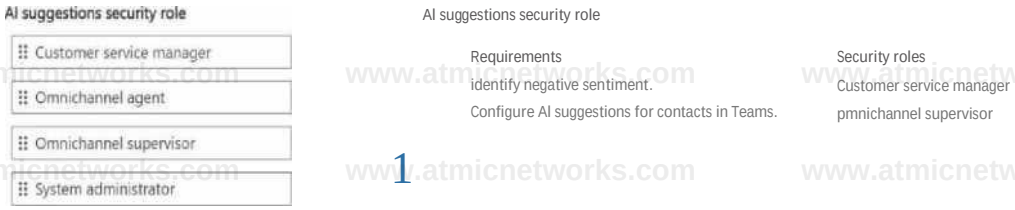
Which security roles should you use? To answer, move the appropriate security roles to the correct requirements. You may use each security role once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.



Answer

Explanation:



1

Topic 6, Fourth Coffee

Background

Current Environment

You are the technology manager for Fourth Coffee. The company sells 20 types of coffees and five types of digital coffee makers.

Fourth Coffee uses Dynamics 365 Customer Service with Omnichannel for Customer Service.

Queues

The company uses queues to service different types of customers. Each type of customer corresponds to one of the following queues:

- New customers
- Repeat customers
- Subscribers to the coffee of the month club

The company has a separate queue to manage customers who have coffee maker issues.

Requirements

The survey must include the following with minimum development effort:

- A list of questions that rate the service as poor, average, or great
- A question that rates whether the customer would recommend the company
- A question that asks if the customer would like to escalate a case

o If yes, the survey must collect an email address and phone number for the customer, o If no, another set of questions asking about open issue details must display.

The solution must meet the following survey distribution requirements:

- Each survey must be standardized to include the company logo and colors.
- Surveys must be sent out after each ticket closes.

- Quarterly surveys must be sent out to those customers who rated the company poorly.
- Customer surveys must be available in several languages to support global distribution.

Employees

The company has 50 call representatives across five call centers. Each representative can address five calls simultaneously. Overflow calls are transferred to the back office.

- The company uses two levels of representatives to help customers with coffee purchases: entry level and specialists.
- Supervisors monitor chats and live phone calls.

Configuration

- If a customer starts a chat during non-working business hours, the first representative that signs into the system must answer the chat; the customer must be able to continue the chat at any time.
- Chat sessions must start only when the customer selects the chat icon. Chat must only be available for reorders and coffee maker repairs.
- Subscribers and new orders must always go to a live representative unless the subscriber chooses the chat icon.

Customers must be able to download a separate app to their phone or tablet for ordering coffee. The app must include only the customer's name, address, phone number, and issue information.

Support

- The solution must provide the following website features for external customers:

o Provide support to submit issues.

o Ensure they can log in.

- The chatbot must have an option to allow users to escalate a conversation to a live representative.
- Live representatives must be able to send a customer back to the chatbot.

Distribution of calls

- Live chat must be available for cases.
- Cases that are escalated must be distributed to the next available agent.
- All other cases must wait for an agent to pick up the case.
- All work must be distributed evenly with no other conditions.
- The number of workstreams and routing rules must be minimized.
- Spanish-speaking customers must be sent to representatives who speak Spanish fluently.
- Tickets must be routed to the most qualified representative for the type of issue reported.
- All representatives must be rated on their specialty knowledge and backup specialty.

Device telemetry

The solution must support the following:

- Remotely monitor coffee makers and contact a technician to help customers with coffee maker support contracts.
- Provide a place for IoT messages to flow to the device and back to the IoT hub.
- Automatically review messages from coffee makers and open a case when the system indicates an error with a coffee maker.
- Provide a place for the company technology to securely connect virtually with the coffee maker customer.

Customers

- Customers must be able to sign into an external portal.
- Customers must be able to view their cases and case status information.
- Security must be as restrictive as possible.

Question: 48

You need to configure the chatbot.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Enable a Microsoft Copilot Studio chatbot to end conversations.
B. Add the chatbot to an existing human agent queue.
C. Enable AI suggestions with the chatbot.
D. Create a chatbot queue and a human agent queue.
E. Configure context variables for the chatbot.

Answer: D, E

Explanation:

Question: 49

You need to configure the chat channel. What should you configure?

A. workstream
B. proactive chat
C. persistent chat
D. quick replies

Answer: A

Explanation:

Question: 50

HOTSPOT

You need to configure the system to meet the requirements for external access and the portal. What should you configure? To answer, select the appropriate options in the answer are a. NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
Configure access for external customers.	Customers need a contact record. K * I Customers need a contact record. Customers need an account record. The appropriate model-driven app is shared with each customer. The appropriate canvas app is shared with each customer.
Create the portal.	Use the Customer Service template. v Create and share a canvas app with customers. Use the Community portal template. Create and share a model-driven app with customers. Use the Customer Service template. j

Answer:

Explanation:

Customer need a contact record.

Use the Customer Service template.

Question: 51

You need to configure the Microsoft Copilot Studio chatbot. What should you configure?

A. Assign each queue a workstream.
B. Add a chatbot to the workstream.
C. Embed a chat widget in the portal.
D. Assign chatbots to appropriate queues.

Answer: D

Explanation:

Topic 7, Misc. Questions

Question: 52

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are configuring a business process flow for a case entity.

All cases must be flagged for review.

You need to complete configuration of the business process flow.

Solution: Set the input parameter type as Option set for the action.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Question: 53

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are configuring a business process flow for a case entity.

All cases must be flagged for review.

You need to complete configuration of the business process flow.

Solution: For a new action named Ready for review, disable the As a business process flow action step option.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Question: 54

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are configuring a business process flow for a case entity.

All cases must be flagged for review.

You need to complete configuration of the business process flow.

Solution: Create an action that generates a task record that is assigned to the case reviewer and appends the text Ready for review to the case topic.

Does the solution meet the goal?

A. Yes
B. No

Answer: A

Explanation:

Reference:
https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-actionbusiness- process-flow

Question: 55

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Configure Dynamics 365 to automatically send responses to customers when the record is created.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Question: 56

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Email, and then select the queue. Configure autoresponse settings.

Does the solution meet the goal?

A. Yes
B. No

Answer: A

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer- service/automatically-createcase-from-email

Question: 57

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Service activity, and then select the queue.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Question: 58

HOTSPOT

You are a Dynamics 365 for Customer Service administrator.

Members of the customer support staff must not be available on public holidays in the year 2021.

You need to configure holiday schedules.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Action
Create a new schedule.	Add a holiday Place the SLA on hold
Configure schedule settings.	Activate the schedule Specify an end date

Answer:

Explanation:

Requirement	Action
Create a new schedule.	Add a holiday / Place the SLA on hold
Configure schedule settings.	Activate the schedule / Specify an end date

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-holidayschedule

Question: 59
DRAG DROP

You are customizing a Dynamics 365 for Customer Service implementation.

The call center manager requires a visual representation that includes the number of resolved cases by month for each call center agent. The chart must be visible to all users within the service area.

You need to create the chart.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Create and configure the chart	
In the solution, navigate to the Case entity and select Charts	
In Case View, create a new chart	
Navigate to the Service area, and then select Cases	
Navigate to Settings, and then select Solutions. Verify that the case entity is in the solution.	

Answer:

Explanation:

Answer Area

Navigate to Settings, and then select Solutions. Verify that the case entity is in the solution.

In the solution, navigate to the Case entity and select Charts

Create and configure the chart

Question: 60

DRAG DROP

You manage Dynamics 365 for Customer Service.

You need to create a list of holidays and ensure that existing service-level agreements (SLAs) observe those holidays.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Update the SLA and select the customer service schedule	
Update the SLA and associate the holiday schedule	
Create an entitlement and select the holiday schedule	
Update the SLA and associate the entitlements	
Create a customer service schedule and select the holiday schedule	
Create a holiday schedule and holiday records	

Answer:

Explanation:

Answer Area

Create a holiday schedule and holiday records

Create a customer service schedule and select the holiday schedule

Update the SLA and select the

(customer service schedule

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-customerservice-schedule-define-work-hours

Question: 61

You use Dynamics 365 for Customer Service.

You need to create business process flows.

Which three entities can you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Goal
B. Case
C. Letter
D. Social activity
E. Rollup queries

Answer: B, C, D

Explanation:

Question: 62

HOTSPOT

You are a Dynamics 365 for Customer Service administrator.

You need to categorize activities and cases by using queues.

How should you categorize each record? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Record	Category
Cases	Products Managed solutions
Activities	Services Unmanaged solutions

Answer:

Explanation:

Record	Category
Cases	Products Managed solutions
Activities	Services Unmanaged solutions

Question: 63

You are configuring a single business process flow in Dynamics 365 for Customer Service.

You need to design the business process flow.

What should you do?

A. Merge peer branches to a single stage when merging branches.
B. Span the process across 10 unique entities.
C. Combine multiple conditions in a rule by using both the AND and OR operators.
D. Use 40 steps per stage.

Answer: A

Explanation:

Reference:

www.atmicnetworks.com

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/enhance- business-processflows-branching

Question: 64

DRAG DROP

You are a Dynamics 365 for Customer Service administrator.

Your company requires a new phone-to-case business process flow for customer service representatives to follow.

The stages are as follows:

Verification
Acknowledgement and research
Resolution

Customer service representatives must send an email to the customer when a case enters the acknowledgement-and-research stage.

You need to create the required business process flow and components.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Create and activate the case-acknowledgement email workflow as follows: In Available to run, select Run this workflow in the background and As a child process.	
Create and activate the case-acknowledgement email workflow as follows: In Available to run, select As an on-demand process.	
Create and activate the process flow with each of the stages. Add the case acknowledgement email workflow to the acknowledgement-and-research stage.	
Create a new business process flow record for the case entity.	
Create and activate the process flow with each of the stages. Add the case acknowledgement email workflow as a global workflow. Trigger the workflow for the acknowledgment-and-research stage.	

Answer:

Explanation:

Answer Area

Create and activate the case-acknowledgement email workflow as follows:

In Available to run, select Run this workflow in the **background and As a child process.**

Create a new business process flow record for the case entity.

Create and activate the process flow with each of the stages. Add the case acknowledgement email workflow as a global workflow. Trigger the workflow for the acknowledgrnent-and-research stage.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business- process-flow

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/workflow-processes

Question: 65

Your organization plans to use Microsoft Power BI to access and analyze data in Dynamics 365 for Customer Service.

You need to configure a Power BI connection to a Dynamics 365 organization named Contoso.

Which service URL should you use?

A. https://contoso.crm.dynamics.com
B. https://disco.crm.dynamics.com/xrmservices/2011/discovery.svc
C. https://contoso.api.crm.dynamics.com/xrmservices/2011/organization.svc
D. https://disco.crm.dynamics.com/api/discovery/v9.1

Answer: A

Explanation:

Question: 66

HOTSPOT

You are a Dynamics 365 for Customer Service administrator. The organization has multiple business process flows for warranty management.

You need to manage business process flows.

What should you configure? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Option
Specify the default process flow.	Order / Stage / Step
Show actions that must be completed by the customer service representative staff.	Step / Stage

Answer:

Explanation:

Requirement	Option
Specify the default process flow.	Order / Stage / Step
Show actions that must be completed by the customer service representative staff.	Step / Stage

Question: 67

HOTSPOT

You are implementing Dynamics 365 for Customer Service.

You need to set up available working hours to help desk representatives who have varying schedules.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Action
Set up individual working hours.	Configure security settings and define hours for each user account Configure service management and all customer service calendars Configure administration settings and system settings
Set up new weekly schedule and recurring work hours.	Configure days off to vary by day Configure a fiscal year schedule Configure individual days off

Answer:

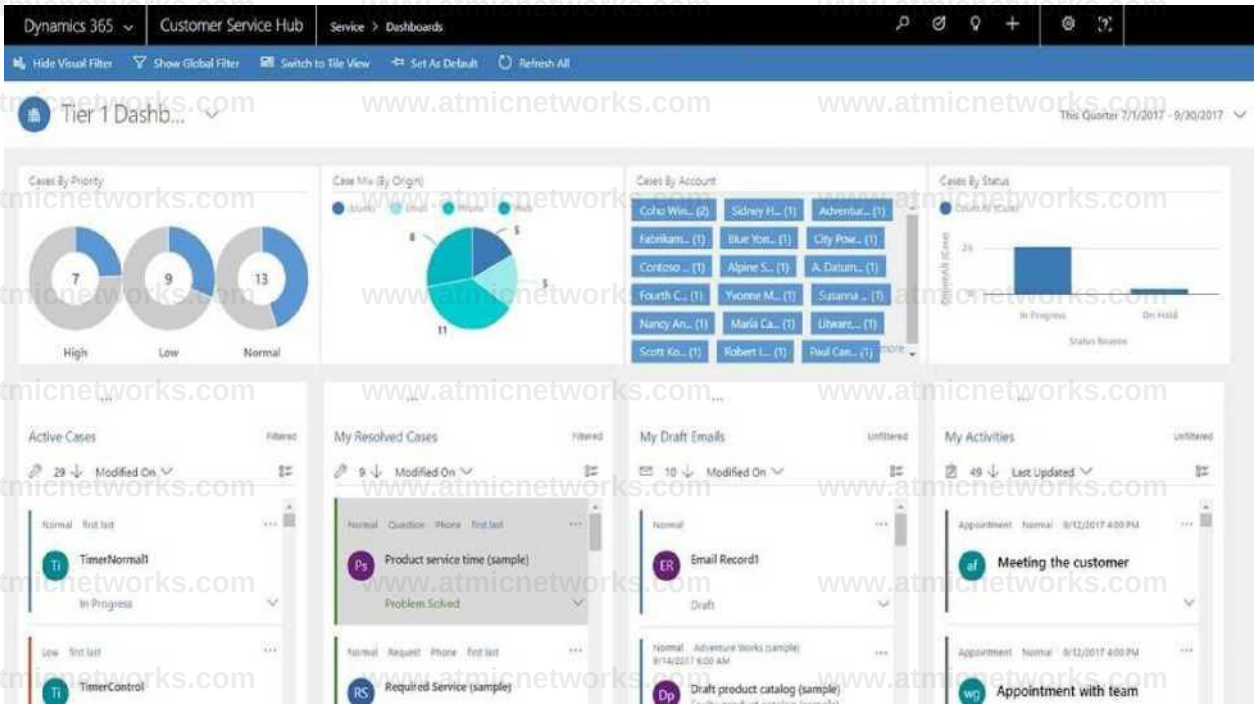
Explanation:

Requirement	Action
Set up individual working hours.	Configure security settings and define hours for each user account Configure service management and all customer service calendars Configure administration settings and system settings
Set up new weekly schedule and recurring work hours.	Configure days off to vary by day Configure a fiscal year schedule Configure individual days off

Question: 68

HOTSPOT

You view the interactive dashboard in the Microsoft Dynamics 365 Customer Service Hub.



Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

What dashboard type is displayed?

Single-stream dashboard standard view
Single-stream dashboard tile view
Multi-stream dashboard standard view Multi-stream dashboard tile view

What type of filter is shown in the interactive dashboard?

Visual filter Global filter
Name filter

Answer:

Explanation:

What dashboard type is displayed?

- Single-stream dashboard standard view
- Single-stream dashboard tile view
- Multi-stream dashboard standard view
- Multi-stream dashboard tile view

What type of filter is shown in the interactive dashboard?

- Visual filter
- Global filter
- Name filter

Question: 69

DRAG DROP

You are a Dynamics 365 system administrator.

Your customer service team must define goal metrics to track and measure all resolved cases.

You need to create a goal metric with a rollup field.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Create a new rollup field.	
Define the metric. Enter metric and amount data types.	
Specify details about the source data that rolls up.	
Specify the date field that determines the goal period that the records will roll up into.	
Specify the rollup field to track against goals.	

Answer:

Explanation:

Answer Area

Define the metric. Enter metric and amount data types.

Create a new rollup field.

Specify the rollup field to track against goals.

Specify details about the source data that rolls up.

Specify the date field that determines the goal period that the records will roll up into.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create- edit-goal-metric

Question: 70

A company has the following business units:

Call center

Customer service

Digital response

Escalation

The security roles have not been modified. The customer service business unit is the parent of all other business units. Each business unit has its own queues. Customer service cases are routed to the appropriate individuals by using the queues.

You need to ensure that a specific user within the customer service business unit can read all queues within the parent and child business units.

Which security role should you assign to the user?

A. Customer service manager
B. Scheduler
C. Customer service representative
D. System customizer

Answer: A

Explanation:

www.atmicnetworks.com

Question: 71

HOTSPOT

You are configuring a Dynamics 365 for Customer Service instance.

Customer service manager cannot create new entitlements for customer service representatives.

You need to ensure that customer service managers can add new entitlement templates and knowledge base records for customer service representatives.

Which access levels should you apply? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Action	Access level
Create entitlement templates.	Organization / Append
Create knowledgebase records.	Append / Business Unit

Answer:

Explanation:

Action	Access level
Create entitlement templates.	Organization / Append
Create knowledgebase records.	Append / Business Unit

Question: 72

DRAG DROP

You are a Dynamics 365 for Customer Service administrator.

You need to import cases from a file without applying routing rules.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Save and import the import file	
Add a row named Route Case to the import file	
Add a column named Route Case to the import file	
Add the value Yes for cases that must not be routed	
Add the value No for cases that must not be routed	

Answer:

Explanation:

Answer Area

Add a column named Route Case **to the import file**

Add the value No for cases that must not be routed

Save and import the import file

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rulesautomatically-route-cases

Question: 73
HOTSPOT

You are using Dynamics 365 for Customer Service. You have existing routing rules.

You need to create a routing rule for cases and bulk-import cases.

Which actions should you perform? To answer, select the appropriate action in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	The routing rule is deleted The routing rule does not change **The routing rule is deactivated**
Import bulk cases without the routing rule affecting the imported cases.	Create a column in a spreadsheet named RouteCase **and add the value No for all records** Create a column in a spreadsheet named RouteCase and add the value No routing for all records Save the spreadsheet as a delimited file for import Manually add each record

Answer

Explanation:

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	The routing rule is deleted The routing rule does not change The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	Create a column in a spreadsheet named RouteCase and add the value No for all records Create a column in a spreadsheet named RouteCase and add the value No routing for all records Save the spreadsheet as a delimited file for import Manually add each record

Question: 74

DRAG DROP

A customer uses Dynamics 365 for Customer Service.

Customer service representatives must be able to create knowledge base articles.

You need to ensure that all knowledge base articles are submitted for review and approval before they are made available to use.

Which four actions must be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Select Associate category

Assign the article

Publish the article

Create an alternate key

Approve the article

Create a knowledge article

Select Create major version

Mark the knowledge article for review

Answer Area

©

Answer:

Explanation:

Answer Area

Create a knowledge article

Mark the knowledge article for review

Approve the article

Publish the article

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuser-guide-knowledge-article

Question: 75
HOTSPOT

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A company implements Dynamics 365 for Customer Service.

Which status reason is used for each case status? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Case status	Status reason
Active	▼ Merged / On hold / Problem solved
Resolved	▼ On hold / Waiting for details / Information provided
Canceled	▼ Merged / On hold / Researching

Answer:

Explanation:

Case status	Status reason
Active	▼ Merged / On hold / Problem solved
Resolved	▼ On hold / Waiting for details / Information provided
Canceled	▼ Merged / On hold / Researching

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Question: 76

You are a customer service representative using Dynamics 365 for Customer Service.

You need to identify and eliminate duplicate cases.

What should you do?

A. Configure Dynamics 365 AI for Customer Service
B. Use business rules
C. Merge cases
D. Use parent-child case relationships

Answer: B

Explanation:

Question: 77

You are a system administrator for Dynamics 365 for Customer Service.

All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.

You need to configure cases.

What should you do?

A. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.
B. Set the closure preference setting to Don't allow parent case closure until all child cases are closed. In Settings, navigate to Customizations. On the case entity, update the Incident-Incident Resolution case relationship field mapping to include the fields.
C. Create a business rule.
D. Add the product and case type fields as fields that child cases will inherit from the parent case. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.

Answer: D

Explanation:

Question: 78

HOTSPOT

You are a customer service representative working with cases in Dynamics 365 for Customer Service.

You need to manage multiple lists of cases.

Which actions should you perform? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Case scenario	Value
Create a list of cases that are one month old.	Create a system view Create a personal view
View multiple lists on a single screen.	Configure the group by on an editable grid Create an interactive experience dashboard

Answer:

Explanation:

Case scenario	Value
Create a list of cases that are one month old.	Create a system view Create a personal view
View multiple lists on a single screen.	Configure the group by on an editable grid Create an interactive experience dashboard

Question: 79

You manage Dynamics 365 for Customer Service.

You need to configure automatic case creation for emails received by customers who have a support contract.

What should you do?

A. Configure service level agreements to be on hold until a call can be made to the customer.

B. Create an automatic record creation and update rule. Set the source type to email. Configure the rule to send automatic email responses to customers when records are created.

C. Create an automatic record creation and update rule. Set the source type to service activity. Configure the rule to send automatic email responses to customers when records are created.

D. Create an automatic record creation and update rule. Set the source type to email. If a valid entitlement exists, configure the rule to create a case.

Answer: D

Explanation:

Question: 80

DRAG DROP

You make a phone call regarding an existing case record.

You need to create a phone call activity that appears on the case record timeline.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Enter a subject	
Select an existing case record	
Change the phone call Regarding value to the case contact	
Select Add phone call activity	
Create a new case record	

Answer:

Explanation:

Answer Area

Select an existing case record

Select Add phone call activity

Change the phone call Regarding value to the case contact

Question: 81

A customer service organization plans to implement knowledge management for a custom entity named Root Cause Analysis.

Users must be able to search, link, and rate knowledge articles. Users must be provided with suggested knowledge articles.

You need to configure Dynamics 365 for Customer Service.

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

NOTE: Each correct selection is worth one point.

A. Navigate to the Knowledge Base Management Settings wizard. Then, navigate to Record types and select Root Cause Analysis.

B. Add a lookup to the article entity.

C. In Solution Explorer, expand the Root Cause Analysis entity and select Forms. Edit the main form and configure a knowledge base search control.

D. In Solution Explorer, expand the Root Cause Analysis entity and select Forms. Edit the main form and configure a subgrid for knowledge articles.

E. In Solution Explorer, select the Root Cause Analysis entity and then select Knowledge management.

Answer: ACE

Explanation:

Question: 82

HOTSPOT

A client plans to implement a case resolution process.

Which field types does the Case Resolution form use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Field Text	Option type
Resolution type	Option set Text Calculated
Resolution	Option set Text Calculated
Total time	Option set Text Calculated
Billable time	Option set Whole number Calculated
Remarks	Option set Text Calculated

Answer:

Explanation:

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Field Text	Option type
Resolution type	
	Option set
	Text
	Calculated
Resolution	
	Option set
	Text
	Calculated
Total time	
	Option set
	Text
	Calculated
Billable time	
	Option set
	Whole number
	Calculated
Remarks	
	Option set
	Text
	Calculated

Question: 83

A company implements Dynamics 365 for Customer Service. You are assigned a case.

You accidently close the case before completing your work.

You need to ensure that you can continue to work on the case.

What should you do?

A. Reassign the case
B. Reactivate the case
C. Clone the case
D. Change the status reason to In Progress

Answer: B

Explanation:

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Question: 84

HOTSPOT

You use Dynamics 365 for Customer Service.

You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Merge object	Outcome
Duplicate cases	Merged and canceled Merged and resolved Merged and deleted
Open activities	Moved to the merged case Canceled

Explanation:

Answer:

Merge object	Outcome
Duplicate cases	Merged and canceled Merged and resolved Merged and deleted
Open activities	Moved to the merged case Canceled

Question: 85

DRAG DROP

You are a customer service representative using Dynamics 365 Customer Service Hub.

You need to link the knowledge base records that relate to cases and send articles to customers.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in them correct order.

Actions

Open the knowledge-base article that answers the problem. Copy and paste the article into the resolution dialog box when closing the case

Open an existing case record

Locate the knowledge-base article. Select Link, and then select Email

Type the search terms relating to the case issue in the KB Records tab

Navigate to the knowledge base and assign the article to the case

Email the knowledge-base article to the customer. Set the Regarding field on the email to the case

Open the knowledge-base article that answers the problem. Copy and paste the knowledge base article into the case notes

Answer Area

Answer:

Explanation:

Answer Area

Open an existing case record

Type the search terms relating to the case issue in the KB Records tab

Locate the knowledge-base article. Select Link, and then select Email

Question: 86

HOTSPOT

You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search.

You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to:

Elevator Motor Sizing

How should you configure the search? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Action
Search type	Relevance Full text Category
Search syntax	Elevator+Motor+Sizing Elevator | Motor | Sizing Elevator*Motor*Sizing -Elevator -Motor -Sizing

Answer:

Explanation:

Scenario	Action
Search type	Relevance Full text Category
Search syntax	Elevator+Motor+Sizing Elevator | Motor | Sizing Elevator*Motor*Sizing Elevator -Motor -Sizing

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search- results

Question: 87

HOTSPOT

A company uses Dynamics 365 for Customer Service.

You need to document the case resolution process.

How are each of the cases resolved? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Case	Resolution
A case has activities owned by other users and is in progress.	Case is resolved. Open activities are closed. Case is resolved. Open activities are canceled. Case is not resolved. Open activities must be closed. Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	Case is resolved. Entitlement is decremented by four hours. Case is resolved. Entitlement is decremented by six hours. Case is not resolved. Billable hours cannot be more than the total duration. Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	Open activities for child cases are merged into parent and canceled. Open activities of parent case are marked as completed. Open activities of child cases remain open. Open activities of child cases are canceled.

Answer:

Explanation:

Case	Resolution
A case has activities owned by other users and is in progress.	Case is resolved. Open activities are closed. Case is resolved. Open activities are canceled. Case is not resolved. Open activities must be closed. Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	Case is resolved. Entitlement is decremented by four hours. Case is resolved. Entitlement is decremented by six hours. Case is not resolved. Billable hours cannot be more than the total duration.
A parent case has four child cases.	Open activities for child cases are merged into parent and canceled. Open activities of parent case are marked as completed. Open activities of child cases remain open.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer- service-hubuser-guide-case-sla

Question: 88

HOTSPOT

You are a Microsoft Dynamics 365 for Customer Service administrator. You create an article for a knowledge base. A reviewer selects articles for review.

You approve some articles and revert some articles to draft status.

For each action, what should you do next? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Action	Next Step
Approve	Send back for final edits Change to Active status Publish the article
Revert to draft	Sent back for edits Send to manager

Answer:

Explanation:

Action	Next Step
Approve	Send back for final edits Change to Active status Publish the article
Revert to draft	Sent back for edits Send to manager

Question: 89

A company uses Dynamics 365 for Customer Service. A case in the queue is routed to you.

You will be going on a vacation.

You need to assign the case to someone else.

What should you do?

A. Release the case.
B. Route the case to another queue.
C. Share the case.
D. Escalate the case

Answer: A

Explanation:

Question: 90

DRAG DROP

You are a Dynamics 365 for Customer Service system administrator.

You need to create service-level agreements (SLAs) to meet company requirements.

What SLA types should you use? To answer, drag the appropriate SLA types to the correct requirements. Each SLA type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

SLA types

Standard

Enhanced

KPIs

Answer Area

Requirement	SLA type
Track the status and times of an SLA	SLA type
Add success actions to an SLA	SLA type

Answer:

Explanation:

Answer Area

Requirement	SLA type
Track the status and times of an SLA	KPIs
Add success actions to an SLA	Enhanced

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define- service-levelagreements

Question: 91

Customer service representatives are not able to manually add service-level agreements (SLAs) to a record.

You need to enable on-demand SLAs.

What should you do?

A. Configure the scope of the workflow
B. Publish the on-demand SLA
C. Activate the SLA
D. Request an administrator to add the SLA field to the entity form

Answer: D

Explanation:

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define- service-levelagreements

Question: 92

DRAG DROP

You are a Dynamics 365 for Customer Service administrator. Your company provides support between 9 a.m. and 5 p.m.

You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.

You need to enable service-level agreements (SLAs) for accounts.

In which order should you perform the actions? To answer, move all actions from the list to the answer area and arrange them in the correct order.

Actions

Create an enhanced SLA on the account that tracks when the status reason changes to Verified.

Configure the SLA details and set a warning at six hours and a failure at eight hours.

Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.

Publish the account customizations. Set the business hours for the support department.

Answer Area

Ⓒ

Ⓡ

Answer:

Explanation:

Answer Area

Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.

Create an enhanced SLA on the account that tracks when the status reason changes to Verified.

Configure the SLA details and set a warning at six hours and a failure at eight hours.

Publish the account customizations. Set the business hours for the support department.

Question: 93

HOTSPOT

You are a Dynamics 365 for Customer Service administrator.

Your company is trying to determine whether it needs to use standard or enhanced service-level agreements (SLAs).

You need to configure SLAs based on the requirements.

Which type of SLAs should you use? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	SLA options
Configure business hours. SLA applies only during this time.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Pause and resume an SLA.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Configure KPI warnings and warning action.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA

Answer:

Explanation:

Requirement	SLA options
Configure business hours. SLA applies only during this time.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Pause and resume an SLA.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Configure KPI warnings and warning action.	Only standard SLA Only enhanced SLA Both standard and enhanced SLA

Question: 94

You are a Dynamics 365 for Customer Service administrator.
You need to deactivate entitlements.
When should you deactivate entitlements? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. A customer's entitlement has ended and no more support is desired.
B. A customer renews an entitlement for 100 more hours or one year.
C. A customer calls and wants to know how many hours of support remain.
D. The customer must change remaining support hours from all email support to one-half email support and one-half phone support.
E. You need to add notes to the customer's entitlement.

Answer: DE

Explanation:

Question: 95

You are a customer service manager using Dynamics 365 for Customer Service.
You need to restrict support to the products that a customer has purchased. What should you do?

A. Add the product to the account
B. Add the products to the case
C. Add the products to the customer's entitlement
D. Add the products to the customer

Answer: C

Explanation:

Question: 96

You manage a Dynamics 365 for Customer Service environment. You create and activate a routing rule.
You need to modify the routing rule to a target a queue instead of a user. You navigate to routing rule sets.
What should you do first?

A. Use Lookup to specify the Add to queue value.
B. Select Edit to the command bar.
C. Toggle the radio button for Route from user/team to queue.
D. Deactivate the routing rule.

Answer: D

Explanation:

Question: 97

You manage a Dynamics 365 for Customer Service environment.

The entitlement for a customer ended last month. The customer must renew the entitlement and use the same parameters as the expired entitlement.

You need to create the entitlement for the customer.

What should you do?

A. Create a new template with the dates and terms. Activate the template.
B. Delete the old entitlement. Create a new entitlement template.
C. Add the new end date to the current entitlement and set new terms. Activate the entitlement.
D. Make a copy of the old entitlement. Activate the copy.
E. In the old entitlement, zero out the remaining terms and the total terms. Activate the entitlement.

Answer: C

Explanation:

Question: 98

You are using Dynamics 365 for Customer Service.
You need to automate the process of adding cases to a queue.
What should you do?

A. Use routing rules
B. Use the convert activities functionality with cases
C. Use the add to queue button on a case
D. Use the Assign button on a case

Answer: A

Explanation:

Question: 99

You are a Dynamics 365 for Customer Service administrator.
Your company provides standard support contracts for 20 hours of email support. Phone is offered as a premium service in allotments of 10 incidents.
You need to set up an entitlement template for the standard support.
What should you configure?

A. Set the value of the Total terms field for an entitlement to 20.

Set the entitlement channel option to Phone.
Set the value of the Total terms value to 20.
B. Set the value of the Total terms field for an entitlement to 20.
Set the entitlement channel option to Email. Set the value of the Total terms field to 20.
C. Set the value of the Total terms field for an entitlement to 20.
Set the entitlement channel option to Email.
Set the value of the Total terms field to 10.
Add the Phone option. Set the value of the Total Terms field to 10.
D. Set the value of the Total terms field for an entitlement to 20.

Set the entitlement channel option to Email. Set the value of the Total terms field to 0.
Add the Phone option.
Set the value of the Total Terms field to 10.

Answer: B

Explanation:

Question: 100

You are using Dynamics 365 for Customer Service.
You need to create the entitlements for your customers.
What should you do?

A. Create queues for each channel.
B. Create an entity for each channel and configure the relationship with the entitlement.
C. Configure entitlement channels.
D. Configure routing rules.

Answer: C

Explanation:

Question: 101

DRAG DROP

You are a Dynamics 365 for Customer Service administrator.

You must track time against enhanced service-level agreements (SLAs).

You need to add a timer.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Add the quick create forms to the primary entity form.	
Create a quick view form for each instance field.	
Ensure the entity is enabled for SLA	
Add the quick view forms to the primary entity form.	
Create a quick-create form for each SLA KPI instance field.	

Answer:

Explanation:

Ensure the entity is enabled for SLA.

Create a quick view form for each SLA KPI instance field.

Add the quick view forms to the primary entity form.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add- timer-forms-tracktime-against-enhanced-sla

Question: 102

You are a customer service manager for a company using Dynamics 365 for Customer Service.
You need to set up queues to manage support. You assign a team to each queue.
What type of queue should you configure?

A. Personal
B. Private
C. Business unit
D. Public

Answer: B

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-activities-cases

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Question: 103

DRAG DROP

You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Queue types
Private
Public

Answer Area

Scenario	Queue type
Set up a product defect queue. Add the defect group as the members for the queue.	queue type
Set up an unknown queue for anyone to review tickets that are not classified.	queue type
Set up an escalation queue that enables only upper management to review the tickets.	queue type

Answer:

Explanation:

Scenario	Queue type
Set up a product defect queue. Add the defect group as the members for the queue.	Private
Set up an unknown queue for anyone to review tickets that are not classified.	Public
Set up an escalation queue that enables only upper management to review the tickets.	Private

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-activities-cases

Question: 104

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Clone the satisfaction survey and customize the questions.

Does the solution meet the goal?

A. Yes
B. No

Answer: A

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basicsurvey#clone-or-import-an-existing-survey

Question: 105

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Open the source survey and the new survey. Drag the questions from the source survey to the new survey. Then customize the questions.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Question: 106

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Create custom question types. Add the custom question types to a new survey. Customize the questions.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Question: 107

DRAG DROP

You are a Dynamics 365 for Customer Service administrator. You are using Voice of the Customer and are reviewing survey

A survey responder marked 10 percent for overall satisfaction.

You need to ask additional questions based on the response.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Add a response condition and the question for which you want to create a rule	
Create a new response routing	
Create a new survey	
Add a value for the Answer tag field	
Add a response action and scope	
Select values for the Operator, Comparison Value, and Answer fields	

Answer:

Explanation:

Answer Area

Create a new response routing

Add a response condition and the question for which you want to create a rule

Select values for the Operator, Comparison Value, and Answer fields

Add a response action and scope

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey

Question: 108

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.

You need to create a customer service satisfaction survey and embed it on a website.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Copy the portal web link and paste it into your website.
B. Copy the URL from the Anonymous link field and paste it into your website.
C. On the Voice of the Customer survey, select Run in iFrame.
D. Copy the HTML code from the iFrame URL field and paste it on your website.

Answer: CD

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey

Question: 109

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.

You must display the question: Have you used the product before? If the response is Yes, you must display additional questions concerning the product. If the answer is No, you must display a different set of questions concerning other products.

You need to select a survey feature to use.

Which survey feature should you use?

A. Answer tag
B. Response routing
C. Piping
D. List of ratings
E. Basic

Answer: B

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey#design-interactive-surveys-by-using-response-routing

Question: 110

You send surveys to customers who have opened cases within the past month.

You need to send a summary of the survey results to individuals who do not have a Dynamics 365 license.

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

NOTE: Each correct selection is worth one point.

A. Run the summary report. Export the report to Microsoft Excel. Send the Excel file to the users.
B. Run the survey summary report. Send a link to the report from within Dynamics 365.
C. Create a dashboard of the survey summary reports and share the dashboards with the users.
D. Create a view with the data, and then email a link.
E. Run the survey summary report. Print the report to a PDF file. Send the PDF file to the users.

Answer: AE

Explanation:

Question: 111

You are creating surveys for Voice of the Customer (VoC).

You need to configure VoC to ensure that recipients can unsubscribe to surveys.

Which two survey features should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Add an Unsubscribe check box after each question.
B. Set the Allow unsubscribe setting to Yes.
C. Give users the option to unsubscribe from different features of the survey.
D. Configure the survey to display when Dynamics 365 customers receive email and enable the Unsubscribe option.

Answer: BD

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey#add-the-unsubscribe-option-to-a-survey

Question: 112

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer (VoC). You need to ensure that VoC survey responses trigger an escalation in support.

Which workflow should you use?

A. VoC – Process Survey Response
B. VoC – Close Survey Activity
C. VoC – Process NPS Response
D. VoC – Process Face Response

Answer: A

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/plan- survey

Question: 113

HOTSPOT

You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys.

You need to determine which survey question feature is needed to complete the design of the survey.

Which survey features should you use? To answer, select the appropriate survey type in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	Basic survey Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	Basic survey Client-side routing Response routing Piping
Hide questions depending on the answer the candidate selects.	Basic survey Response routing Client-side routing Tagging
Populate the second question with answers from the first question.	Piping Response routing Client-side routing Tagging

Answer:

Explanation:

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	Basic survey Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	Basic survey Client-side routing Response routing Piping
Hide questions depending on the answer the candidate selects.	Basic survey Response routing Client-side routing Tagging
Populate the second question with answers from the first question.	Piping Response routing Client-side routing Tagging

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey

Question: 114

You are creating a survey using Voice of the Customer.

You need to embed the survey into a website and make it available to your customer.

What should you do?

A. Create the website. Add the URL to the Dynamics 365 site in your website.

B. Create your Dynamics 365 portal. Display the Voice of the Customer page from within the main website page.

C. Create a webpage on the website. Add the URL to link the Voice of the Customer QUESTION NO:s from Dynamics 365.

D. Create an iFrame URL. Copy the HTML code to an iFrame in your website.

E. Add the iFrame URL to your website.

Answer: D

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of- customer/distribute-survey

Question: 115

You are a Dynamics 365 Customer Service system administrator for Contoso, Ltd.
You need to automatically create cases from emails sent to the support@contoso.com email address. Solution: Create an automatic record creation and update rule. Set the Activity type to Email, and then select the queue. Configure conditions for record creation.
Does the solution meet the goal?

A. Yes
B. No

Answer: A

Explanation:

Question: 116

You are a system administrator for Dynamics 365 for Customer Service.
All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.
You need to configure cases.

What should you do?

A. Validate that customer and case title fields have not been removed as fields that child cases inherit from parent cases. Add product and case-type fields to the list. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.
B. On the case entity, update the Parent case-Child case 1:N relationship field mapping to include the fields. Create a business rule on the case entity to prevent the parent from closing if it has one or more open child cases.
C. Create a business rule.
D. Validate that customer and case title fields have not been removed as fields that child cases inherit from

the parent cases. Add product and case-type fields to the list. The closure preference setting does not need to be changed. This is default behavior.

Answer: A

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases

Question: 117

A company uses Dynamics 365 Customer Service.

You are configuring the advanced similarity rules. You create a similarity rule on cases and put an exact match for the Modified On field in the Match Fields tab.

You test the rule and discover that exact matches do not appear.

You need to determine why the rule is not working.

What are two possible reasons why the rule is not working? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. A Power Automate flow was not created.
B. The similarity rule is deactivated.
C. The security role is not set to run the similarity rule.
D. The similarity rule was not published.
E. The Modified On field is not set to searchable in the customization of the case entity in the solution.

Answer: BE

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case

Question: 118

You are a help desk representative for an organization using Dynamics 365 Customer Service.

Users need to search within the system for similar cases. None of the out-of-the-box settings have been changed.

You need to determine which search features are available for use by default.

Which two search features are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Advanced Find
B. Quick Find
C. Relevance Search
D. Full-text Quick Find

Answer: AB

Explanation:

Reference:
https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization
https://docs.microsoft.com/en-us/powerapps/user/search

Question: 119

You are a Dynamics 365 Customer Service administrator.
You need to add a new status reason to the case entity.
What are two possible ways to accomplish the goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Navigate to Cases in the Customer Service Hub app. Open a record, edit the form, and then edit the Status reason field.
B. Modify the existing solution and the case entity. Edit the status reason and add an additional status reason value.
C. Create a new solution and add the existing Case entity. Select Status Reason and add a new value.
D. Modify the existing solution. Add another entity named Status. Then, create a status reason field with additional options.

Answer: BC

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-status-reason-transitions-casemanagement

Question: 120

HOTSPOT

You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.

You need to link the article to the case and share the article with the customer.

What is the solution for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Solution
Attach and email a KB article from a case.	Select Link article to the case and email content. Link the KB article to the case. The system will automatically email the KB article to customer. Link the KB article to the case. Create an email activity and attach the KB article as a PDF.
Attach a KB article and email a link to the customer.	For the published KB article, select Link the KB article to the case and email the link to the customer. For the approved KB article, select Link the KB article to the case and email the link to the customer. Link the KB article to the case. Create an email activity and select Insert article.

Answer:

Explanation:

Requirement	Solution
Attach and email a KB article from a case	**Select Link article to the case and email content.** Link the KB article to the case. The system will automatically email the KB article to customer Link the KB article to the case Create an email activity and attach the KB article as a PDF
Attach a KB article and email a link to the customer	**For the published KB article, select Link the KB article to the case and email the link to the customer For the approved KB article, select Link the KB article to the case and email the link to the customer** Link the KB article to the case Create an email activity and select Insert article

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within- record-dynamics-365

Question: 121

You set a default entitlement for a customer.

You need to ensure that the default entitlement is automatically associated with a case.

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

NOTE: Each correct selection is worth one point.

A. Create a case.
B. Update the customer, contact, or product field on an existing case.
C. Update the description field on an existing case.
D. Add an activity to an existing case.

Answer: AB

Explanation:

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define- support-termscustomer

https://docs.microsoft.com/en-us/power-platform/admin/system-settings-dialog-box-service-tab

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Question: 122

DRAG DROP

A Dynamics 365 Customer Service organization uses routing rules to escalate cases.

Security roles have not been modified or created.

You need to modify the routing rule set that is currently in use and enforce the principle of least privilege.

Which five actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

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Actions

Verify that you have the customer service representative secunty role.

Deactivate the routing rule set

Verify that you have the customer service manager security role

Activate the routing rule set

Navigate to Routing rule sets.

Edit the routing rule set

Publish the customizations.

Answer Area

Edit the routing rule set.

Answer:

Explanation:

Actions

Verify that you have the customer service representative security role

Deactivate the routing rule set

Verify that you have the customer service manager security role

Activate the routing rule set

Navigate to Routing rule sets.

Publish the customizations.

Answer Area

Venfy that you have the customer service manager secunty role

Navigate to Routing rule sets.

Deactivate the routing rule set.

Edit the routing rule set

Activate the routing rule set

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases

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Question: 123
HOTSPOT

You are a Dynamics 365 Customer Service administrator.

You must track issues submitted by customers.

You need to configure case settings for the Service Management module.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Option
Ensure that cases can be assigned easily.	Organization insights Queues Parent and child case settings
Automatically generate follow-up phone calls.	Publisher Automatic record creation and update rules Subjects

Answer:

Explanation:

Requirement	Option
Ensure that cases can be assigned easily.	Organization insights Queues Parent and child case settings
Automatically generate follow-up phone calls.	Publisher Automatic record creation and update rules Subjects

Question: 124

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Email, and then select the queue. Configure conditions fo r record creation.

Does the solution meet the goal?

A. Yes
B. No

Answer: A

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer- service/automatically-create-case-from-email

Question: 125

HOTSPOT

You are a Dynamics 365 Customer Service administrator.

Users inform you about situations in which child cases are not working correctly.

You need to configure the system to correct the issues.

What should you do in each situation? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	Add Contact to the Selected attributes for Parent and Child case settings in system management. Copy and paste the contact from the Parent case. Manually type the contact into the field. In your solution, create a 1:N relationship from the contact entity to case entity.
All child cases are being closed when the parent case is closed.	Change permission on the parent case so that only administrators can close it. Create a workflow to automatically close the parent case when all the child cases are closed. Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management. Create a routing rule to send all child cases and parent cases to the same user for assignment.
The Origin field is automatically populating into the child case.	Create a business rule to remove the information from the origin field every time a child case is created. Remove the Origin field from the Selected attributes for Parent and Child case settings in system management. Instruct users to manually remove the information in the Origin field. Delete and re-create the Origin field in the case form.

Answer:

Explanation:

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	Add Contact to the Selected attributes for Parent and Child case settings in system management. Copy and paste the contact from the Parent case. Manually type the contact into the field. In your solution, create a 1:N relationship from the contact entity to case entity.
All child cases are being closed when the parent case is closed.	Change permission on the parent case so that only administrators can close it. Create a workflow to automatically close the parent case when all the child cases are closed. Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management. Create a routing rule to send all child cases and parent cases to the same user for assignment.
The Origin field is automatically populating into the child case.	Create a business rule to remove the information from the origin field every time a child case is created. Remove the Origin field from the Selected attributes for Parent and Child case settings in system management. Instruct users to manually remove the information in the Origin field. Delete and re-create the Origin field in the case form.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases

Question: 126

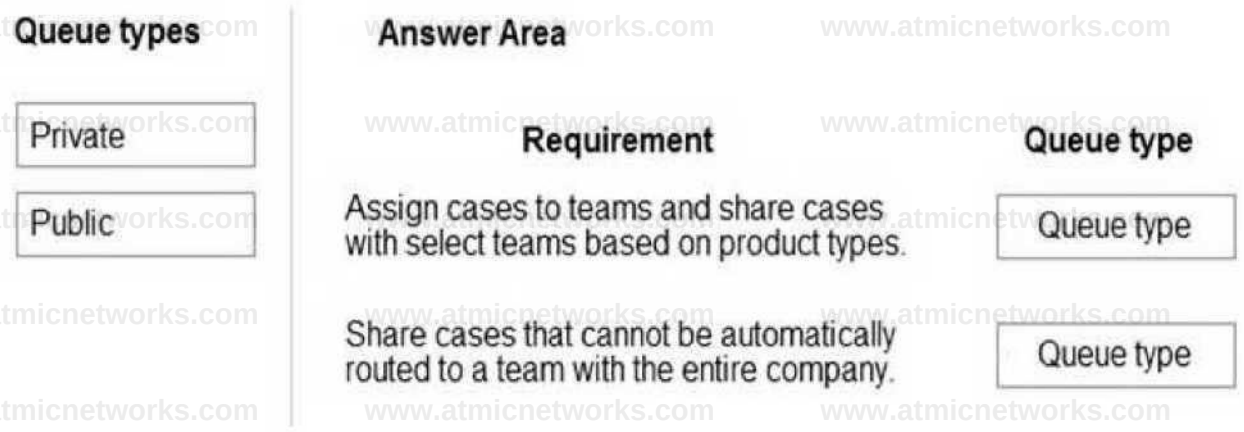
DRAG DROP

A company uses Dynamics 365 Customer Service.

You need to implement queues to meet company requirements.

Which types of queues should you use? To answer, drag the appropriate queue types to the correct requirements. Each queue type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:

Answer Area

Requirement	Queue type
Assign cases to teams and share cases with select teams based on product types	Private
Share cases that cannot be automatically routed to a team with the entire company.	Public

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

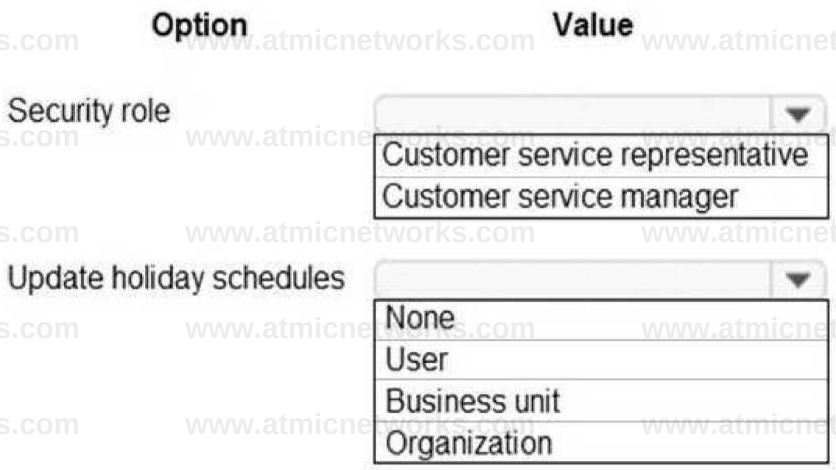
Question: 127
HOTSPOT

You are working as a functional consultant for Dynamics 365 Customer Service. No changes have been made to security roles.
You need to ensure that customer service representatives can process cases that have service-level agreements

(SLAs) and entitlements. You must grant only the minimum privileges required.

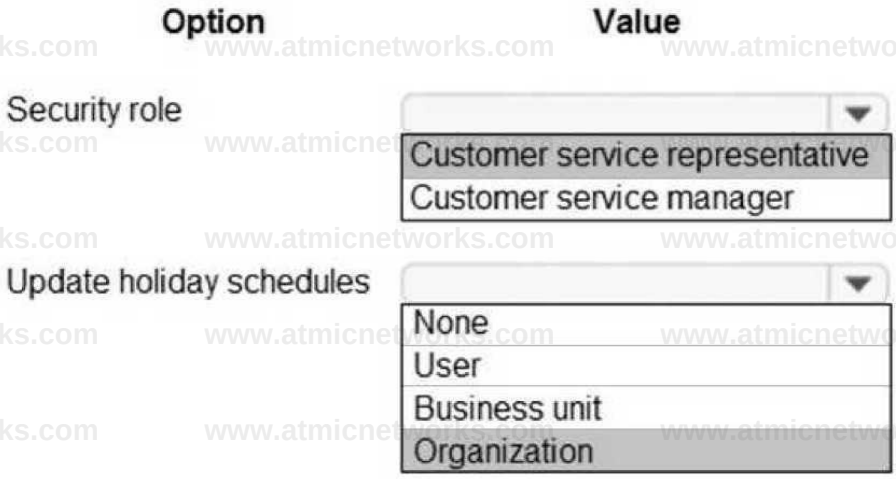
How should you configure security? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

Question: 128

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

Users must have their own queues that no one else can access.
Users must not be able to view each other's queue.
Users must be able to work from the support queue.

Solution:

Set up each user queue to be private.
Set up level1 and level2 queues to be public and add applicable members.
Set up the support queue to be public.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

Question: 129

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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Users must not be able to view each other's queue.
Users must be able to work from the support queue.

Solution:
Set up each user queue to be private.

Set up level1 and level2 queues to be public and add applicable members.

Set up the support queue to be private.

Does the solution meet the goal?

A. Yes
B. No

Answer: A

Explanation: Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities- cases

Question: 130

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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You need to set up the queues to meet the following requirements:

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Users must not be able to view each other's queue.

Users must be able to work from the support queue.

Solution:

Set up each user queue to be public.

Set up level1 and level2 queues to be public and add applicable members.

Set up the support queue to be public.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities- cases

Question: 131

You are a Dynamics 365 Customer Service administrator. You are creating a customer service schedule.
You need to ensure that the schedule shows the correct time zone for available customer service hours.
What should you do?

A. Set the time zone in each customized schedule.
B. Allow the system to automatically convert to each user's time zone when a user signs in.
C. Set the time zone in Dynamics 365 personal options.
D. Set the time zone to GMT (Coordinated Universal Time) to enable conversion when you sign in.

Answer: A

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-customer-service- schedule-definework-
hours

Question: 132

A company uses Dynamics 365 Customer Service.
The schedule shows working intervals of 45 minutes. The intervals cause customer service representatives to have too much free time during working hours. The company wants to change the intervals to every 30 minutes.
You need to configure the intervals.
What should you configure?

A. Schedule with travel time and distance
B. Fulfillment preferences
C. Resource crew scheduling
D. Requirement groups
E. Schedule within time constraints

Answer: B

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups

Question: 133

HOTSPOT

A company uses Dynamics 365 Customer Service. The company purchases Omnichannel for Customer Service.

The company wants the following requirements implemented without the need to license additional software:

The system must automatically ask questions before the chat begins.
Credit card information that a customer enters in a chat must not be visible to the agent.

You need to configure the options to meet the requirements.

Which options should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Option
Automatic questions	▼
	Pre-chat survey
	Power Virtual Agents Customer Voice SMS channel
Credit card information	T
	Data encryption Data masking rule
	Authentication settings Communication Panel

Answer:

Explanation:

Requirement	Option
Automatic questions	,
	Pre-chat survey

Power Virtual Agents Customer Voice SMS channel

Credit card information ,

Data encryption Data masking rule

Authentication settings Communication Panel

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-pre-chat-survey

https://docs.microsoft.com/en-us/dynamics365/customer-service/data-masking-settings

Question: 134

DRAG DROP

You are customizing a Dynamics 365 Customer Service implementation for a call center.

The call center wants to enable SMS as a channel for the customer service department.

You need to complete the SMS channel configuration.

Which account information should you use for each provider? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Types of account information	Answer Area	
Customer ID and Auth Token	**SMS channel provider**	**Account information**
Account SID and Auth Token	Twilio	Account information
Account SID and API Key	TeleSign	Account information
Customer ID and API Key		

Answer:

Explanation:

SMS channel provider	Account information
Twilio	Account SID and Auth Token
TeleSign	Customer ID and API Key

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel-twilio
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel

Question: 135
DRAG DROP

You are an Omnichannel supervisor for a company.

The company wants to deploy an Omnichannel Insights dashboard.

You need to set up and monitor KPIs.

In which section is each KPI located? To answer, drag the appropriate sections to the correct KPIs. Each section may be used once, more than once, of not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

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Sections

- Agent
- Conversation
- Bot Insights
- Channel

Answer Area

KPI	Section
Top Sentiment Pulse	Section
Bot Resolution Time	Section
Average Customer Sentiment Pulse	Section
Transfer Rate	Section

Answer:

Explanation:

KPI	Section
Top Sentiment Pulse	Agent
Bot Resolution Time	Bot Insights
Average Customer Sentiment Pulse	Channel
Transfer Rate	Conversation

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-insights-dashboard

Question: 136

You are helping a company implement Power Virtual Agents with Omnichannel for Customer Service. The company has a chatbot that escalates to a manager if a customer wants to escalate from a chatbot. You need to configure a prerequisite before you can implement the chatbot.

Which prerequisite should you configure?

A. Configure context variables for a chatbot.
B. Create one chatbot in one queue with a human having a higher capacity over the chatbot.
C. Create one chatbot in one queue with the chatbot having the highest capacity over human capacity.
D. Configure a Microsoft Teams support channel for the chatbot.
E. Configure an SMS channel for a chatbot.

Answer: A

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

Question: 137

A company is implementing Omnichannel for Customer Service.
The company separates agents into teams for billing, new product inquiries, support, and warranty.
The new product team currently handles text messages, emails, and live chats from the company website.
The company plans to release a new product. Before the new product launch, the company wants to add the ability to manage conversations coming in from Facebook and Twitter.
You need to configure the system with the least amount of effort.
What should you do?

A. Create a new resource characteristic.
B. Create a routing rule.
C. Create a new work stream for each channel.
D. Add the new channel to the existing work stream.

Answer: D

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams

Question: 138

HOTSPOT

You must set up the following:

A work stream must be configured to use Twitter.
The cases must automatically go to the next available sales representative.
Any existing case that comes in must be assigned automatically to the sales representative who worked on the case originally.

You need to choose the correct setting.

Which setting should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Function	Setting
Work stream type	SMS work stream LINE work stream Live Chat work stream Social channel work stream
Work distribution mode	Assign Pick Push Route
Reassignment to original rep	Queues Agent Affinity Pre-chat response Entity record routing

Answer:

Explanation:

Function	Setting
Work stream type	SMS work stream LINE work stream Live Chat work stream Social channel work stream
Work distribution mode	Assign Pick Push Route
Reassignment to original rep	Queues Agent Affinity Pre-chat response Entity record routing

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/channels

https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entity-workstream

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams

Question: 139

HOTSPOT

You are implementing Omnichannel for Customer Service for a hospital.

Each customer service agent has a chat capacity of 200.

The implementation requirements are as follows:

Each agent can take no more than two chats at a time.

A new conversation must auto assign to an available agent.

You need to select the conversation options to meet the requirements.

Which options should you configure?

Workstream	Conversation
Work Distribution Mode	Pull Queue Push Pick
Capacity	50 100 200 300

Answer:

Explanation:

Workstream	Conversation
Work Distribution Mode	Pull Queue Push Pick
Capacity	50 100 200 300

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/unified-routing-work-distribution

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Question: 140

HOTSPOT

A company is evaluating Dynamics 365 Customer Service Insights.

The company decides to use the sample data environment to expedite the evaluation process.

You need to recommend a dashboard.

Which dashboard should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Dashboard
View the number of active, cancelled, or resolved cases per channel	Resolutions KPI summary Customer satisfaction
View information about agent escalation handling metrics and close rates	Topics New cases Resolutions KPI summary

Answer:

Explanation:

Requirement	Dashboard
View the number of active, cancelled, or resolved cases per channel	Resolutions KPI summary Customer satisfaction
View information about agent escalation handling metrics and close rates.	Topics New cases Resolutions

KPI summary

Reference:
https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/dashboard-kpi- summary

https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/dashboard-case-resolutions

Question: 141

You are a Dynamics 365 Customer Service administrator.
You are configuring a case dashboard.
You need to filter the dashboard to show only escalated cases and cases that are marked as Request. Which filter should you use?

A. Timeframe
B. Priority
C. Global
D. Visual

Answer: C

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard

Question: 142

DRAG DROP

You need to build a personal dashboard that displays the following charts and views:

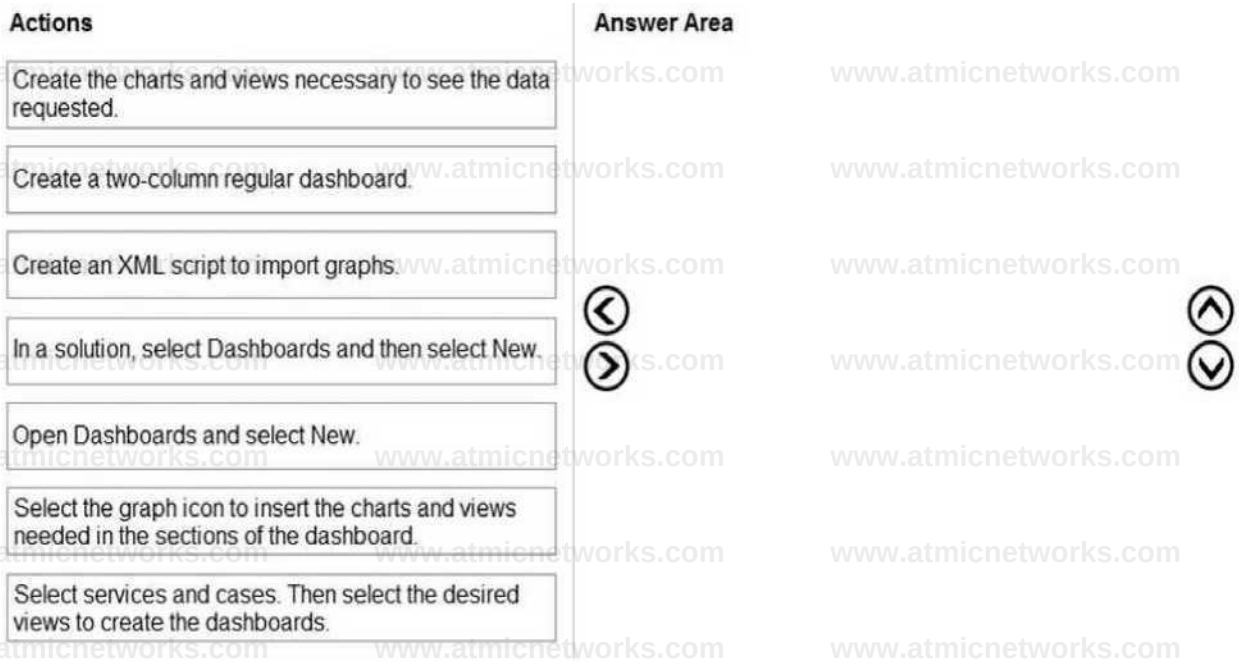
Charts:

Number of cases by owner and priority
Products with most cases opened

Views:

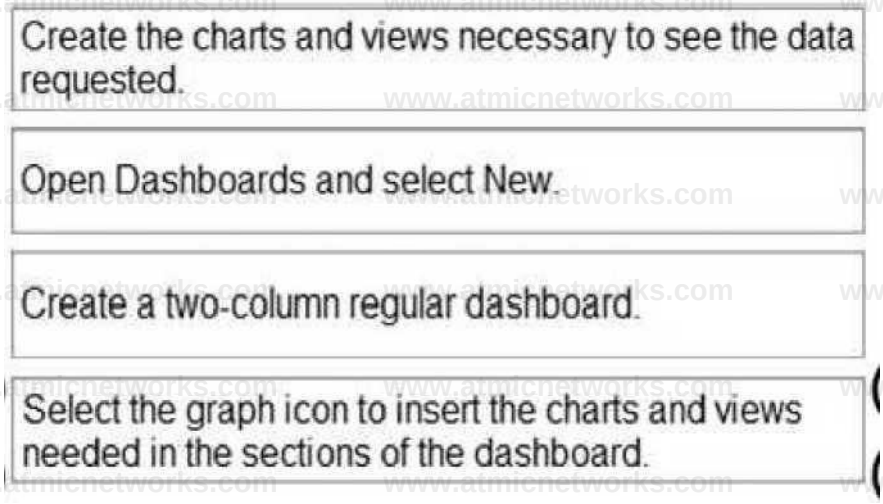
Display the number of cases opened in a seven-day period
Display the number of escalated cases

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:

Explanation:



Reference:
https://docs.microsoft.com/en-us/powerapps/user/track-your-progress-with-dashboard-and-charts

Question: 143

You are implementing Dynamics 365 Customer Service Insights.

The product manager would like to see product sales trends by age group. The groupings are as follows:

Ages 18 and younger

Ages 19-25
Ages 26-40
Ages 41-55
Ages 56 and older

You need to configure the system.

What should you define?

A. activity
B. measure
C. segment
D. member

Answer: B

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-insights/audience-insights/measures

Question: 144

HOTSPOT

You are a Dynamics 365 administrator.

You need to determine which type of dashboard needs to be created for different scenarios.

Which dashboard type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Dashboard type
dashboard for Tier 1 customer service reps handling many support cases at the same time	multi-stream dashboard only single-stream dashboard only multi-stream or single-stream dashboard
one dashboard but more than one entity	multi-stream dashboard only

single-stream dashboard only
multi-stream or single-stream dashboard

dashboard that can easily switch from standard view to tile view

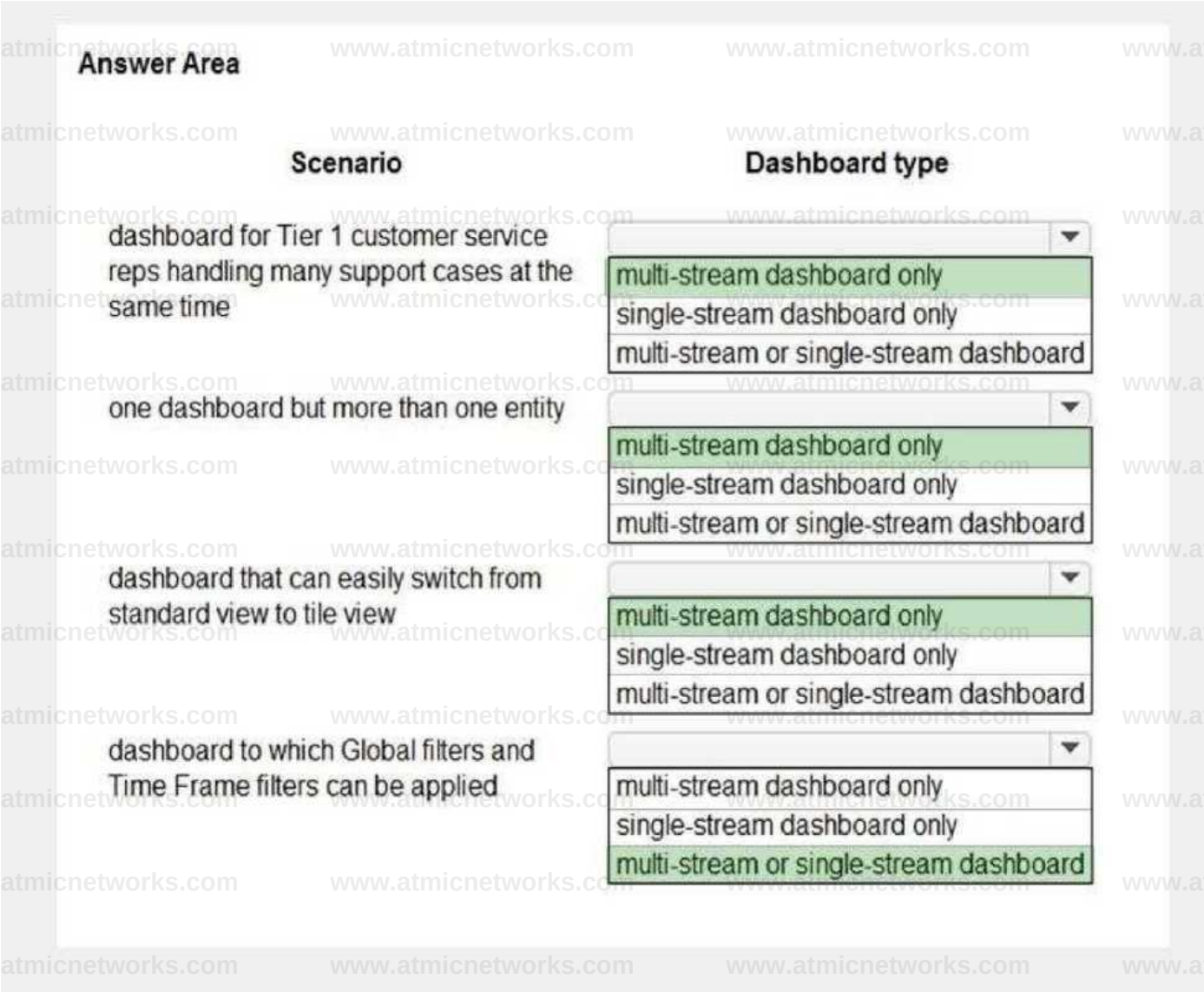
multi-stream dashboard only
single-stream dashboard only
multi-stream or single-stream dashboard

dashboard to which Global filters and Time Frame filters can be applied

multi-stream dashboard only single-stream dashboard only
multi-stream or single-stream dashboard

Answer:

Explanation:



Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide- dashboard

Question: 145

A customer needs to know how data from third-party applications can be reported on in a Customer Service Insights dashboard.

You need to advise the customer on how to display the data.

What should the customer use?

A. lead and opportunity data from Common Data Service

B. call intelligence data from Common Data Service

C. ding web search for data creation data in Common Data Service

D. data integration data maps With Common Data Service

Answer: D

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/use-external-data- sources

Question: 146

HOTSPOT

A company uses Dynamics 365 Customer Service. The company installs Dynamics 365 Customer Service Insights.

The company wants to use dashboards to report phone calls and emails to monitor the productivity of representatives.

You need to perform the configuration.

Which configuration should you use? To answer, select the appropriate configurations in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Configuration
Connection to Customer Service Insights	Go to the Dynamics 365 Customer Service Insights URL and choose Dynamics 365. Go to the Dynamics 365 Customer Service URL and choose Dynamics 365 Customer Service Insights.

Go to the Power Platform administration URL and create a connection to Dynamics 365 Customer Service Insights.
Go to the Dynamics 365 Customer Service URL and choose the Dynamics 365 Customer Service insights dashboard

Dashboard lor phone calls and emails only,

Channel
Product
Business unit
Assigned item

Answer:

Explanation:

Box 1: Go to the Dynamics 365 Customer Service URL and choose the Dynamics 365 Customer Service Insights dashboard.
Customer Service Insights is now embedded in Dynamics 365 Customer Service. After it is enabled, this experience allows you to start seeing historical analytics directly within the Customer Service environment. Several reports and dashboards can be viewed by your management team.

Box 2: Channel

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-customer-service- analytics

Question: 147
HOTSPOT

You are a help desk support representative using Dynamics 365 Customer Service Hub case management with limited permissions.

You need to create a personal chart that meets the following requirements:

Show the number of open cases assigned to you for each customer.
Ensure that specific team members can view the chart and view any changes as you update the chart.

Which options should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Option
Show the total number of open cases,	CountAll Sum Max Min
Allow team members to see the chart you created.	Have the system administrator sign tn and share the chart with users. Share the personal chart and add the users giving cash one read permissions. Assign the chart to lire system administrator and have him save this to a system chart

Answer:

Explanation:

Box 1: Countall

COUNT (Azure Stream Analytics) returns the number of items in a group. COUNT always returns a bigint data type value.

Syntax:

-- Aggregate Function Syntax
COUNT ({ [[ALL | DISTINCT] expression] | * })

Arguments:

ALL - Applies the aggregate function to all values. ALL is the default.

Box 2: Share the personal chart and add the user giving each one read permission

Reference:

https://docs.microsoft.com/en-us/stream-analytics-query/count-azure-stream-analytics

Question: 148

DRAG DROP

A company creates a single-page Power BI visualization to show how a Power Virtual Agents chatbot is performing.

Users must be able to navigate to the charts from anywhere within the Customer Service workspace.

You need to add the Power BI information to the Customer Service workspace app.

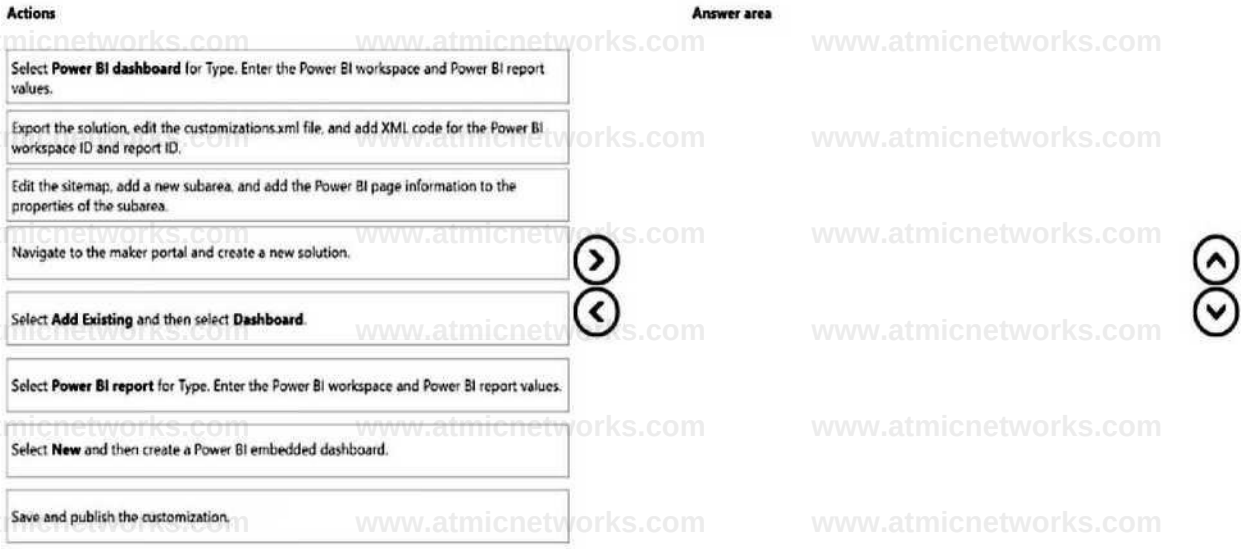
Which five actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

Navigate to the maker portal and create a new solution.

Select Add Existing **and then select** Dashboard

Select Power BI report **for Type. Enter the Power BI workspace and Power BI report values.**



Explanation:

Edit the sitemap. add a new subarea and add the Power BI page information to the properties of the subarea

Save and publish the custom fetation.

Step 1: Navigate to the maker portal and create a new solution.

Step 2: Select Add Existing and then select Dasbhoard.

Step 3: Select Power BI Report for type. Enter the Power BI workspace and Power BI report values.

Note: Get the embedding parameter values
To embed your content, you need to obtain certain parameter values. The table below shows the required values, and indicates if they're applicable to the service principal authentication method, the master user authentication method, or both.

Before you embed your content, make sure you have all the values listed below. Some of the values will differ, depending on the authentication method you're using.

Parameter	Service principal	Master user
Client ID		0
Workspace ID	0	0
Report ID	0	
Client secret	0	
Tenant ID	0	
Power BI username		0
Power BI password	x	©

Step 4: Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea

Edit the default site map

Your environment comes with a default site map. This site map is supported for both custom business apps and Dynamics 365 for Outlook.

In the Dynamics 365 - custom app, go to Settings > Customizations.

Select Customize the System.

In the solution window, under Components, select Client Extensions.

Double-click to select the site map that has the display name Site Map and is in a Managed state. You can also select the site map, and then on the toolbar, select Edit.

The site map opens in the site map designer.

Add an area to the site map.

Add a group to the site map.

Add a subarea to a group in the site map.

Select Save.

Select Publish.

Step 5: Save and publish the customization

Reference:
https://docs.microsoft.com/en-us/power-bi/developer/embedded/embed-sample-for-customers

Question: 149

HOTSPOT

A client wants to use the knowledge base in Dynamics 365 Customer Service.

You need to identify the state of a knowledge base article when an event occurs.

What are the states of the articles? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Status	State
Article submitted for review	Draft Resolved Review Active
Searchable	Published Unpublished Draft Updated
Reviewer rejects article	Published Unpublished Draft Updated

Answer:

Explanation:

Box 1: Review

Review - The draft version of the article is sent to reviewers to approve or reject.

Mark a knowledge article for review

To ensure that the content you've created is accurate, have someone review it.

You can mark an article for review or directly assign it to a specific person or queue. When you mark an article for review, it starts appearing in the knowledge manager's dashboard. The knowledge manager can then assign the article to specific team members or a queue for review.

Box 2: Published

When you approve the content of an article, it means that the content is ready to be consumed by other customer service reps, and also ready to be published.

On the Business process bar, in the Review stage, in the Review field, select Approve.

The article is now ready to be published.

Box 3: Draft

Draft - The article is in the process of being created.

Note: A versioned knowledge article in the Draft state can be modified only by the author or reviser with the contribute access to the knowledge base, owner of a knowledge base, users with the admin and knowledge_admin role, and ownership group members, if ownership group is added to the article.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article

Question: 150

HOTSPOT

A customer service manager needs a new business process flow to manage support for a product rollout for bicycles. There are two bicycle models: standard and high performance.

Support representatives must be able to:

Specify the model of the bicycle.

Capture comments from customer support issues if the bicycle is the high-performance model.

You need to create the business process flow.

What should you configure for each requirement? To answer, select the appropriate options in the answer area.

Requirement	Component
Specify the model of the bicycle.	Categories only / Categories and Subjects / Subjects only
Capture comments from customer support issues if the bicycle is the high-performance model.	Categories only / Categories and Subjects / Subjects only

Answer:

Explanation:

Box 1: Categories only

Box 2: Categories and Subjects

Note:

* Using the Categories entity, you can create hierarchical categorical data to help group records. Categorizing entity records in Dynamics 365 Customer Service helps you tag the records so that you can easily search them. Use the entity to create and manage a logical structure of categories in Dynamics 365 Customer Service, and then associate entity records to one or more categories.

Categories are useful for reporting, sorting, segmenting, and categorization of records.

* The customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation), include a subject organizational structure that lets you mark and categorize service cases, knowledge base articles, products, and sales literature. By using the subject hierarchy, you can classify service cases to quickly provide service to your customer. You can also provide the appropriate sales literature. You'll also be able to better understand gaps in your sales literature, evaluate service quality by subject area, and improve reporting on the performance of your products.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-manage-categories
https://docs.microsoft.com/en-us/power-platform/admin/define-subjects-categorize-cases- products-articles

Question: 151

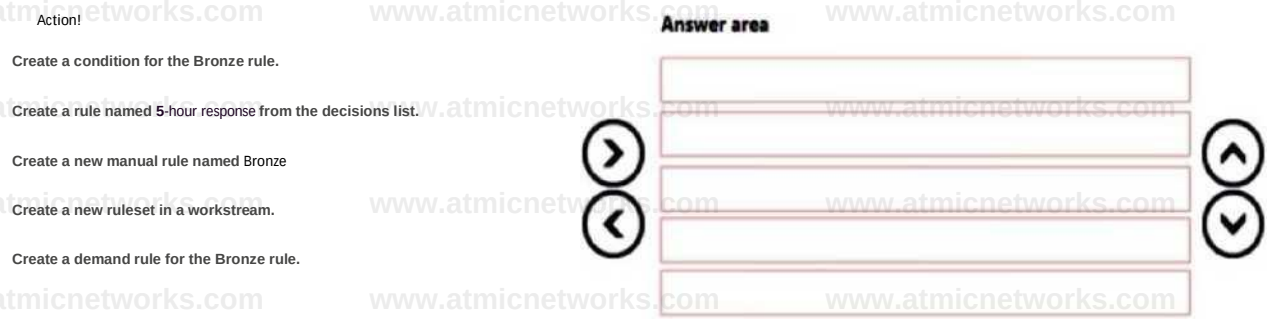
DRAG DROP

A company deploys Dynamics 365 Customer Service.

A service manager requires a new classification ruleset for Bronze-type customers. The Bronze type customers require an answer within five hours.

You need to create the classification ruleset.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.



Answer:

Explanation:

Step 1: Create a new ruleset in a workstream.
To create a logical work classification ruleset, do the following steps:

1. In Customer Service admin center, Omnichannel admin center, or Customer Service Hub, select a workstream, and in the Routing rules area, for the Work classification (optional) option, select Create Ruleset.

2. On the Work classification page, select Create new, and in the Create work classification ruleset dialog, select Logical rules in Rule type, and enter a name and description. By default, the root record is selected and displayed at the top of the condition builder for ease of reference and visibility of the record for which you are creating the rule.

Step 2: Create a new manual rule named Bronze.

3. In the Decision list area, select Create Rule, and on the Create work classification rule dialog, enter a name.

Step 3: Create a condition for the Bronze rule.

4. In the Conditions area, define the conditions according to your business needs. If you are creating classification rules for records, then the top-level condition is automatically populated. You can define conditions for up to two levels of the related records and attributes.

5. In the Output area, select the attribute for which value needs to be set if the conditions are met.

6. Repeat steps 3 through 5 to create the demand rules.

Step 4: Create a rule named 5-hour response from the decision list.

Step 5: Create a demand rule for the Bronze rule.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-work-classification

Question: 152

HOTSPOT

A company uses Dynamics 365 Customer Voice.

The company requires the following for a survey:

The survey must be sent automatically each time a salesperson visits a customer and closes the appointment.
If a survey satisfaction score is negative, an activity must be created for the salesperson.

You need to configure the survey.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Configuration
Send a survey after each appointment activity is closed.	▼ **Create a branching rule.** **Create a Power Automate flow.** **Format the progress bar.**

Notify the salesperson if a survey satisfaction is negative.	**Attach the survey to an appointment** ▼
	Create a business rule
	Create an alert rule.
	Create a Power Automate desktop flow.
	Create a Power BI dashboard.

Answer:

Explanation:

Box 1: Create a Power Automate flow

After creating a survey, you can send it to respondents based on a business trigger—resolution of a case or fulfillment of an order, for example. You can either select a built-in template or create a flow from scratch by using Power Automate.

Box 2: Create an alert rule

Dynamics 365 Customer Voice includes built-in follow-up management to ensure you follow up to your customer feedback in a timely manner. Each customer satisfaction metric includes support for a real-time alert to notify business users upon receiving customer feedback within the specified alert range. Business users can manage and resolve alerts with follow-up action notes using the built-in alert management dashboard.

Alerts are the follow-up activities that are created based on the defined alert rules. Alert rules are defined on satisfaction metrics. Alerts are created based on the values of satisfaction metrics in survey responses.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-voice/send-survey-flow https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/customer- voice/dynamics365-customer-voice/close-feedback-loop-through-alerting-follow-up-management https://docs.microsoft.com/en-us/dynamics365/customer-voice/alerts

Question: 153

DRAG DROP

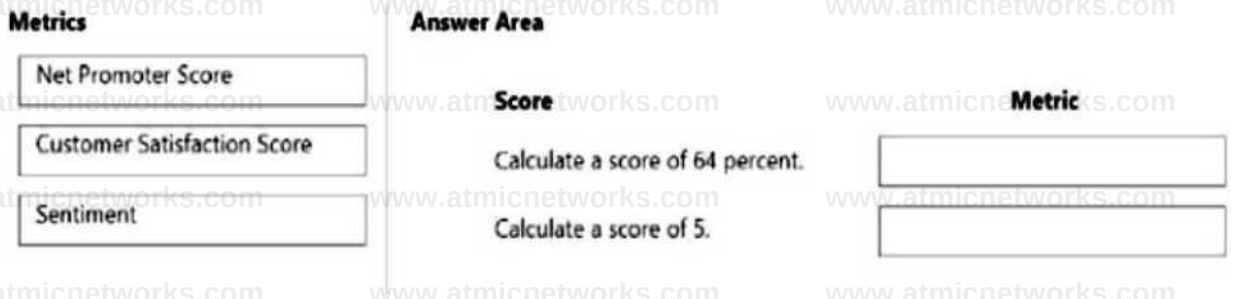
A company implements Dynamics 365 Customer Voice. The company sends out customer satisfaction surveys. The service team creates one survey from a blank project and others from a predefined project template.

When the company receives all the survey responses, a member of the service team must analyze the results. The member must calculate satisfaction scores to help the service manager identify required efficiency changes for the department.

You need to determine which type of satisfaction metrics to use.

Which metrics should you use? To answer, drag the appropriate metrics to the correct scores. Each metric may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:

Box 1: Net Promoter Score

Net Promoter Score (NPS): NPS is a metric used to measure customer loyalty. The score is calculated from the NPS-type question by using a scale from 0 through 10. The respondents are grouped as follows:

Detractors are those who respond with a score from 0 through 6.

Passives are those who respond with a score of 7 or 8.

Promoters are those who respond with a score of 9 or 10.

NPS is calculated by subtracting the percentage of detractors from the percentage of promoters. The score is a number that can range from –100 to 100.

Box 2: Customer Satisfaction Score

Customer Satisfaction (CSAT): CSAT is a metric used to measure the level of satisfaction customers have with a product or a service. CSAT is measured by responses to rating-type questions. The CSAT score is calculated on a scale of 1 to 5. If you create a question on a scale other than 1 to 5, the CSAT score is normalized as per the 1 to 5 scale. This helps in comparing various CSAT scores.

Incorrect:

Sentiment: Sentiment is a metric used to identify customer sentiment toward a product or a service. Sentiment groups the responses to a text-based question as positive, negative, or neutral.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-voice/satisfaction-metrics

Question: 154

You are implementing a help desk system that enables users to submit cases by using telephone or email.

You need to ensure that cases are classified correctly.

What should you do?

A. Configure relevance search

B. Configure categorized search

C. Create security roles by support function. Assign the security role to users.

D. Modify' the subject tree.

Answer: D

Explanation:

Define subjects to categorize cases, products, and articles.

To edit a subject, in the Subject Tree, select a subject, and then under Common Tasks select Edit Selected Subject.

Reference:
https://docs.microsoft.com/en-us/power-platform/admin/define-subjects-categorize-cases- products-articles

Question: 155

You are a Dynamics 365 Customer Service administrator. Emails are automatically converted to cases.

Users report that emails are no longer being converted to cases.

What is the possible cause?

A. The Dynamics Flow process is not running.

B. Your user ID does not have permission to run the process effectively.

C. The workflow process has been deactivated.

D. The solution has not been published.

Answer: C

Explanation:

When a case creation rule is activated, a corresponding workflow is created automatically. If you create or assign a rule, you must have permissions to perform the same action on workflows. The case creation rule is applied and a case is created in context to the permissions that the owner of the case creation rule has.

Note: A workflow can only be activated or deactivated by the workflow owner or by someone with the Act on Behalf of Another User privilege such as the system administrator.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-case-from- email

Question: 156

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses Dynamics 365 Customer Service Hub.

Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.

A customer service representative is not able to perform a relevance search for emails.

You need to ensure that the customer service representative can perform relevance searches for email addresses.

Solution: Configure interactive experience global filter.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Question: 157

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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A company uses Dynamics 365 Customer Service Hub.

Customer service representatives must be able to perform a relevance search on name, phone number, email,

and queue.

A customer service representative is not able to perform a relevance search for emails.

You need to ensure that the customer service representative can perform relevance searches for email addresses.

Solution: Enable the customization to include Knowledge Management.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Question: 158

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses Dynamics 365 Customer Service Hub.

Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.

A customer service representative is not able to perform a relevance search for emails.

You need to ensure that the customer service representative can perform relevance searches for email addresses.

Solution: Enable smart matching.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Question: 159

DRAG DROP

You are a Dynamics 365 administrator.

You want to set up a child/parent relationship for cases so that the child case inherits different fields from the parent case.

You need to set up the appropriate child/parent relationship.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Select the attributes that the child case will inherit from the parent	
Choose Service Configuration Settings	
Choose **Customizations** from Settings	
Choose **Service Management** from Settings	
Choose **Parent and Child case settings**	

Answer:

Explanation:

Choose Service Management from Settings

Choose Parent and Child case settings

Select the attributes that the child case will inherit from the parent

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases

www.atmicnetworks.com

Question: 160

You are an administrator of a Dynamics 365 Customer Service system for a computer support company.

Team members must handle cases as follows:

A case for a new customer follows a different process than for a returning customer.

A case for a returning customer who has a contract follows a different process than for a customer who is pay as you go.

All cases must be researched and resolved.

Cases must be handled in a manner that is simple to maintain.

You need to ensure that all team members follow the same process for handling cases.

What should you do?

A. Create a business process now that branches.

B. Create two different forms and a business process flow for each type of customer.

C. Create a Power Automate now that branches.

D. Create two different queues for the different types of customers.

Answer: A

Explanation:

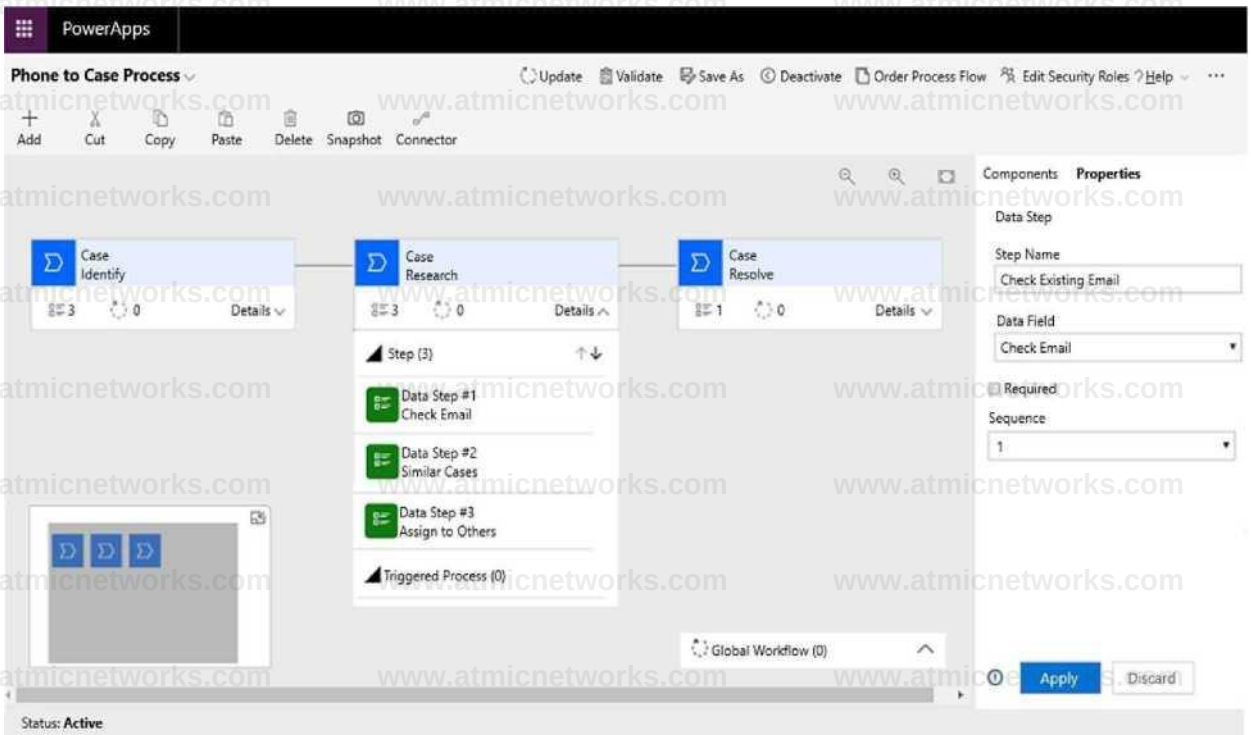
Reference:

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/enhance-business-process-flows-branching?view=op-9-1

Question: 161

HOTSPOT

You are modifying the phone-to-case process in Dynamics 365 Customer Service. You create a flow by using PowerApps as shown in the exhibit. (Click the Exhibit tab.)



You must modify the business process flow to include the check-email step at the beginning of the research stage.

Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Question	Answer Choices
You need to change the step name from **Check Email** to **Check Existing Email** and ensure that the change displays in the process. What should you select?	Apply Add Validate
Where can you configure the Check email field?	Properties Add Components
Which type of process is this?	Business process flow Workflow Dialog Microsoft Flow

Answer:

Explanation:

Question	Answer Choices
You need to change the step name from **Check Email** to **Check Existing Email** and ensure that the change displays in the process. What should you select?	Apply Add Validate
Where can you configure the Check email field?	Properties Add Components
Which type of process is this?	Business process flow Workflow Dialog Microsoft Flow

Reference:
https://docs.microsoft.com/en-us/power-automate/create-business-process-flow?context=/dynamics365/context/sales-context#edit-a-business-process-flow

Question: 162

A company is implementing a customized app that will automatically route cases.

You need to determine the correct URL to connect to the app location in the cloud.

Which URL format should you use?

A. https://"<"org">.dynamics.com/apps
B. https://"<"org">.crm.dynamics.com/
C. https://<orgname>.<CRMRegion>.dynamics.com/Apps/uniquename/<AppUniqueName>
D. https://"<"org">/apps

Answer: A

Explanation: Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases

www.atmicnetworks.com

Question: 163

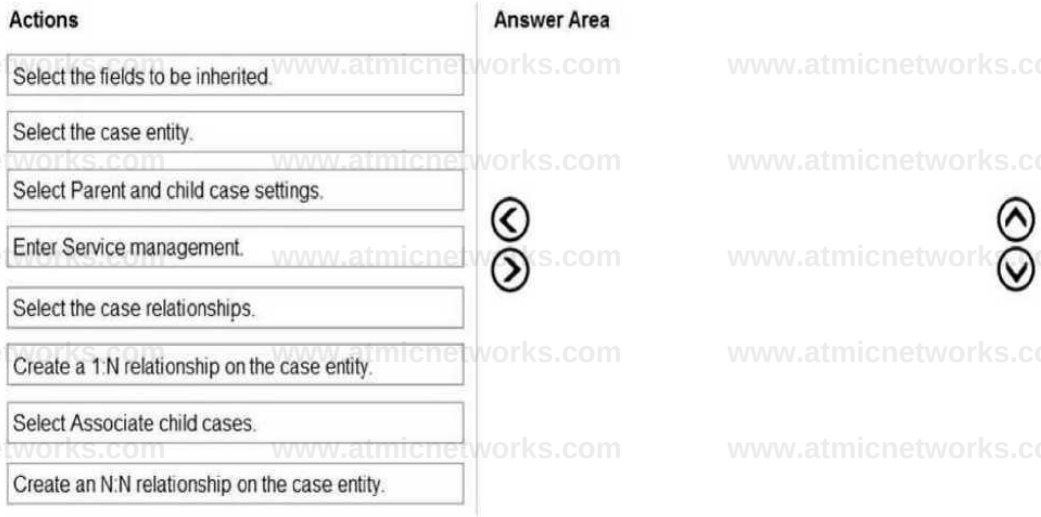
DRAG DROP

You are configuring Dynamics 365 Customer Service.

Child cases must inherit the customer name and contact from the parent case when opened.

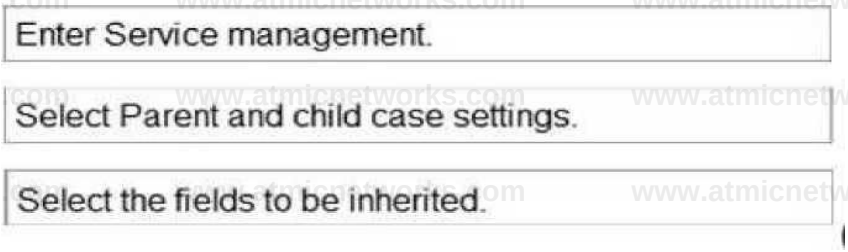
You need to configure the case inheritance.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:

Explanation:



Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases

Question: 164

HOTSPOT

A company is implementing Dynamics 365 Customer Service. The company installs and services air filtering units for industrial manufacturing plants.

Schedulers must be able to do the following:

Schedule resources to start appointments every 90 minutes.

View available resources within the first, second, and third shifts.

You need to configure the system to optimize work scheduling.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Option
Set start of appointments.	Routing rule Service queue Time constraint Fulfillment preference
View available resources for a shift	Interval Time group Work hours

Answer:

Explanation:

Box 1: Fulfillment preferences

Fulfillment preferences are customizable entities that let you choose how schedule assistant results are displayed, like with neat hourly appointments or morning and afternoon time windows.

By default, the schedule assistant displays results based entirely on resource schedules and the earliest available time, such as 10:39 AM. With fulfillment preferences set to hourly, the same resource's availability shows as 11:00 AM. This makes it simpler for the scheduler to view and understand availability and communicate it to the customer.

Box 2: Time group

Time groups enable schedulers to search and view results as blocks of time when using the schedule assistant. Typical examples include mornings, afternoon, nights, and 2-hour windows. Unlike intervals, time groups do not dictate the start time of subsequent bookings. Time groups organize results, but leave the start time/arrival time as-is, based on the particular resource's schedule.

When a time group is created for morning (8:00 AM to 12:00 PM) the schedule assistant will display a resource's earliest availability within the defined morning bucket. Results will show a list of possible

resources to start at 8:32 AM, 9:07 AM, and 11:23 AM, and all results will appear within the "morning" time group because the start times fall within the 8:00 AM to 12:00 PM time group.

Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups

www.atmicnetworks.com

Question: 165

A company must standardize the management of web leads and leads generated across their internal and external sales teams.

You need to create an entitlement.

Which type of entitlement should you create?

A. Multi-channel

B. Omnichannel

C. Teams channel

Answer: B

Explanation:

Omni-channel: An omni-channel solution offers two or more channel experiences to customers, and the customer experience is consistent across channels. The context of the case and customer is used to streamline the experience across apps. For example, a customer starts on a self-service portal but then starts a chat conversation. All the pages that the customer has opened are available to the agent.

By providing multi-channel or omni-channel solutions to your customer, you help guarantee that each customer can interact with your organization by using the option that's best for him or her. When you provide multi-channel or omni-channel solutions, you must also consider the effect on the organization. Although it's important to make sure that customers have a consistent experience when they work with the different channels, it's also important to remember that each channel is different.

Reference:

https://www.globalits.bh/how-customer-service-can-handle-entitlement-channels-in-dynamics-365/

Question: 166

Note: This question is part of a series of questions that present the same scenario. Each question in

the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

Users must have their own queues that no one else can access.

Users must not be able to view each other's queue.

Users must be able to work from the support queue.

Solution:
Set up each user queue to be private.
Set up level1 and level2 queues to be private and add applicable members.
Set up the support queue to be public.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

The level1 and level2 queues must be public so the users can access them.

Note: Public: All users can see and access these queues, depending on their security role.
Users pick items from the queue. The items that a user picks are then moved to that user's personal queue.
Private: Access to these queues is assigned to specific users. (Members are defined on the queue record.)
Users pick items from the queue. The items that a user picks are then moved to that user's personal queue.

Also:
In Customer Service, you can create two types of queues:
Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.
Public queues: Create to let everyone in the organization view the queue and all of its items.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities- cases

Question: 167

You are a Dynamics 365 Customer Service representative.

You need to take the appropriate action when creating new cases to ensure that the automated routing rule is applied.

What should you use?

A. Add to queue

B. Run workflow

C. Save and route

D. Share

Answer: A

Explanation:

Routing rules define how conversations are routed to different queues. Each routing rule has a condition and a destination queue. If the rule condition is evaluated as True, then the conversation is routed to the destination queue.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-rules

Question: 168

DRAG DROP

An organization uses Dynamics 365 Customer Service. The customer service queue is not implemented.

Customer service representatives (CSRs) are unable to keep up with an influx of email inquiries. Other employees must read and respond to messages that are routed to a customer service queue.

You need to create a queue for customer service emails.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Create the customer service queue	
Add CSRs as member of the queue	
Change the queue type to Public	
Within Service management, select Queues	
Change the queue type to Private	

Answer:

Explanation:

Within Service management, select Queues

Create the customer service queue

Change the queue type to Public

Create a queue in Customer Service app

To create or edit a queue

Go to Settings > Service Management.

Select Queues. (Step 1)

To create a new queue, select New. (Step 2)

Fill in the details.

Select Save.

Step 3: Change the queue type to Public

Other employees must read and respond to messages that are routed to a customer service queue.

In Customer Service, you can create two types of queues:

Public queues: Create to let everyone in the organization view the queue and all of its items. Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.

Question: 169

You are using Dynamics 365 Customer Service to create and activate entitlements.

Customer service representatives state that the entitlement status is set to Waiting, and they cannot use the entitlement. You must ensure customer service representatives can use the entitlement.

You need to identify the entitlement issue.

What is the cause of the issue?

A. The Products or Contact field values have not been configured before activation.

B. The start date of the entitlement is in the future.

C. The entitlement has expired and is awaiting renewal.

D. The end date of the entitlement has been incorrectly configured to a date that has already passed.

Answer: B

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 Active. If the end date is in the past, the entitlement is set to Expired.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define- support-terms-customer

Question: 170

Your company uses Dynamics 365 Customer Service. You create the following support offerings. Customers must choose one of the three offerings.

Email only
Phone only
Half phone and half email

You allocate 50 cases to each support offering.

You need to create the entitlement with terms that adhere to the support offerings.

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

NOTE: Each correct selection is worth one point.

A. Create one entitlement template that includes the three different terms. Apply the template to the customer, and then remove the terms that do not apply.

B. Create a new entitlement for each new support offering for the customer, with terms equal to 25 phone calls and 25 emails.

C. Create a new entitlement for each new support offering for the customer, with terms equal to 50 phone calls and 50 emails.

D. Create different entitlement templates for each set of terms. Apply the appropriate template to the customer.

E. Create three entitlement templates with terms for 50 calls and 50 emails. Apply the template to the customers as they sign the support offering.

Answer: CE

Explanation:

Note: Quickly create other entitlements prefilled with the basic information like the start and end date, service level agreement (SLA), allocation type, and total term by using an entitlement template in Dynamics 365 Customer Service. For example, create a template for a standard entitlement, and then apply this template for every standard customer in your organization.

Template information include:
Total Term: Specify the total amount of support the customer is entitled to with respect to the allocation type. For example, if the allocation type is number of cases and you specify 100 in Total term, then the customer is entitled to support up to 100 cases.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define- support-terms-customer
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entitlements-templates

Question: 171

HOTSPOT

A company that manufactures industrial heating, ventilation, and air conditioning units (HVAC) is implementing Dynamics 365 Customer Service.

The company requires a presales solution that handles presales inquiries and existing customer support calls. The solution must meet the following requirements:

Presales inquiry handling must be maintained separately from support call handling.
Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, first-served basis.
Support calls for specific HVAC systems must be directed only to their respective certified

technicians.

You need to configure the solution.

Which components should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Component
Dedicated presalesteam inquiries	Queues Workstream Assignment ruleset
Separate support calls from presales maintenance	Role Queues Workstream
Calls assigned to technicians according to their certification	Assignment ruleset Capacity profile Prioritization ruleset Skill attachment rules

Answer:

Explanation:

Box 1: Queue

Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, first-served basis.

The idea of FIFO queuing, also called first-come, first-served (FCFS) queuing, is simple: The first item that arrives at a router is the first item to be handled.

Box 2: Workstream

Presales inquiry handling must be maintained separately from support call handling.

A workstream is a container to enrich, route, and assign work items. The workstream is associated with a channel, such as live chat, voice, or case.

The workstream can belong to multiple channels of the same type, like multiple chat channels. In this case, all the

conversations from these channels inherit the routing and work assignment settings of the workstream they belong to.

Box 3: Assignment ruleset

Support calls for specific HVAC systems must be directed only to their respective certified technicians.

Assignment methods determine how a work item is assigned. You can use the out-of-the-box assignment methods or build custom assignment rules by configuring the prioritization rules and assignment rulesets

The following assignment methods are available out of the box:

* Highest capacity: Assigns work item to the agent with the highest capacity, among those who have the skills identified during the classification stage, and who have the presence as specified in the allowed presence option of the workstream. In this assignment method, the work items are prioritized in the first in first out manner, that is, the work item that was created first is assigned first. If more than one agent is available with the same capacity, the work item is assigned randomly.

* Round robin

Reference:

https://www.sciencedirect.com/topics/computer-science/first-come-first-served https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams https://docs.microsoft.com/en-us/dynamics365/customer-service/assignment-methods

Question: 172

You are using Dynamics 365 Customer Service.

You need to ensure that customers request support by using email, phone or web, based on their signed contracts with your company.

What should you do?

A. Configure entitlement channels.
B. Create an entity for each channel and configure the relationship with the entitlement.
C. Create queues for each channel.
D. Configure routing rules.

Answer: A

Explanation:

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define- support-terms-customer

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Question: 173

A company uses Dynamics 365 Customer Service. A client purchases a premium support package that allows six support incidents over two years.

You need to set up support entitlement enforcement.

Which three attributes should you configure? Each correct answer presents a part of the solution.

NOTE: Each correct selection is worth one point.

A. Specify the remaining item
B. Specify the total term
C. Specify the end date
D. Set the Restrict based on entitlement terms value
E. Specify the service-level agreement (SLA)

Answer: BCD

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define- support-terms-customer

Question: 174

You are a Dynamics 365 Customer Service system administrator. You work with the Customer Service Hub application.

You need to enable entities for service-level agreements (SLAs).

For which entity can you enable SLAs?

A. Contract
B. Business unit
C. KPIs
D. Customer service schedule
E. Holiday schedule
F. Account

Answer: F

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-service-level- agreements

Question: 175

DRAG DROP

You are a Dynamics 365 Customer Service administrator.

You create a new entity named Root Cause Escalation. Queues must be used for new Root Cause Escalation records. The records must be automatically assigned to the record owner's default queue when a record is created.

You need to implement the proper functionality to meet the requirements.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Create a new rule item named Assign New RCE Records to Owner Queue. Create the condition to route new Root Cause Escalation records to the queue of the record owner	
Navigate to the Root Cause Escalation entity in Customizations	
Create a new routing rule set named Route RCR Records	
Set the field named Queues to a value of True on the Root Cause Escalation entity	
Set the field Automatically move records to the owner's default queue when a record is created or assigned to a value of True	

Answer

Explanation:

Navigate to the Root Cause Escalation entity in Customizations

Set the field named Queues to a value of True on the Root Cause Escalation entity

Set the field Automatically move records to the owner's default queue when a record is created or assigned to a value of True

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-for-queues

Question: 176

DRAG DROP

A service manager discovers a high number of cases in the agent queues. Cases are created manually but can be reassigned using a workflow or custom API.

The manager needs to know whether cases are getting duplicated because of simultaneous case creation or simultaneous case assignment.

You need to identify the number of cases that are created in each scenario.

How many cases are created? To answer, drag the appropriate cases created options to the correct simultaneous actions. Each cases created option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Cases created
One for each agent
One for both agents

Answer Area

Simultaneous action	Case created
Two agents creating a case	
A workflow assigning a case to two agents	
A custom API assigning a case to two agents	

Answer:

Explanation:

Simultaneous action	Case created
Two agents creating a case	One for each agent
A workflow assigning a case to two agents	One for each agent
A custom API assigning a case to two agents	One for each agent

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

Question: 177
DRAG DROP

You manage Dynamics 365 Customer Service. You have a routing rule set named CustomerResolution that assigns general inquiry cases to a queue named GeneralInquiry.

You need to assign technical support cases to a queue named TechSupport.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

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Actions

- Create a rule item named **TechSupport** for the routing rule. Then, create a rule criteria and route it to the TechSupport queue
- Deactivate the routing rule named CustomerResolution
- Create a queue named **TechSupport**
- Activate CustomerResolution
- Create and activate a routing rule named **TechSupport**
- Create a rule item named **CustomerResolution.** Then, create a rule criterion to route items to the TechSupport queue
- Activate TechSupport

Answer Area

Answer:

Explanation:

- Create a queue named **TechSupport**
- Deactivate the routing rule named CustomerResolution
- Create a rule item named **TechSupport** for the routing rule. Then, create a rule criteria and route it to the TechSupport queue
- Activate CustomerResolution

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route- cases

Question: 178

A customer's entitlement is not available to assign to a case.

You need to determine the cause of the customer's issue.

What are two possible reasons for the issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. The entitlement is active

B. The entitlement is in waiting status

C. The entitlement is expired

D. The entitlement was renewed

E. The entitlement is set as the default

Answer: BC

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define- support-terms-customer

Question: 179

A company has a service level agreement (SLA) that they will get a call back from the call center within three business days.

The call center regular hours are Monday through Friday 8:00 a.m.-11:00 p.m. Eastern time.

The call center is closed on New Year's Day and the day after New Year's. New Year's Day is on a Thursday this year.

The company calls for support on the Tuesday before New Year's Day at 8:00 a.m.

You need to determine the call center's deadline for the SLA.

When will the call center miss their SLA?

A. The Monday after New Year's Day at 8:00 a.m. Eastern time
B. The Friday after New Year's Day at 8:00 a.m. Eastern time
C. The Tuesday after New Year's Day at 8:00 a.m. Eastern time
D. The Saturday after New Year's Day at 8:00 a.m. Eastern time

Answer: C

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

Question: 180

You are a customer service schedule administrator.

A customer has a custom entity that requires its own schedule board.

You need to create the schedule board. You configure the custom entity in the Resource Scheduling parameters.

What should you do next?

A. Add a new resource requirement. Add a new view for the custom entity.
B. Change the default entity name to the custom name. Create a new schedule board for the custom entity.
C. Disable the schedule board. Configure Resource Scheduling Optimization.
D. Configure the booking metadata. Create a new schedule board for the custom entity.

Answer: A

Explanation:

Before scheduling a lead, a related resource requirement must be created.

Add a requirement view to the schedule board.
After creating a requirement for the lead, it will appear in the Open Requirements view in the lower pane of the schedule board that shows all open requirements related to any schedulable entity. This is a default view for resource scheduling.
However, the views in the lower pane of the schedule board are simply system views and can be edited and added to. It's common to add custom resource requirements views for work orders (or leads in our example). You can create a schedule board view that shows only leads to be scheduled.

Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-new-entity

Question: 181

HOTSPOT

A company installs and services air filtration units for industrial manufacturing plants. The company is implementing Dynamics 365 Customer Service.

Each regional location supports a specific geographic region. Installers and service technicians are dispatched from these regional locations.

You need to configure the system to optimize work scheduling.

How should you configure the system? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one

Requirement	Option
Limit the service area of each regional dispatching location to a 50-mile radius.	Sites **Service activity** **Resource category** **Organizational unit**
Ensure that the company only assigns a technician that is certified to service a specific unit.	**Resource group** **Bookable resource** **Resource category** **Resource**

Answer:

Explanation:

Box 1: Service activity
Avoid disruptions in service by making sure that your resources are scheduled optimally and efficiently. Using Scheduling in Customer Service Hub, you can plan and schedule service activities for your customers by bringing together all your resources.

Note: Create a service activity
A service activity is defined to look for the next available time slot to schedule the service and align resources as per requirement.

Box 2: Resource category
Create resource groups
The resources are aligned in resource groups or resource categories.

For example, Bert Hair and Gilda Moss are grouped as Technicians and Bike repair workbench - 1 and Bike repair workbench - 2 are grouped as Workbenches.

With bookable resource categories, you can group your bookable resources by type. For example, you can create categories like technician, supervisor, subcontractor, vehicle, or equipment.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/basics-service-service-scheduling
https://docs.microsoft.com/en-us/dynamics365/customer-service/resource-categories-service- scheduling

Question: 182

DRAG DROP

A company implements Dynamics 365 Customer Service.

You are setting up scheduling to dispatch repair technicians. You encounter the following issues:

You are unable to create a new organizational unit.

Repair technicians are accidentally scheduled to work on days when company is on holiday.

RepairTechnicianA does not appear on the schedule for Fridays for any issue.

You need to resolve the issues.

What should you modify to correct the issues? To answer, drag the appropriate resolutions to the correct issues. Each source may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Resolutions

- Resources
- Security roles
- Working hours
- Business closures

Answer Area

Issue	Resolution
You are unable to create a new organizational unit	
Repair technicians are scheduled to work on days when company is on holiday	
RepairTechnicianA does not appear on the schedule for Fridays	

Answer:

Explanation:

Issue	Resolution
You are unable to create a new organizational unit	Security roles
Repair technicians are scheduled to work on days when company is on holiday	Business closures
RepairTechnicianA does not appear on the schedule for Fridays	Working hours

Question: 183

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

An electrical engineering company is implementing Dynamics 365 Customer Service.

Engineers schedule work in one-hour blocks.

Engineers who complete a job before the end of the one-hour block must not be able to start a new job in that some block.

Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Create a fulfillment record and set the interval to one hour.

Does the solution meet the goal?

A. Yes
B. No

Answer: A

Explanation:

Fulfillment preferences are customizable entities that let you choose how schedule assistant results are displayed, like with neat hourly appointments or morning and afternoon time windows.

By default, the schedule assistant displays results based entirely on resource schedules and the earliest available time, such as 10:39 AM. With fulfillment preferences set to hourly, the same resource's availability shows as 11:00 AM. This makes it simpler for the scheduler to view and understand availability and communicate it to the customer.

Intervals

Intervals display schedule assistant results in neat time slots that dictate start time of subsequent bookings. When configured as 30-minute intervals, the schedule assistant will display a resource available at 9:27 AM as available at 9:30 AM and will book the start time (arrival time) for 9:30 AM. This includes travel time for onsite requirements and work orders, meaning travel time will begin before 9:30 AM, and a field resource will arrive and start work at 9:30 AM.

Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups

Question: 184

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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An electrical engineering company is implementing Dynamics 365 Customer Service.

Engineers schedule work in one-hour blocks.

Engineers who complete a job before the end of the one-hour block must not be able to start a new job in that some block.

Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Configure the working hours calendar to allow one-hour resource booking blocks.

Does the solution meet the goal?

A. Yes

B. No

Answer: B

Explanation:

Instead: Proposed solution: Create a fulfillment record and set the interval to one hour.

Note: Fulfillment preferences are customizable entities that let you choose how schedule assistant results are displayed, like with neat hourly appointments or morning and afternoon time windows.

By default, the schedule assistant displays results based entirely on resource schedules and the earliest available time, such as 10:39 AM. With fulfillment preferences set to hourly, the same resource's availability shows as 11:00 AM. This makes it simpler for the scheduler to view and understand availability and communicate it to the customer.

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Reference:

https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups

Question: 185

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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Engineers who complete a job before the end of the one-hour block must not be able to start a new job in that some block.

Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Create a timegroup with the preference setting of one hour.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Time groups enable schedulers to search and view results as blocks of time when using the schedule assistant. Typical examples include mornings, afternoon, nights, and 2-hour windows. Unlike intervals, time groups do not dictate the start time of subsequent bookings. Time groups organize results, but leave the start time/arrival time as-is, based on the particular resource's schedule.

Instead: Proposed solution: Create a fulfillment record and set the interval to one hour.

Note: Fulfillment preferences are customizable entities that let you choose how schedule assistant results are displayed, like with neat hourly appointments or morning and afternoon time windows.

By default, the schedule assistant displays results based entirely on resource schedules and the earliest available time, such as 10:39 AM. With fulfillment preferences set to hourly, the same resource's availability shows as 11:00 AM. This makes it simpler for the scheduler to view and understand availability and communicate it to the customer.

Intervals
Intervals display schedule assistant results in neat time slots that dictate start time of subsequent bookings. When configured as 30-minute intervals, the schedule assistant will display a resource available at 9:27 AM as available at 9:30 AM and will book the start time (arrival time) for 9:30 AM. This includes travel time for onsite requirements and work orders, meaning travel time will begin before 9:30 AM, and a field resource will arrive and start work at 9:30 AM.

Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups

Question: 186

A company closes the business each year for nine business days.

You need to configure the system to reflect the business closure while minimizing the number of records that you must create in the system.

What should you create?

A. nine customer service calendar records of a one-day duration
B. two holiday calendar records of a seven-day duration
C. three holiday schedule records of a three-day duration

D. one business closure record of a nine-day duration

Answer: D

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-when-business-closed-csh

Question: 187

A fitness company has several locations.

The company implements Dynamics 365 Customer Service and uses it to schedule personal trainer sessions with customers.

Customers report the following issues:

Customers are assigned personal trainers who do not reside at the customer's location.
Customers are assigned personal trainers during the trainers' non-working hours.

You need to resolve the issues.

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

NOTE: Each correct selection is worth one point.

A. Customer Service Calendar
B. resource skills
C. Work Hours
D. facility resources
E. Fulfillment Preferences

Answer: AC

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/resources-service-scheduling

Question: 188

HOTSPOT

A computer repair company employs technicians. Some technicians fix hardware issues and some fix software issues.

A case is opened for each customer call. Technicians are sent to customers' homes when issues cannot be fixed over the phone. The company implements Dynamics 365 Customer Service and wants to start scheduling the technicians' in-person appointments.

The requirements for scheduling appointments are as follows:

Schedule an appointment with the technician who is located closest to a customer.
Schedule an appointment based on whether the issue is hardware or software.
The dispatcher who schedules appointments must not be able to configure the system.

You need to configure the system to meet the requirements.

Which options should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Option
Configure the dispatcher security role	▼ Schedule Manager and Customer Service Schedule Administrator Customer Service Scheduler and Scheduler Customer Service Schedule Administrator only Scheduler only
Schedule the software and hardware technicians.	▼ Services Queues Facilities Routing rules

Answer:

Explanation:

Requirement	Option
Configure the dispatcher security role	▼ Schedule Manager and Customer Service Schedule Administrator Customer Service Scheduler and Scheduler Customer Service Schedule Administrator only Scheduler only
Schedule the software and hardware technicians.	Services Queues Facilities Routing rules

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/manage-security-roles

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-edit-service-csh

Question: 189

You need to ensure that an appropriate resource for sick appointments can be scheduled.

What should you configure?

A. Services
B. Queues
C. Facilities/equipment
D. Activities

Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/basics-service-service-scheduling

Question: 190

HOTSPOT

You need to set the schedule to meet requirements for appointments.

How should you configure the settings? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

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Answer Area

Preference	Setting
Interval	30 minutes 1 hour 90 minutes 15 hours
Start time	8:00 A.M. 8:30 A.M. 12:00 A.M. 12:30 A.M.
End time	8:00 A.M. 8:30 A.M. 12:00 A.M. 12:30 A.M.
Results per interval	3 8 12 Auto-schedule

Answer:

Explanation:

Box 1: 30 minutes

Nurses and doctors must be booked for 30-minute time slots.

Box 2: 8: A.M.

The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.

Box 3: 12.00 A.M.

Box 4: 3

Patients must be offered at least three alternative times to schedule an appointment.

Question: 191

DRAG DROP

You are setting up Omnichannel for Customer Service.

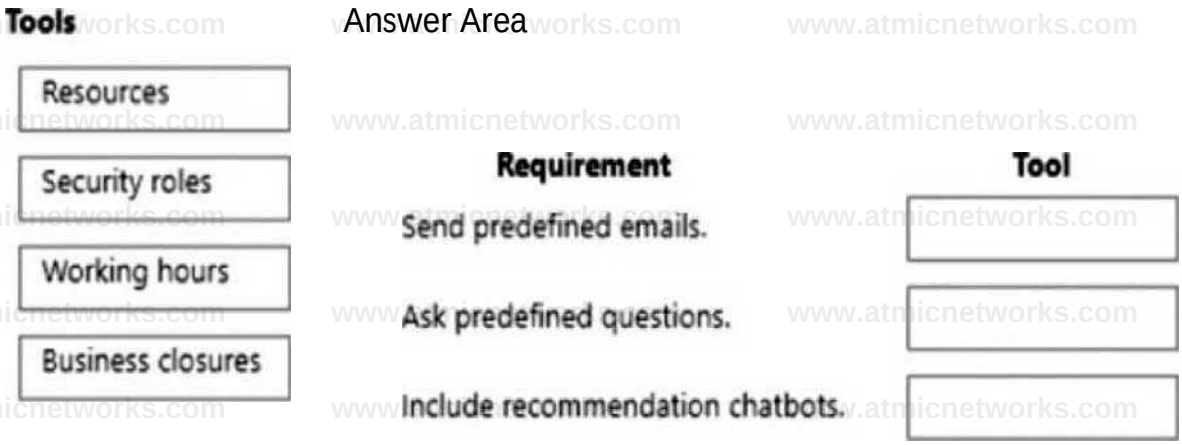
You need to automate the following tasks to make it easier and quicker for representatives to assist customers:

Establish a one-step process to send a predefined email to customers once a representative is done helping them.

Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.

Have chatbots available to help make recommendations in typed conversations.

Which tools should you use? To answer, drag the appropriate tools to the correct requirements. Each tool may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.



Answer:

Explanation:

Requirement	Tool
Send predefined emails.	Resources
Ask predefined questions.	Security roles
Include recommendation chatbots.	Working hours

Box 1: Resources

Establish a one-step process to send a predefined email to customers once a representative is done helping them.

Box 2: Security roles

Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.

Assign a security role

Security roles control a user's access to data through a set of access levels and permissions. The combination of access levels and permissions that are included in a specific security role sets limits on the user's view of data and on the user's interactions with that data.

Box 3: Working hours

Have chatbots available to help make recommendations in typed conversations.

Operating hours define the hours when your organization's customer support team is active and available to serve customers. By setting up operating hours, you help your customers and your organization work together to resolve issues.

The operating hour schedules cater to the following scenarios:

Display the non-availability of customer support on public holidays that are otherwise operating hours.

Accommodate change of calendar timings for daylight saving time twice an year for timezones that have implemented the daylight saving time.

- -> Set up separate schedules for agents, bots, and queues to cater to different business scenarios and product lines seamlessly for any channel.

Define schedules to transition customer queues from bots to agents.

Customize the display and other settings of the chat widget during non-business hours.

Reference:

https://docs.microsoft.com/en-us/power-platform/admin/create-users

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-operating-hours?tabs=customerserviceadmincenter

Question: 192

HOTSPOT

You are implementing Omnichannel for Customer Service for a company.

The company has the following requirements:

- The Knowledgebase article search tab must open when a new chat conversation begins.
- The Chat Session template must be in expanded mode for the agents.

You need to complete the implementation to meet the requirements.

Which configuration should you use for each requirement? To answer, select the appropriate options in the answer area.

Requirement	Configuration
Communication panel mode for the chat session	▼ Hidden Minimized Docked
Application type for the knowledgebase articles	˅ I Entity search Web resource Custom control

Answer:

Explanation:

Box 1: Docked

Communication panel mode - Select the default mode of the panel when a session is started. Choose one of the following:

Docked: The panel will be in expanded mode.

Minimized: The panel will be in minimized mode.

Hidden: The panel will be hidden.

Box 2: Entity Search

Manage application tab templates, Search, The following parameters are available for the entity search page type.

searchType - Define to use Relevance search or Categorized search. searchText - Define the string you want to search.

Reference:

https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/session-templates

https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/application-tab-templates

Question: 193

DRAG DROP

You are implementing a new channel within Omnichannel.

You need to enable an SMS channel.

On which entity should you configure each task? To answer, drag the appropriate entities to the correct tasks. Each entity may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Entities	Answer Area	
Entity record		
SMS Number	Task	Entity
Workstream	**Configure the work distribution mode.**	
Sessions	**Validate the API key.**	

Answer:

Explanation:

Box 1: Workstream

Configure work distribution

In the Work distribution area of a workstream, you can either accept the default settings or select See more and update the following options:

Auto-close after inactivity

Work distribution mode

Capacity

Block capacity for wrap up

Etc.

Box 2: SMS Number

In SMS phone numbers, select Add, and enter the following details in Add SMS number:

Number: Specify the support phone number that you purchased from TeleSign in the <phone_number> format, such as 14252306549. Make sure that you don't enter blank spaces or special characters.

Type: Select Geo, Short code, or Toll free.

Description: Enter a description.

Validate: Select to validate the customer ID and API key.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel

Question: 194

You sign in to Dynamics 365 Customer Service as a system administrator. You attempt to configure unified record routing across digital messaging channels.

You receive the following error message:

Some required services need to be installed before unified routing can be turned on. Please contact Microsoft Support.

You need to enable unified record routing and route records.

Which three steps must you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Set up users as leads.
B. Deploy Omnichannel for Customer Service.
C. Enable an entity for queues.
D. Set up users as contacts.
E. Provision unified routing for Customer Service only.
F. Set up users as bookable resources.

Answer: BEF

Explanation:

BE: Provision unified routing in Customer Service with Omnichannel for Customer Service
When Omnichannel for Customer Service is available but not deployed, in the Service Configuration Settings page, the following message will appear:

"Some required services need to be installed before unified routing can be turned on. Please contact Microsoft Support."

G. Set up unified routing for records, prerequisites
To set up record routing for Customer Service, unified routing must be enabled in your environment.
You must have users configured as bookable resource.
Etc.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/provision-unified-routing
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-record-routing

Question: 195

You are implementing Omnichannel for Customer Service for a company.

The company wants agents to serve customers through both the company's portal and Facebook page.

You need to enable the appropriate channels.

Which two channels should you enable? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. SMS channels
B. Chat
C. Facebook
D. WhatsApp
E. Social channels

Answer: BC

Explanation:

Use Chat

If you want to help your customers using live chat, you can use the Chat for Dynamics 365 Customer Service channel.

Use the Facebook channel.

Note: Social channels

If you want to help your customers using social media, you can use the following social channels:

Apple Messages for Business

Facebook

Google's Business Messages

WhatsApp through Twilio

Twitter

WeChat

LINE

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/channels

https://docs.microsoft.com/en-us/dynamics365/customer-service/facebook

Question: 196

Your company uses Dynamics 365 Customer Service.

You are designing a survey to send out each time a case closes. The survey must adapt to display additional questions within the same survey if a customer chooses Dissatisfied as a survey answer.

You need to configure the survey.

Which feature should you use?

A. Branching rule
B. Multiple-page survey
C. Multiple answer
D. Post-survey message

Answer: A

Explanation:

Branching rules allow you to customize the flow of your survey. You can show or hide questions, choose to navigate to another question or survey, or even open a website based on the response to a question. Branching rules make your surveys interactive and ensure that only relevant questions are displayed to respondents.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-voice/create-branching-rule

Question: 197

You are an Omnichannel supervisor at a company. You install a dashboard in Power BI.

You need to ensure that managers are able to access the intraday insights dashboard.

What should you do?

A. From the supervisor configuration, add all users to the intraday insights dashboard.
B. From the agent configuration, promote the users to supervisors.
C. From universal service desk, enable all dashboards.
D. From the supervisor configuration, add the required users.
E. From Power BI, share the dashboard with the entire organization.

Answer: D

Explanation:

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-intraday-dashboard- supervisor

Question: 198

You are implementing Omnichannel for Customer Service for a company.

The company has set up dedicated teams to handle inquiries from different social platforms. Each team member specializes in a specific product line from the company. However, the team members must be able to pick up any inquiry coming into the team.

You need to configure the system.

Which two components should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Create a work item trigger
B. Turn on Agent Affinity
C. Create a Parent Child attribute
D. Create a routing rule
E. Turn on a custom listener

Answer: AD

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-work-distribution-oca

Question: 199

HOTSPOT

You are implementing Omnichannel for Customer Service for a call center.

The call center manager needs to be able to track agents' performance.

You need to configure the intraday insights dashboard to meet the requirement.

Which configurations should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Action	Configuration

Assign the Omnichannel security role to needed to access the dashboard

CSR manager
Omnichannel agent
Omnichannel supervisor

Obtain data to add the custom KPIs

Common Data Service
Power BI datasets
SQL Server

Answer:

Explanation:

Action	Configuration
Assign the Omnichannel security role to needed to access the dashboard	Omnichannel supervisor
Obtain data to add the custom KPIs	Power BI datasets

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-intraday-dashboard- supervisor

Question: 200

You are configuring a queue in Omnichannel for Customer Service for a call center.

You need to complete the queue configuration using the minimal number of actions.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Configure the mailbox for the queue
B. Set the record creation and update rules for the queue

C. Set the queue priority for the queue
D. Enable the queue for auto work distribution

Answer: A, B

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/queues-omnichannel

Question: 201

HOTSPOT

You are an Omnichannel supervisor for an inbound call center.

The call center's customer service rating has decreased over the past few months.

You need to enable analysis to view real-time customer sentiment.

In which configuration area should you enable each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Configuration area
Enable change tracking.	Conversation Sentiment Conversation Data Conversation Action Locale
Enable real-time sentiment analysis.	Sales Insights Customer Service Insights Customer Insights Omnichannel Insights

Answer:

Requirement	Configuration area
Enable change tracking.	▼ Conversation Sentiment Conversation Data Conversation Action Locale
Enable real-time sentiment analysis.	▼ Sales Insights Customer Service Insights Customer Insights Qmnichannel Insights

Question: 202

HOTSPOT

A company is implementing Omnichannel for Customer Service.

The company plans to release a new product in the following markets: Germany, Spain, and France.

Before the product launches, one agent from each country/region will receive training on the new product. The agents are included as part of a new team for the product. Each agent is part of a team specific to the country/region that they serve.

Inquiries about the new product must be routed as follows:

1. Route inquiries to an agent who knows the new product and is fluent in the language of the caller.

2. Route inquiries to an agent who knows the new product but speaks only a bit of the language of the caller.
3. Route inquiries to an agent who speaks all caller languages but does not know the new product.

You need to configure the system.

Which feature should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Feature
Language competency level	Rating model Sentiment analysis Fulfillment requirement
Product competency	Resource category Resource characteristic Resource characteristic type
Pool of product trained agents	Queue Territory Organizational unit

Answer:

Explanation:

Requirement	Feature
Language competency level	Rating model Sentiment analysis Fulfillment requirement
Product competency	Resource category Resource characteristic Resource characteristic type
Pool of product trained agents	Queue Territory Organizational unit

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/setup-skills-assign-agents

Question: 203
HOTSPOT

You need to configure security roles for Dynamics 365 Connected Customer Service by using the principle of least privilege.

How should you configure security? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Security role
Configure IoT devices and IoT data pulls.	IoT Administrator only IoT Endpoint User only IoT Administrator and IoT Endpoint User
Set up IoT configuration.	Dynamics 365 System Administrator only Azure Tenant Administrator only Dynamics 365 System Administrator and Azure Tenant Administrator

Answer:

Explanation:

Box 1: IoT Administrator and IoT Endpoint User
Security roles for Connected Customer Service allow administrators to give appropriate access to Internet of Things (IoT) entities, including alerts, assets, devices, and commands, which are all included with Customer Service 9.0.20034.20XX +. These security roles should be added to existing Customer Service security roles.

Customer Service Representative who needs to work with device registration and device data pulls (IoT Hub operations).
CSR should be given the IoT Administrator and IoT Endpoint User security roles. General knowledge of Customer Service security roles. For more information, see the topic on setting up customer service users and security roles.

Box 2: Dynamics 365 system administrator only
A Customer Service administrator who needs to can set up IoT Configuration.
The CSR admin should be granted Dynamics 365 system administrator access.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-security-roles

Question: 204

You use multiple workspaces within Dynamics 365 Customer Service insights.

You need to switch workspaces.

What should you do?

A. Select Dashboard filters and then select a filter.
B. Navigate to https://csi.ai.dynamics.com and then share a workspace.
C. Select My workspaces and then select a workspace.
D. Select View and then select a workspace view.

Answer: C

Explanation:
As an owner of a workspace, you launch sharing of a workspace by going to the My workspaces panel, hovering your mouse over the workspace name, and then selecting the share icon to open a dialog. From there, you add any users from your company's Azure Active Directory. Any viewers will receive an email notifying them with a link to the workspace.

Reference:
https://cloudblogs.microsoft.com/dynamics365/it/2019/06/13/new-in-dynamics-365-customer- service-insights-share-workspaces-train-ai-model-with-renamed-topics/

Question: 205

You are configuring Dynamics 365 Customer Service workspaces.

Users want to use minimal keystrokes and easy-to-use navigation to open multiple sessions.

You need to configure the simplified navigation experience.

What should you do?

A. Run the simplified navigation settings code in the browser console window within Dynamics 365 Customer Service.
B. Enable the appropriate features in the Power Platform admin center of the Dynamics 365 Customer Service environment.
C. Configure the settings in the Agent Experience area of the Customer Service Hub.
D. Configure the settings in the administration console.

Answer: D

Explanation:

Customize Customer Service workspace

You can use your browser's developer tools to customize some aspects of the Customer Service workspace.

Turn on the enhanced multisession workspace (preview)

With Customer Service workspace open, press the F12 key to open the developer tools window.

In the console window, type the following command and press Enter:

Xrm.Utility.getGlobalContext().saveSettingValue("msdyn_MultiSessionLayoutImprovements",true) Refresh the app page.

Note: If you turn on the enhanced multisession workspace, the enhanced experience applies in both Customer Service workspace and Omnichannel for Customer Service.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#turn-on-the- enhanced-multisession-workspace-preview
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#simplify- navigation-in-customer-service-workspace

Question: 206

DRAG DROP

A company is implementing Omnichannel for Customer Service.

You must set up the system to minimize human error and automate actions. The requirements to set up the system are as follows:

- Representatives must create a new support record when a customer contacts them through chat.
- Knowledge base articles must open in a separate tab when representatives research answers.
- When a knowledge base article resolves a customer issue, representatives must send the article to the customer via chat.

You need to set up the macros.

Which macro type should you use? To answer, drag the appropriate macro types to the correct requirements. Each macro type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Macro types

- Flow connector
- Session connector
- Omnichannel connector
- Productivity automation

Answer Area

Requirement	Macro type
Open new form, and then create a record.	
Open a new application tab.	
Send a knowledge base article in chat.	

Answer:

Explanation:

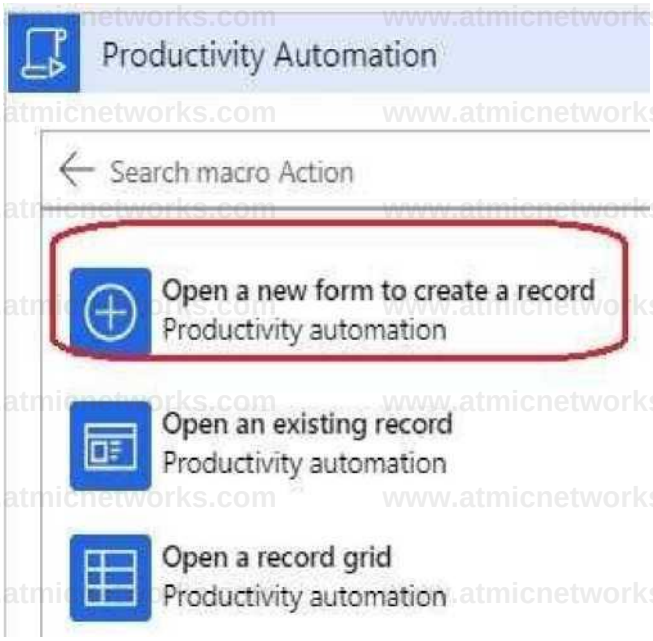
Macro typos	Answer Area
Flow connector	
Session connector	
j Omnichannel connector	
Productivity automation	

Requirement	Macro type
Open new form, and then create a record.	Productivity automation
Open a now application tab.	Session connector
Send a knowledge base article in chat	Omnichannel connector

Box 1: Productivity automation

Productivity automation

As an administrator, you can use the actions any number of times across different macros to automate and perform model-driven app operations.

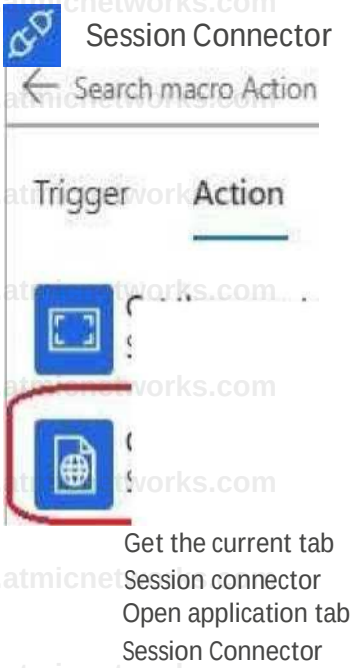


The following screenshot shows the actions that are explained in the subsequent sections.

Box 2: Session connector

Session connector

As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to a session in Customer Service workspace.



Box 3: Omnichannel connector

Omnichannel connector

As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to Omnichannel for Customer Service.

Reference:

https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros

Question: 207

You are describing Power Virtual Agents to executives at a company.

The executives want to know which features are available out of the box.

You need to describe these features.

Which three features are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Monitor bot conversations in real time.
B. Assign cases to specific users.
C. Escalate to a live person.
D. Use bots in post-chat surveys through routing rules.
E. Display a view of customer cases to users.

Answer: ACE

Explanation:

A: Smart assist is an intelligent assistant that provides real-time recommendations to agents, helping them take actions while interacting with customers. It allows organizations to build a custom bot and plug-in to their environment. These custom bots interpret conversations in real time and provide relevant recommendations such as knowledge articles, similar cases, and next-best steps to the agent's user interface.

C: With Power Virtual Agents, you can hand off conversations to live agents seamlessly and contextually.

When you hand off a conversation, you share the full history of the conversation (the context) as well as all user-defined variables. Having access to this context means live agents that are using any connected engagement hub can be notified that a conversation requires a live agent, see the context of the prior conversation, and resume the conversation.

Reference:
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/smart-assist https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off

Question: 208

DRAG DROP

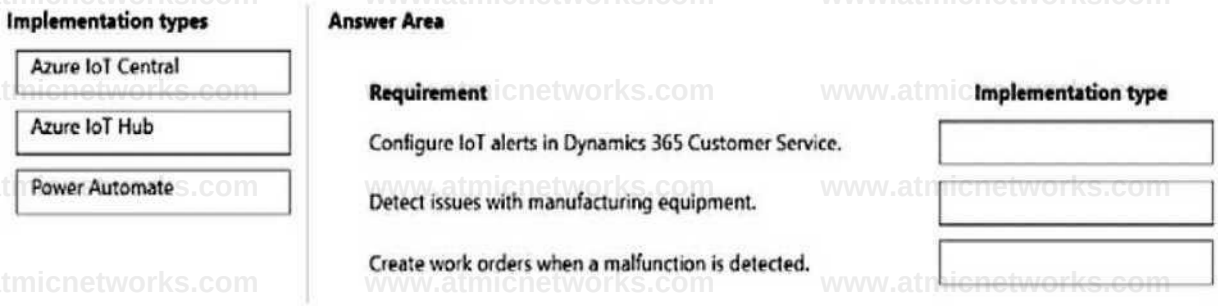
A company deploys Dynamics 365 Customer Service. The company plans to use IoT to collect information about manufacturing equipment.

Work orders must be automatically generated when malfunctions are detected to ensure that malfunctions are corrected quickly.

You need to design a Connected Customer Service solution.

What should you use? To answer, drag the appropriate implementation types to the correct requirements. Each implementation type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:

Box 1: Azure IoT Central

Microsoft Azure IoT Central enables builders to configure rules and actions. Based on those actions, IoT alerts will be created in Connected Customer Service. Also, based on service activities in Connected Customer Service, information can be sent back to IoT Central. This is accomplished by using Power Automate, a SaaS offering for automating workflows across applications and services.

Box 2: Azure IoT Hub

Connected Customer Services uses the IoT Hub to manage the state of registered devices. In addition, the IoT Hub sends commands and notifications to connected devices—and tracks message delivery with acknowledgment receipts. Device messages are sent in a durable way to accommodate intermittently connected devices.

Box 3: Power Automate

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview

Question: 209

You create a Power Virtual Agents chatbot. The chatbot includes Power Automate flows. You are not a system administrator.

Users in your organization must collaborate to develop the chatbot.

You attempt to share the chatbot by adding user email addresses and assigning them Manager, Power Automate User, and Transcript Viewer permissions on the bot. The Send an email invitation to new users option is disabled.

Sharing of the chatbot fails.

You need to use the principle of least privilege to share the chatbot with users for collaboration.

Which two actions should you perform? Each correct answer presents part of a solution.

NOTE: Each correct selection is worth one point.

A. Assign the users the Environment Maker security role.
B. Ensure that a System Administrator assigns the users the Environment Maker security role.
C. Share the Power Automate flows.
D. Enable Send an email invitation to new users and re-share the chatbot.
E. Configure a custom context variable for the chatbot.

Answer: BC

Explanation:

B: Insufficient environment permissions
Users in the environment must have the Environment maker security role before a bot can be shared with them. System administrators of the environment need to assign the Environment maker security role to the user before you share the bot.

C: Share Power Automate flows used in a bot
You can add actions to a bot using flows in Power Automate; however, flows in a bot aren't automatically shared with other users when sharing a bot.

Users who don't have access to the shared flow can still run it by using the test bot canvas.

To let other users edit or add flows you'll need to share them in Power Automate. You can open flows directly from the topic where the flow is used.

Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/admin-share-bots
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-site-map-app

Question: 210

You are customizing an Omnichannel for Customer Service implementation for a call center.

The call center manager wants to create a new quick response for agents to save time typing a greeting message.

You need to create a quick response that includes a customer's full name.

How should you create the quick response?

A. Hi {CusComel{FullIname}}, How may I help

B. Hi Customer {Full name) , How may I help

C. Hi Full Name {Customer} , How may I help

D. Hi {Full Name {Customer} } , How may I help

Answer: D

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-quick-replies

Question: 211

DRAG DROP

You are implementing Omnichannel for Customer Service for a call center.

The call center's requirements for the implementation are as follows:

When a new chat conversation is started, the Customer Summary and New Case form tabs must be open.
The Customer Summary tab must be the primary tab during the conversation.
Agents must be able to close the New Case form tab.
Agents must not be able to close the Customer Summary tab.

You need to configure the tabs.

Which configuration should you use for each tab? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Configurations
Session Template
Application Tab Template
Anchor Tab in Session Template
Anchor Tab in Application Tab Template

Answer Area

Tab	Configuration
Customer Summary	
New Case form	

Answer:

Explanation:

Tab	Configuration
Customer Summary	Anchor Tab in Session Template
New Case form	Session Template

Question: 212

DRAG DROP

You must create a custom web portal to support customer service processes. The portal must allow customers to chat with customer service if the customer initiates a chat conversation.

You need to embed the chat widget into the web portal.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

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Action*

in Content Snippet > Chat widget code in the web portal paste the widget snippet code.

Open Omnichannel Administration.

in Channels > Chat, find the Chat Widget.

On the Basic details tab set Enable Proactive Chat to Ver

Open the Portal Management app.

On the Basic details tab, copy the widget snippet code.

Answer area

Explanation:

Answer:

Step 1: Open Omnichannel Administration.
Embed chat widget in your Power Apps portal To embed a chat widget in Power Apps portals:

1. In one of the administrator apps, open the chat widget you want to embed in Power Apps portals.

Step 2: One the Basic details tab, copy the widget snippet code.

2. On the Basic details tab, copy the widget snippet code from the Code snippet section.

Step 3: Open the Portal Management app.

3. Open the Portal Management app.

Step 4: In Content Snippet > Chat widge code in the web portal, paste the widget snippet code.

4. Go to Portal > Content Snippets.
5. Find the Chat Widget Code content snippet and open it.
6. On the General tab, scroll down to the Value (HTML) section.
7. Paste the chat widget snippet code in the HTML tab.
8. Save the changes. The chat widget is now embedded into the portal.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal

Question: 213

You are customizing an Omnichannel for Customer Service implementation.

You need to configure the escalation process to a human agent.

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

NOTE: Each correct selection is worth one point.

A. In the Power Virtual Agent topic, add the Transfer to agent node.
B. Add a context variable in Power Virtual Agents to escalate the conversation.
C. Select a context variable in Omnichannel and update the information from Power Virtual Agents.

D. Add a bot user to the Omnichannel queue.
E. Set the operating hours to escalate a conversation.

Answer: ABD

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

Question: 214

You are creating a Power Virtual Agents chatbot to handle common customer inquiries.

A manager reports that some inquiries are not routing to the appropriate customer service representatives.
You observe that one node is inactive.

You need to determine why the node is inactive.

What should you use?

A. Maker portal
B. Supervisor dashboard
C. Test bot pane
D. Topic checker

Answer: D

Explanation:

Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/authoring-topic-management

Question: 215

HOTSPOT

A company uses Omnichannel for Customer Service.

The company has the following requirements for their agents' conversations with customers:

Agents must verify a customer's information when a chat starts.
Auto search must be enabled for knowledgebase articles based on case title.

You need to enable agent scripts.

Which action types should you use? To answer, select the appropriate options in the answer area.

Agent script	Action type
Verify customer's information.	Smart assist / Automation / Text
Enable auto search for the knowledgebase articles.	Text / Automation / Macro

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Box 1: Automation

The automation dictionary maintains the contextual data for sessions. You can use the keys from the automation dictionary to pass the parameter in an action.

While creating templates and macros in the admin app, you can pass parameter keys such as title of a session, title of notification, title of an application tab template, and custom parameter values for application tab types. These keys are replaced based on the contextual information available at the time of execution.

Box 2: Macro

Automate tasks with macros

Overview of macros

In the customer service industry, agents have to click often to perform simple tasks, such as open a form, fill, and save it, and many repetitive and monotonous actions, such as greeting and verifying a customer, sending acknowledgment mail, and taking notes. These clicks and repetitive tasks can lead to human errors when agents copy and paste the data across different operations.

Macros are a set of sequential actions that are performed by a user. They enable users to perform daily operations efficiently in a fast and process-compliant manner. You can reuse macros with different sessions based on the context parameters that are specific to the session.

The value propositions of the macros are as follows:

Automate repetitive and monotonous tasks with a single click.

Minimize human errors.

Adhere to business processes.
Lower average handling time.
Improve customer satisfaction.
Create contextual and reusable macros.

Reference:
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/automation-dictionary-keys
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/smart-assist

Question: 216

You are integrating Power Virtual Agents with Omnichannel for Customer Service.

You create context variables.

You need to complete the handoff process to a human agent.

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

NOTE: Each correct selection is worth one point.

A. In Power Virtual Agents, enter the Power Virtual Agents Application ID.
B. In the Power Virtual Agents topic, add the Transfer to Agent node in the End the conversation node.
C. In the Omnichannel Administration app. add a user as a virtual agent.
D. In Power Virtual Agents, disable the Teams channel.
E. In Power Virtual Agents, select Transfer to agent.

Answer: ABE

Explanation:

Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/configuration-hand-off-omnichannel

Question: 217

You create a canvas app to show trending results from a Power Virtual Agents chatbot.

The results must be viewable on the Dynamics 365 Customer Service workspace home page.

You need to add the survey results canvas app to the Customer Service workspace.

What should you do?

A. Add an iFRAME component to the main home page form and reference the canvas app name

B. Share the canvas app
C. Add the canvas app to the sitemap
D. Create a solution in the environment and add the canvas app to the solution
E. Add the canvas app component to the main home page form and reference the canvas app name

Answer: A

Explanation:
https://nishantrana.me/2020/11/12/embedding-canvas-app-in-an-iframe-inside-dynamics-365/

Question: 218

A company enables custom context variables on a chat widget.

Users report that the context variables are not being populated on new chats.

You need to troubleshoot the issue by querying the event listeners.

Which listener is required to be running?

A. setContextProvider
B. startProactiveChat
C. startChat
D. getContextProvider
E. initializeNewConversation

Answer: D

Explanation:

Question: 21

DRAG DROP

A company wants to use Power Virtual Agents chatbots to enable customers to solve their own issues whenever possible. You create knowledge base articles.

You must ensure that the new articles are available through the chatbot.

You need to define the steps to integrate knowledge management with the chatbot.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

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Actions		Answer Area
Create a topic for the chatbot and add an action		
Test the Power Automate cloud flow		
Enable file attachments		
Publish knowledge base articles to a portal created in Power Apps		
Set up a routing for users to get the correct queue		
Use a Power Automate template to add a solution to the chatbot		

Answer:

Explanation:

Step 1: Publish knowledge articles to a portal created in Power Apps

Step 2: Create a topic for the Power Virtual Agents bot, and add an action

Step 3: Use a Power Automate template to add the solution to the chatbot

Step 4: Test the Power Automate cloud flow
Test the flow to publish and share the bot.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/integrate-km-with-pva

Question: 220
A company uses Omnichannel for Customer Service.

The company wants to configure Power Virtual Agents within Omnichannel to have automatic answers when a customer starts a chat session.

You need to set up the prerequisites for the Power Virtual Agents.

Which three technologies should you set up? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Work stream
B. Queues
C. Azure Application ID
D. Chat widget
E. Chatbot

Answer: BCE

Explanation:

CE: Prerequisites
Before you integrate Power Virtual Agents bots in Omnichannel for Customer Service, check the following:
* Azure Application ID - You'll need an application registered on the Azure portal before connecting to Omnichannel for Customer Service.
* Bot - You must have a pre-configured bot that can integrate with Omnichannel for Customer Service.
* Product licenses - You need a product license for Power Virtual Agents
* Role - You must have the Omnichannel administrator role.

8: In Omnichannel Administration, after the Power Virtual Agents bot is created and configured to work with Omnichannel for Customer Service, you can configure it to hand off conversations to queues. To receive incoming messages, you must add the bot to at least one queue.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

Question: 221

HOTSPOT

A company uses Dynamics 365 Customer Service to provide product support to customers. Only employees are included in the company's Azure Active Directory.

You need to configure the system to meet the following requirements. You must minimize the effort required to complete any required configuration tasks.

Create a website for external customers to open support tickets and see the status of open issues.
Ensure that customers are set up to use this website.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Configuration
Portal creation	Create a portal by using the Customer self-service template Create a portal by using the Community portal template Create and share a model-driven app with your customers Create and share a canvas app with your customers
Customer setup	Ensure that all customers have a contact record Ensure that all customers have an account record Ensure that the appropriate model-driven app is shared with each customer Ensure that the appropriate canvas app is shared with each customer

Answer:

Explanation:

Box 1: Create a portal by using the Customer self-service template
Create a website for external customers to open support tickets and see the status of open issues.

The Customer portal is a Power Apps portals template that lets companies create an externally facing business-to-business (B2B) website for scenarios that are related to sales order processing.

Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback.

Its powerful self-service functionality guides customers to the answers they seek without human intervention or by connecting them to your most qualified agent for the task if the issue can't be resolved client-side autonomously.

Box 2: Ensure that all customers have an account record.
Ensure that customers are set up to use this website.

Note: Using the standard functionality, if I login to the Customer Service Portal I can create a new case linked either to myself as a Contact or to my related company as an Account (assuming that the Account is specificed on my contact record in Dynamics 365 CE).

Reference:
https://docs.microsoft.com/en-us/power-apps/maker/portals/portal-templates
https://docs.microsoft.com/en-us/dynamics365/supply-chain/sales-marketing/customer-portal- overview
https://readyxrm.blog/2019/07/04/dynamics-365-customer-self-service-powerapps-portals- creating-a-case-on-behalf-of-another-account/

Question: 222

A trucking company uses a custom table named Leased Truck in Dynamics 365 Customer Service to capture leasing details. The company is implementing Connected Customer Service for Azure IoT Hub to track the leased trucks.

You need to configure the custom table Leased Truck for IoT integration.

Which two methods achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Set the relationship in the Power Platform admin center.
B. Create a one-to-many relationship from the Leased Truck table to the IoT Alert table.
C. Call the IoT - Register Custom Entity action to associate a Leased Truck record with an existing IoT device.
D. Enable connections to the Leased Truck table.

Answer: CD

Explanation:

IOT enabling an entity type
Dynamics 365 entities can be associated to IoT entities so that within Dynamics 365 they can participate in IoT-related business processes and analyses. There are two methods of "IoT enabling" a Dynamics 365 entity; you can:

* (D) Programmatically form an association through the standard Dynamics 365 Connection entities capability. You can alternatively accomplish this same association through the administration UI; for more information, see Create connections to view relationships between records.

* (C) Call the IoT – Register Custom Entity action to associate an entity with an existing or new IoT Device.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-extend-connected- customer-service-solutions

Question: 223

HOTSPOT

You are creating a virtual agent to handle common customer inquiries.

The virtual agent must provide the ability to route customers to live agents for escalation.

You need to recommend a solution.

Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Component
View customer conversations in real time to determine routing effectiveness.	▼ Schedule board Agent dashboard Supervisor dashboard
Route conversations to the first available human agent.	Fallback topic Implicit trigger Context variable

Answer:

Explanation:

Requirement	Component
View customer conversations in real time to determine routing effectiveness.	Schedule board Agent dashboard Supervisor dashboard
Route conversations to the first available human agent.	Fallback topic Implicit trigger Context variable

Question: 224

A company administrator is setting up Dynamics 365 Omnichannel for Customer Service.

The administrator is unable to complete the setup due to insufficient permissions.

You need to ensure that the administrator can complete the setup.

Which three security settings should you assign to the administrator? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Dynamics 365 System Administrator
B. Power Platform Admin role
C. Read access to the Client Access License
D. Dynamics 365 Global Administrator
E. -write access to the Client Access License

Answer: A, C, D

Explanation:

Question: 225

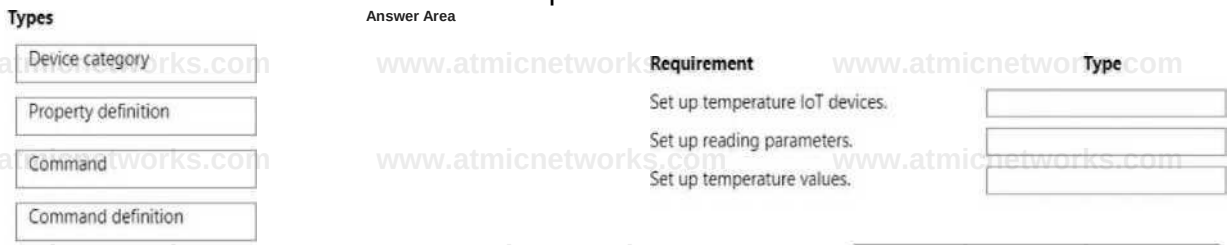
DRAG DROP

A company uses Dynamics 365 Customer Service.

A user is configuring IoT devices to record specific types of information, such as temperature, humidity, and air flow. Several types of devices require configuration for pre-set commands and ease of administration.

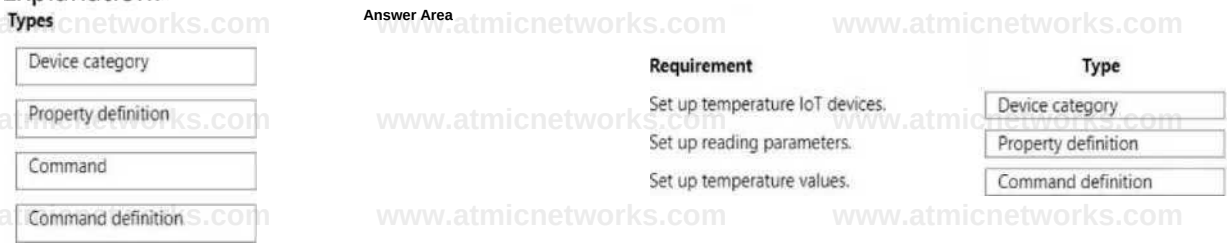
You need to configure the devices to generate the correct recordings.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Question: 226

You manage a Dynamics 365 Customer Service environment. The company processes thousands of cases daily. Some cases are parent cases, but most are child cases. When a child case is created, users report that they must re-enter information in fields from the parent case.

You need to ensure that, when a new child case is created from within the context of a parent case, information in specific fields from the parent case is passed to the child case fields.

What should you do?

A. Create a many-to-many relationship and update the data mapping.
B. Use a business rule.
C. Update the attributes that the child case will inherit from the parent case.
D. Create a routing rule.

Answer: C

Explanation:

Question: 227

HOTSPOT

You are the Dynamics 365 administrator for a help desk. You merge CaseB into Case
A. You need to examine each case and determine what occurred.

What is the result of the merge? To answer, select the appropriate action in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Case attribute value	Merge outcome
The status of CaseB	Canceled Active Resolved Canceled
Description values of CaseB	Merged with the CaseA description field Merged with the CaseA description field Added to the activities Does not get brought over to the merged case
Customer name in CaseA	Does not change Does not change Loses the reference to the customer in the merged case Added as a customer in the notes
Customer name in CaseB	Loses the reference to the customer in the merged case Becomes the customer field value in the merged record Loses the reference to the customer in the merged case Added as a customer in the notes

Answer:

Explanation:

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Answer Area

Case attribute value	Merge outcome
The status ofCaseB	Canceled
Description values of CaseB	Merged with the CaseA description field
Customer name in CaseA	Does not change
Customer name in CaseB	Loses the reference to the customer in the merged case

Question: 228

HOTSPOT

You configure Dynamics 365 Customer Service. Managers require a custom dashboard with the following:

- A list of customers who have the most cases open.
- A list of customers who have the most missed service-level agreements (SLAs) sorted by contact.
- A list of top call takers for the week.
- A list of the cases that took the most amount of time to resolve.

The custom dashboard must be available for all users to use.

You need to configure the system.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
Information for dashboard	FetchXML reports FetchXML reports Views Forms Power FX
Dashboard availability	Site map Site map Power FX JavaScript

Answer:

Explanation:

Answer Area

Requirement	Configuration
Information for dashboard	FetchXML reports
Dashboard availability	Site map

Question: 229

HOTSPOT

You are an Omnichannel supervisor for a company.

The manager wants to improve response times and customer satisfaction.

You need to configure Omnichannel queues using standard functionality.

Which capabilities should you enable? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Capability area	Capability
Queue Management	Show the customer the total time in the queue. Show the customer the total time in the queue. Show the customer the average wait time. Show the customer the average time in a chat. Show the customer the total number ofchats in progress.
Queue Routing	Route the chat based on agent location. Route the chat based on agent location. Route the chat based on bookable resource booking. Route the chat based on agent skill Route the chat based on work order type.

Answer:

Explanation:

Answer Area

Capability area	Capability
Queue Management	Show the customer the total time in the queue.
	Route the chat based on agent location.

Question: 230

DRAG DROP

You are setting up channels for Omnichannel for Customer Service.

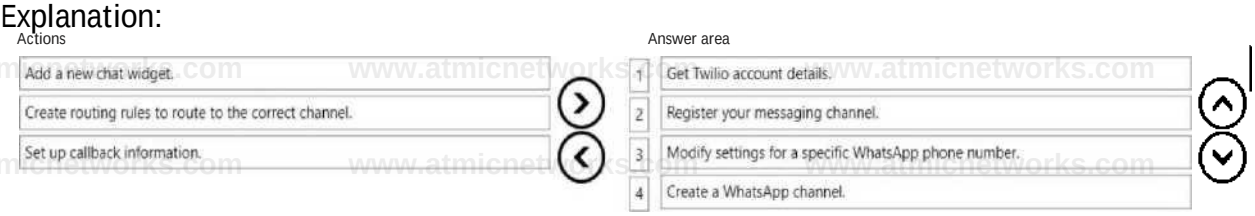
You want to set up a channel for a WhatsApp app.

You need to configure the channel.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

Explanation:



Question: 231

A company uses Omnichannel for Customer Service. An administrator creates a report. You must change reports to intraday insight reports without using customization. You need to determine why you are unable to switch to the intraday insight reports. What is the issue?

A. The intraday insight reports need to be created in FetchXML first.
B. Users can configure only their own intraday insight reports.
C. Only administrators can configure the intraday insight reports.
D. The intraday insight reports must be configured from Dynamics 365 Customer Service settings.

Answer: B

Explanation:

Question: 232

HOTSPOT

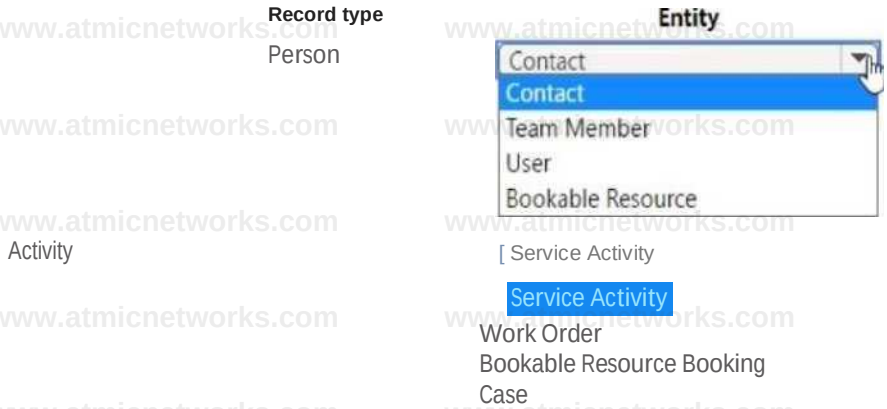
A company has satellite offices that service local areas.

Each office must have full control over its own resources.

You need to configure the organizational units to reflect the satellite office structure.

Which entities should you use to relate to the organizational units? To answer, select the appropriate options in the answer area.

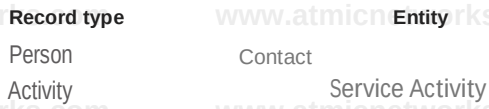
Answer Area



Answer:

Explanation:

Answer Area



Question: 233

A company uses Dynamics 365 Customer Service.

Telemetry on agent case resolution time reveals that agents spend 20 minutes on average resolving cases. Analysis determines that resolution duration is increased because agents are often required to view and modify data on the related account.

The company requires a solution that allows agents to enter data in a single screen and edit multiple records without navigating to each record.

You need to create the solution.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point

A. Configure the editable grid of the case view to include account details.
B. Add an editable grid control to the case view.
C. Configure the Nested grid view.
D. Add an editable grid of the account on the case form.

Answer: D

Explanation:

Question: 234

HOTSPOT
A company installs and services air filtering units for industrial manufacturing plants. The company is implementing Dynamics 365 Customer Service.
Each regional location has only two advanced diagnostic units. The company charges customers a higher rate when the company uses a unit.
You need to configure the system to optimize work scheduling.
What should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
Ensure that the diagnostic units are not scheduled [bookable resource at the same time.	service activity resource category **bookable resource**
Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.	service service resource category fulfillment preference

Answer:

Explanation:
Answer Area

Requirement	Option
Ensure that the diagnostic units are not scheduled bookable resource at the same time.	
Ensure that customers are charged a higher rate service when an advanced diagnostic unit is used.	

Question: 235

A company uses Dynamics 365 Customer Sen/ice.
Agents note that when a customer calls, they are unable to view all activities associated with the customer and the customer's company.
Agents must be able to view tasks, appointments, phone calls, emails, notes, and system and user posts.
You create a model-driven app to display the information.

You need to configure the model-driven app main form.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Set the Regarding column to the Account table.
B. Use a Timeline control.
C. Set the Regarding column to the Contact table.
D. Use a Quick view control.
E. Use a card form.

Answer: B, E

Explanation:

Question: 236

You are a system administrator for Dynamics 365 Customer Service. In the default account form, you create an escalation column as a choice of Yes/No.
The main account form must have a column of escalation paths. The column must be hidden if the escalation column is set to No. If the escalation column is set to Yes, the escalation path column must be displayed and filled out.
You need to configure the form.
What should you configure?

A. Business process flow
B. Business rule
C. Power Bi dashboard
D. Power Automate flow

Answer: B

Explanation:

Question: 237

A company uses Dynamics 365 Customer Sen/ice.
A customer service supervisor must create canvas apps. The environment uses a Microsoft Dataverse database. The supervisor must be able to create new connections and Microsoft Power Automate flows. The supervisor must not have data access privileges to data in the environment.
You need to assign a role to the supervisor by using the principle of least privilege.
Which security role should you grant to the supervisor?

A. Environment Maker
B. System Customizer

C. System Administrator

D. Environment Admin

Answer: A

Explanation:

Question: 238

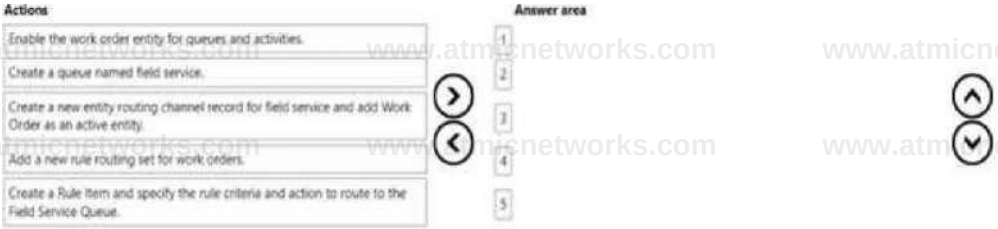
DRAG DROP

You are an Omnichannel administrator for a company. The company is implementing a chat channel.

You need to route all chats relating to work orders to the field service queue.

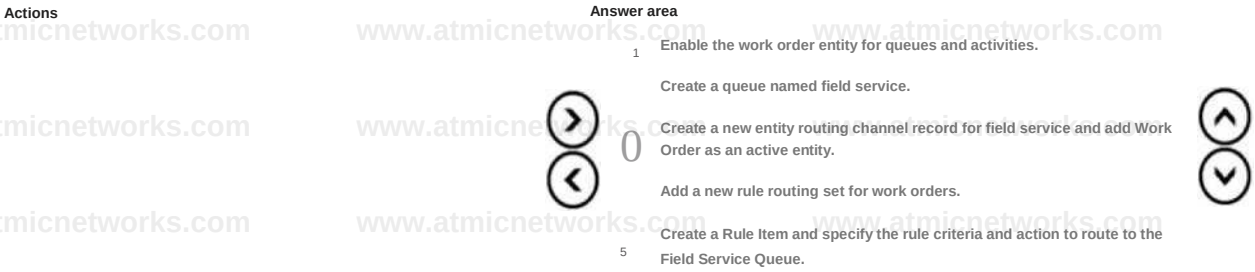
In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order,

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.



Answer:

Explanation:



Question: 239

DRAG DROP

A company is using Omnichannel for Customer Service.

You add a live chat button to your company's website for existing customers. Requests for chats are handled by the next available representative. The chat must route the customer to the same representative if the customer is inadvertently disconnected.

You need to configure the chat.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

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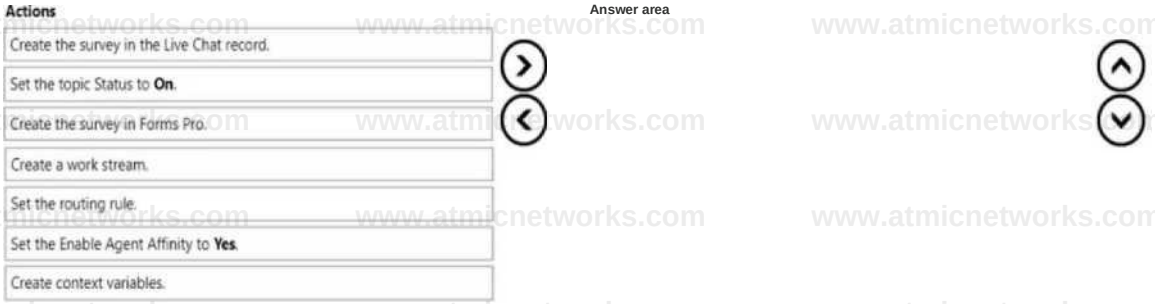
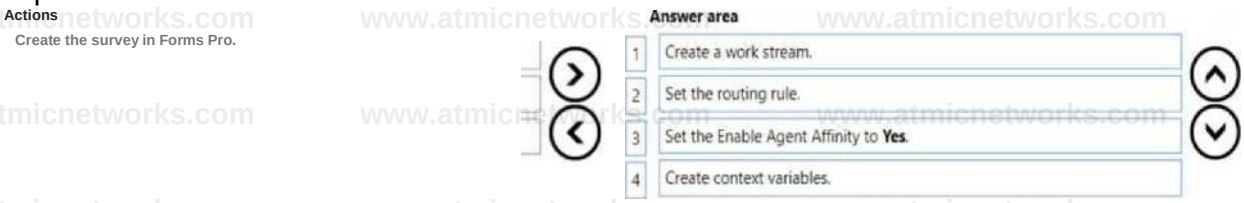
Create the survey in the Live Chat record.

Set the topic Status to **On.**



Answer

Explanation:



Question: 240

A company is implementing Omnichannel for Dynamics 365 Customer Service. The company's requirements are:

- Live chat must be available through Omnichannel for cases only.
- High-priority cases must automatically be sent to the next available agent.
- Lower-priority cases must wait to be picked up by an agent
- All work must be distributed evenly with no other conditions.

You need to select the setup that meets the requirements. Which setup should you select?

A. one workstream and one routing rule
B. one workstream and two routing rules
C. two workstreams and two routing rules per workstream
D. two workstreams and one routing rule per workstream

Answer: B

Explanation:

Question: 241

You are customizing an Omnichannel for Customer Service implementation.
You configure the handoff process to Omnichannel for Customer Service from Power Virtual Agents.
However, customer conversations are not escalating to human agents.
You need to complete the configuration to resolve the issue.
Which two features should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. context variable

B. bot in an Omnichannel Queue

C. Smart Assist

D. session template for the bot

Answer: A, B

Explanation:

Question: 242

DRAG DROP

A company uses Dynamics 365 Customer Service. The company connects chatbots to its Omnichannel configuration.

The chatbot does not escalate calls to agents.

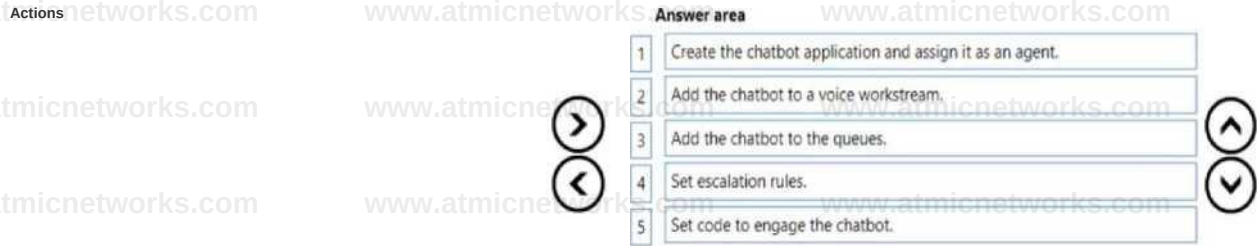
You need to troubleshoot the chatbot issue.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Answer:

Explanation:



Question: 243

DRAG DROP

A company has a Dynamics 365 Customer Service implementation that uses the voice channel feature.

Supervisors need to review reports to see how the representatives are performing on the following metrics:

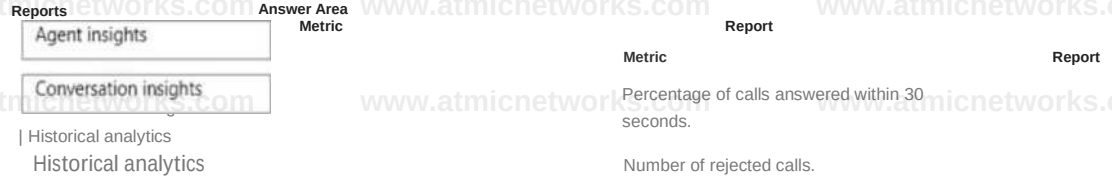
• Percentage of calls that are answered within 30 seconds in the previous four hours.

* Number of calls that are rejected by each representative in the previous four hours.

You need to change the configuration of reports to ensure that they default to the requirements.

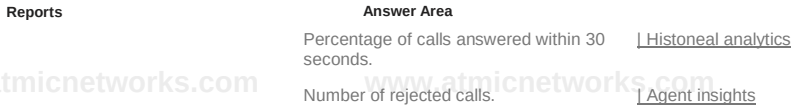
between panes or scroll to view content.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Question: 244

A company has used Dynamics 365 Customer Service with Omnichannel for more than a year.

The company has experienced several product recalls over the last three months. Customer agents must follow standardized answers, approved by the legal department to respond to customer questions that are sent in from chats, texts, and phone conversations.

You need to configure the system.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Install the Productivity Tools app from AppSource.
B. Enable the productivity pane.
C. Create a macro.
D. Create an agent script.

Answer: A, B

Explanation:

Question: 245

Customer service agents do not have access to Customer Service historical analytics reports in Dynamics 365 Customer Service.

You need to provide access to the reports.

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

NOTE: Each correct selection is worth one point.

A. Edit the Customer Service Representative security role to provide read-only access to analytics reports.
B. Create a new model-driven app to expose the reports and provide app access to the Customer Service Representative security role.
C. Create a new security role and provide read-only access to analytics reports.
D. Edit the Customer Service Representative Manager security role to provide read-only access to analytics reports.

Answer: C, D

Explanation:

Question: 246

You are a Dynamics 365 Customer Service system administrator.
You are unable to add 20 hours of phone time to the Entitlement channel.
You need to determine the reason you are unable to add the hours.
What are three possible reasons? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. The Entitlement has been canceled.
B. The Entitlement is in draft mode.
C. The Entitlement is in active mode.
D. The Entitlement start date is in the future.
E. The Entitlement expiration date has passed.

Answer: A, B, D

Explanation:

Question: 247

HOTSPOT
You work for a pharmaceutical company that distributes vaccines.
Vaccines must be kept below negative 60 degrees Celsius or they cannot be used. The company requires a solution that meets the following requirements:

- Monitor vaccine temperatures during transportation.
- Create a customer service case if the temperature goes above negative 60 degrees Celsius.

You need to implement the solution.
Which technologies should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

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Answer Area

Requirement	Technology
Monitor vaccine temperatures.	IoT Devices
Create rules and conditions.	Azure IoT Central
Generate an alert.	Azure Monitor Alerts
Create a customer service case,	Connected Customer Experience

Answer

Explanation:

Answer Area

Requirement	Technology
Monitor vaccine temperatures.	IoT Devices
Create rules and conditions.	Azure IoT Central
Generate an alert.	Azure Monitor Alerts
Create a customer service case.	Connected Customer Experience

Question: 248

A company that manufactures industrial heating, ventilation, and air conditioning units (HVAC) implements the Dynamics 365 Connected Customer Sen/ice (IoT) add-in to its environment. The company must enable the system to receive alerts from HVAC units sold to customers who purchased an extended warranty and monitoring service.

You need to enable the device alerts.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Associate the device with a customer account.
B. Add the device to Azure IoT Hub.
C. Add the device to Azure IoT Central.
D. Associate the device with a service level agreement (SLA).

Answer: A, C

Explanation:

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Question: 249

You work for a power company that uses Dynamics 365 Customer Service. The company provides outdoor smart light bulbs to its customers. Each bulb includes an IoT sensor with LTE capabilities. When a light bulb begins to fail, the IoT sensor must create a work order to send the customer a replacement bulb.

You implement Connected Customer Sen/ice with Azure IoT Central and Power Automate, but work orders are not generated.

You need to ensure that work orders are generated.

What must you set for each bulb?

A. Master device

B. Parent device

C. Customer account

D. Contact

Answer: C

Explanation:

Question: 250

DRAG DROP

You are a customer service schedule administrator for a company. The company hires an electrical engineer who will work remotely.

You need to set the resource to enable the engineer to work remotely.

Which three actions should you perform next in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Set the skill on the engineer record to **Electrical Engineer**

On the resource record, set the Job Title to **Electrical Engineer**

On the engineer s contact record, populate the address fields

On the resource record, set the Resource Territory to **Home**

Create a contact resource and select the engineer s contact record.

Create a user record named **Electrical Engineer**

Create a user resource record and select the new engineer.

On the resource record, set the start and end location option list to **Resource Address**

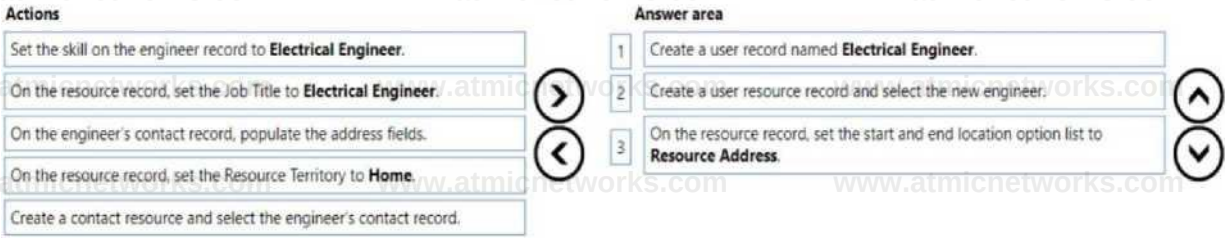
Answer area

^^

xjz

Answer:

Explanation:



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Question: 251

You implement Dynamics 365 Customer Service for a call center.

The call center supervisor has the following requirements for the Customer Service workspace functionality:

- Automate agents' repetitive tasks.
- Enable agents to share knowledge articles with customers.

You need to ensure that the implementation meets the requirements.

Solution: Create a macro with an Omnichannel connector.

Does the solution meet the goal?

A. Yes

B. No

Answer: A

Explanation:

Question: 252

HOTSPOT

A credit card company uses Dynamics 365 Customer Service. Agents receive conversations through Omnichannel for Customer Service.

A browser-based internal application Drawees, a history of a customer's payments and credit scores, Vou create an application tab template for the internal application.

if a customer requests a credit limit increase, the agent must use the internal application within Omnichannel for Customer Service to determine eligibility.

Because the internal application requires; maximum) screen space, communications with customers must remain hidden. The internal application must be displayed on the anchor tab.

Once an eligibility check is performed the agent must be able To- chat with the customer again.

You need to create a session template for the company.

How should you configure each area at the template? To answer., select the appropriate options in the answer are

a. NOTE: Each correct selection is worth one point.

Answer Area

Session template option	Session template value
Type	Genetic Generic Entity Web resource
Ccmmuntcatwn panel mope	Hidden Dactyl Minirnced Hidden
Anther tafi	Web resource Dashboard Thind-party website Web resource Search

Answer:

Explanation:

Answer Area

Session template option	Session template value
Type	Generic
Cammunrcat ion panel mode	Hidden
Anchor tab	Web resource

Question: 253

HOTSPOT

A company is implementing Dynamics 36S Customer Service and Rower Virtual Agents for its support desk.

Supervisors have the following information requirements:

- Topic analytics for ail cases completed over the last year.
- Analytics for chalbot options chosen from past interactions which customers.

You need to configure the system to meet the requirements.

What should you enable in the configuration? To answer. select the appropriate options in the answer area

NOTE Each connect selection is worth one point.

Answer Area

Requirement	Configuration
Topic analytics 'or convicted cases.	Historical analytics Historical anatytia Knowledge base, analytics Powei Mutual Agents ter top: automation Smart assist
Analytics far cTialboi options.	Power Virtue Agents for topic automation Knowledge base analytics Knowledge management rntecpulton with Power Vitual Agents Power Virtual Agents fe'topc automation Smail assist

Answer:

Explanation:

Answer Area

Requirement	Configuration
Tope analytics 'or completed Historical analytics cases.	
Analytics far chaibcl options	Power Virtual Agents for topic automation

Question: 254

DRAG DROP

You are a functional consultant for a Dynamics 365 Customer Service organization.

You must add the knowledge base search control to the Case entity main form and the Phone call main form.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order

Actions	Answer area
Open the Article entity	
In the Controls area, select Add control	
In the General tab of the Communications and collaboration section, verify that knowledge management is selected.	
Open the entity main form.	
Select the area where you want to place the search control On the Insert tab, select Knowledge base search	
In the Set properties dialog box, on the Display tab, specify fields for filter data, knowledge base suggestions, and ratings.	

Answer:

Explanation:

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Actions

| Open the Article entity,

In the Controls area, select Add control

Answer area

j In the General tab of the Communications and collaboration section, verify that knowledge management is selected,

2 Open the entity main form.

Select the area where you want to place the search control. On the Insert tab. select Knowledge base search

In the Set properties dialog box, on the Display tab. specify fields for filter data, knowledge base suggestions, and ratings.

B

Question: 255

HOTSPOT

A company that manufactures industrial heating, ventilation, and air conditioning (HVAC) equipment is implementing Dynamics 365 Connected Customer Service.

The solution must meet the following requirements:

- Track and report changes in readings that come from the units.
- Send alerts when readings are outside of set tolerances
- Provide historical tracking of readings for trend analysis.
- Send firmware updates as needed.

You need to configure the required component

Which component should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Component
Enable units to automatically send alerts.	Azure IoT Central (Azure IoT Central / Azure IoT Hub / Azure IoT Edge)
Deliver firmware updates to connected units.	Azure IoT Hub (Azure IoT Hub / Power Automate / Service bus queue)
Track unit reading for trend analysis.	Azure SQL database (Azure SQL database / Azure IoT Edge / Azure Machine Learning)

Answer:

Explanation:

Answer Area

Requirement	Component
Enable units to automatically send alerts.	Azure IoT Central
Deliver firmware updates to connected units.	Azure IoT Hub
Track unit reading for trend analysis.	Azure SQL database

Question: 256

A company sells and services bicycles. The company uses Dynamics 365 Sales and Dynamics 365 Customer Service. You create a custom table named Bicycle

A user tries to create a personal view with information from the Bicycle table. The user wants to add customer information from the Account table, but the columns are unavailable

You need to make the Account columns available to the Bicycles table.

What should you configure?

A. Create a relationship between the Account table and the Bicycles table.
B. Add the same columns to both the Bicycles table and the Account table.
C. Add the system administrator security role to the user ID of the salesperson.
D. Create two separate views: one in the Bicycles table and one in the Account table.
E. Create the personal view from the Account table.

Answer: A

Explanation:

Question: 257

You are creating an external-facing portal that uses capabilities of Dynamics 365 Customer Service. When a case is closed, customers must receive an email that provides the ability to visit the knowledge base associated with the case.

You need to configure the system.

Which two options should you configure? Each correct answer presents part of a solution.

NOTE: Each correct selection is worth one point.

A. In Dynamics 365 Customer Service, enter the portal URL that will be used to create external (public facing) portal links for knowledge articles in the Knowledge Solution field.
B. In Dynamics 365 Customer Service, ensure that the representative closing the case attaches the knowledge article to the record.
C. In the Knowledge Articles Feedback section, set Enable users to provide feedback on knowledge articles from search control to Yes
D. In Dynamics 365 Customer Service, under Knowledge Source, in the Knowledge Solution field, enable sharing the knowledge article as a link in the email sent to the customer.

Answer: A, D

Explanation:

Question: 258

A company uses Dynamics 365 Customer Service with IoT devices.
A user with permissions set to use the Customer Service app attempts to connect an IoT device. The user receives an error that states they are not authorized to add this device.
You need ensure that the user can add the device. You must use the principle of least privileged access.
Which two roles should you assign to the user? Each correct answer presents part of the solution NOTE: Each correct selection is worth one point.

A. IoT Hub Oota Contributor
B. IoT Administrator
C. IoT Hub Twin Contributor
D. IoT Endpoint User
E. IoT Hub Registry Contributor

Answer: A, C

Explanation:

Question: 259

HOTSPOT
You are provisioning Omnichannel for Customer Service.
You need to configure the system.
What should you do? To answer, select the appropriate options in the answer area NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
Allow Omnichannel for Customer Service to read and write data on behalf of users	[Sran in as a Global Tenant Admin and arantoer missions on the Data access consent URL Select the Oral tab and set the toggle lo Yes. Open hnpsV/porwl azure com and select Bot Services in the AH services section Manage Omnlthannei for Customer Service in the Power Platform Administrator portal in as a Global Tenant Admin and grant permissions on the Data access consent URL
Set up Ommchannel for Customer Service for current organization;	Manaoe Omnichannel for Customer Service in the Power Platform Administrator portal Select the Chat tab and set the toggle to Yes. Open hltpsflpartal.ature.com and select Bot Services in the All services section. w Omnichannel for Customer S«vi« in the Power Platform Administrator portal. Sign in as a Glow! Tena in Admin and grant permissions on the Dara access consent URI

Answer:

Explanation:

Answer Area

Requirement	Configuration
Allow Omn channel for Customer Service to $_{Iqa\ in\ ai\ a}$ g^ai	Tenant Admin and grant pen missions on the Data access consent URL read and write data on behalf of users
Set up Omnichannel for Customer Service for $_{Wanaqe}$	Omnichannel for Customer Service in the Power Platform Administrator portal current organic lion

Question: 260

You are an agent for a company that uses Dynamics 365 Customer Service. You start a conversation with a client.

You must keep track of knowledgebase (KB) articles and client conversations. When you start a conversation with a client, you must automate The following tasks:

- Open the client's record.
- Search the KB
- Send the KB article in the chat

You need to configure macros to automate the tasks.

Which three features should you configure? Each correct answer presents part of the solution

NOTE: Each correct selection is worth one point.

A. Enable Productivity tools.
B. Send the KB article in chat through the Omnichannel area.
C. Open the case record through the Productivity automation area.
D. Send the KB article through the Productivity automation area.
E. Open the case record through the session area.

Answer: A, D, C

Explanation:

Question: 261

A company uses Dynamics 365 Customer Service. The manufacturing company has several locations and 10 repair technicians

The company is implementing scheduling The company must ensure that the correct repair technicians with the correct tools go to the facility closest to them.

You need to identify the valid resources.

Which two options are valid resources? Each correct answer presents a complete solution

NOTE: Each correct selection is worth one point.

A. Contact
B. Record
C. Case
D. Activity
E. Equipment

Answer: A, E

Explanation:

Question: 262

You implement Dynamics 365 Customer Service for a company. Support representatives use the Customer Service workspace. Support representatives must begin working on existing cases in their queues when they open the workspace. Which screen should the representatives use to perform this task?

A. Customer service multiple customer sessions
B. Customer Service Agent Dashboard
C. Power Bl dashboard
D. Next available case record

Answer: B

Explanation:

Question: 263

You are implementing Omnichannel for Customer Service for a company. The company has the following requirements:

- Initial conversations must be assigned to Power Virtual Agents chatbots.
- If a conversation needs to be escalated, it must be assigned to a human agent
- The chatbot and human agents must be in the same queue

You need to complete the implementation to meet the requirements.
What must the chatbot capacity as compared to the agents' capacity?

A. The chatbot capacity must be the same as the capacity of the agents
B. The chatbot capacity must be higher than the capacity of the agents.
C. The chatbot capacity must be less than the capacity of the agents.

Answer: B

Explanation:

Question: 264

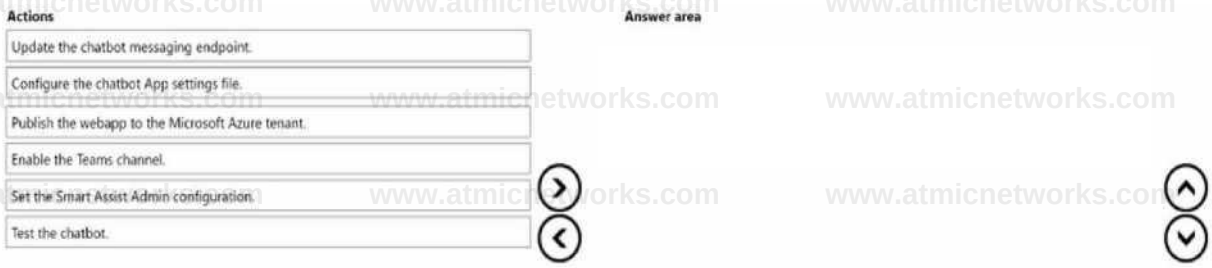
DRAG DROP

A company uses Dynamics 365 Customer Service and Microsoft Teams.

A project requires the creation of an automated tool to provide recommendations when addressing specific client needs. The tool must be interactive and allow agents to best serve their client base. All communications will be run through Teams chat

You need to configure the smart assist chatbot

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.



Answer:

Explanation:

Configure the chatbot App settings file12.

Publish the webapp to the Microsoft Azure tenant12.

Update the chatbot messaging endpoint12.

Enable the Teams channel12.

Set the Smart Assist Admin configuration3.

Test the chatbot12.

For more information, you can refer to the following links:

Build a smart assist bot

Manage smart assist

Question: 265

You are customizing a Dynamics 36S Customer Service implementation for a company.

The company's support center wants to open a chat channel in a Power Apps portal for their partners.

You need to add a chat widget in the portal.

What should you do?

A. Copy the code snippet from the chat form and paste it in the web template of the portal home page.

B. Copy the code snippet from the workstream form and paste it in the Chat Widget Code in Content Snippets.

C. Copy the code snippet from the workstream form and paste it in the web template of the portal home page.

D. Copy the code snippet from the char form and paste it in the Chat Widget Code in Content Snippets

Answer: D

Explanation:

Question: 266

You are a customer service manager. You define an enhanced service-level agreement (SLA).

You need to accurately record the time spent on cases by customer service representatives. What should you do?

A. Implement workflows on demand for the case entity

B. Apply automatic routing rules.

C. Apply parent-child case settings.
D. Pause the SLA when the case is on hold.

Answer: D

Explanation:

Question: 267

A customer service manager wants to find out how agents describe the reasons that customers call in for support. The manager also wants topics to be automated.
You need to ensure that the manager's requirements are met.
What should you configure?

A. Case age for data mapping and automation of topic by using Power Virtual Agents.
B. Last interaction for data mapping and automation of topic by using a bot.
C. Last interaction for data mapping and automation of topic by using Power Virtual Agents.
D. Case title for data mapping and automation of topic by using a bot.

Answer: D

Explanation:

Question: 268

HOTSPOT
You work for a healthcare company that does not use Azure Active Directory
You need to escalate conversations to a live agent without using custom code when a customer discusses personal health information.
Which technologies should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

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Answer Area

Requirement	Technology
Bot technology	Power Virtual Agents Azure Functions Bot Azure Health Bot Power Virtual Agents
Hub	Omnichannel for Customer Service Azure IoT Hub Omnichannel for Customer Service Azure Notification Hub Azure Stack Hub
Topic type	User topic User topic System topic Azure Service Bus topic
Trigger type	Explicit trigger Implicit trigger Explicit trigger Azure Logic Apps scheduled recurrence trigger Azure Logic Apps response trigger

Answer:

Explanation:

Answer Area

Requirement	Technology
Bo' technology	Power Virtual Agents
Hub	**Omnichannel for Customer Service**
Topic type	User topic
Tngger type	Explicit trigger

Question: 269

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are creating agent scripts that have macros for quick steps for agents in a support center.

Agents need to be able to open a case from one of the steps in the agent scripts.

You need to select a type of connector to use to create the Macio.

Solution: Configure the macro by using a productivity automation connector.

Does the solution meet the goal?

A. Yes

B. No

Answer: B

Explanation:

Question: 270

Note; This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are creating agent scripts that have macros for quick steps for agents in a support center.

Agents need to be able to open a case from one of the steps in the agent scripts.

You need to select a type of connector to use to create the macro.

Solution: Configure the macro by using a custom connector.

Does the solution meet the goal?

A. Yes

B. No

Answer: B

Explanation:

Question: 271

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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You are creating agent scripts that have macros for quick steps for agents in a support center.

Agents need to be able to open a case from one of the steps in the agent scripts.

You need to select a type of connector to use to create the macro.

Solution: Configure the macro by using a session connector.

Does the solution meet the goal?

A. Yes

B. No

Answer: A

Explanation:

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Question: 272

You use Dynamics 365 Customer Service to manage cases.

You need to create a service-level agreement (SLA) that provides a warning when two KPI values match a specified condition: First response and Resolve by.

Which two types of SLA details should you use? Each correct answer presents pan of the solution NOTE: Each correct selection is worth one point.

A. Resolve KPI only
B. Response KPI only
C. Item warning
D. SLA item failure

Answer: B, C

Explanation:

Question: 273

HOTSPOT

You are implementing Dynamics 365 Customer Service Workspaces for your company's help desk without additional software. Help desk representatives must be able to open multiple sessions. The configuration has the following requirements:

- Ensure each helpdesk representative has the same user experience when togging into the application.
- Customer records must automatically open when a helpdesk representative opens a case.

You need to configure the help desk settings.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
User experience uniformity	App profile manager App profile manager Agent scripts Smart assist
Open customer records automatically	Entity session template Entity session template Smart assist Unified routing

Answer:

Explanation:

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Answer Area

Requirement	Configuration
User experience uniformity	App profile manager
Open customer records automatically	Entity session template

Question: 274

DRAG DROP

A customer has a Customer Service deployment.

The customer needs to implement macros.

You need to identify the security roles that are required to configure and use macros.

Which security roles are required? To answer, move the appropriate security roles to the correct requirements.

You may use each security role once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content

NOTE: Each correct selection is worth one point.

Security Roles

- Customer Service app access
- Omnichannel administrator
- Productivity tools administrator
- Productivity tools user
- Sequence manager

Security Roles

Requirements	Security roles
Configure macros.	
Use macros.	

Answer:

Explanation:

Security Roles

- Customer Service app access
- Omnichannel administrator
- Productivity tools administrator
- Productivity tools user
- Sequence manager

Security Roles

Requirements	Security roles
Configure macros.	Productivity tools administrator
Use macros.	Productivity tools user

Question: 275

A company manufactures installs, and maintains residential water filtration systems. The company implements Dynamics 365 Customer Service.

Installation technicians call support technicians when they encounter issues during system installations.

You must create step-by-step documentation for the support technicians.

Which two fields must you include? Each correct answer presents part of the solution.

NOTE: Each coned selection is worth one point.

A. Owner
B. Description
C. Language
D. Agent script

Answer: B, D

Explanation:

Question: 276

DRAG DROP
A company uses Dynamics 365 Customer Service.
Help desk representatives must be able to open multiple sessions. Each representative must have the same application experience when logging into the application. Agents must provide a standard response depending on what the customer issue is when someone calls in for support. The standardized response must use the same language each time.
You need to configure the required features.
What should you configure? To answer drag the appropriate configurations to the correct requirements. Each configuration may be used once, more than once, or not at all You may need to drag the split bar between panes or scroll to view content.

Configurations	Answer Area	
Agent scnpts	**Requirement**	**Configuration**
App profile manager	Uniform application experience	
Smart assist	Stargard response	

Answer:

Explanation:

Configurations	Answer Area	
Agent scnpts	**Requirement**	**Configuration**
App profile manager	Uniform application experience	App profile manager
Smart assist	Standard response	Agent scnpts

Question: 277

A company implements Customer Service
You enable Customer Service historical analytics.
You need to identify which feature is enabled automatically when Customer Service historical analytics is enabled.
Which feature should you identify?

A. Real-time customer sentiment
B. Forecasting
C. AI topic clustering
D. AI suggestions

Answer: A

Explanation:

Question: 278

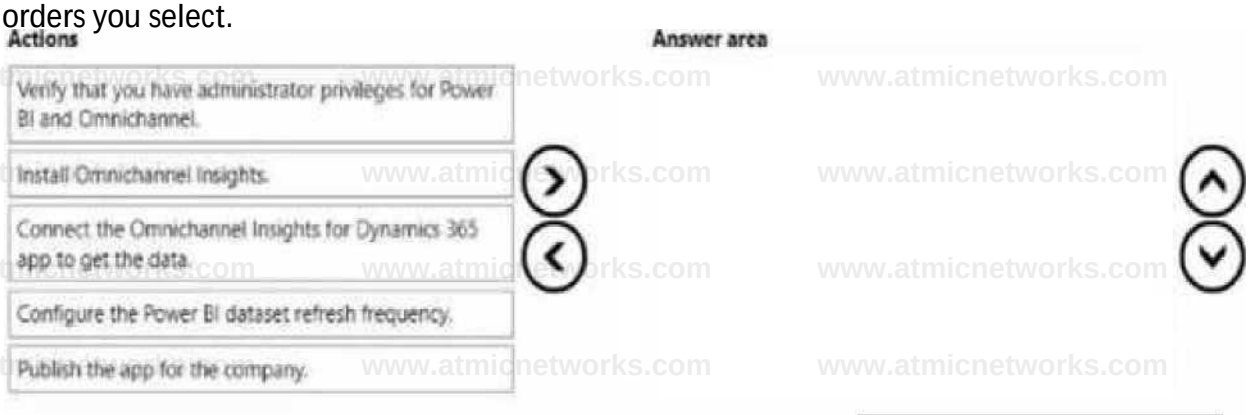
DRAG DROP

A contact center superviser requires operations metrics by channel and sentiment analysis.

You need to install the Omnichannel insights dashboard for the company.

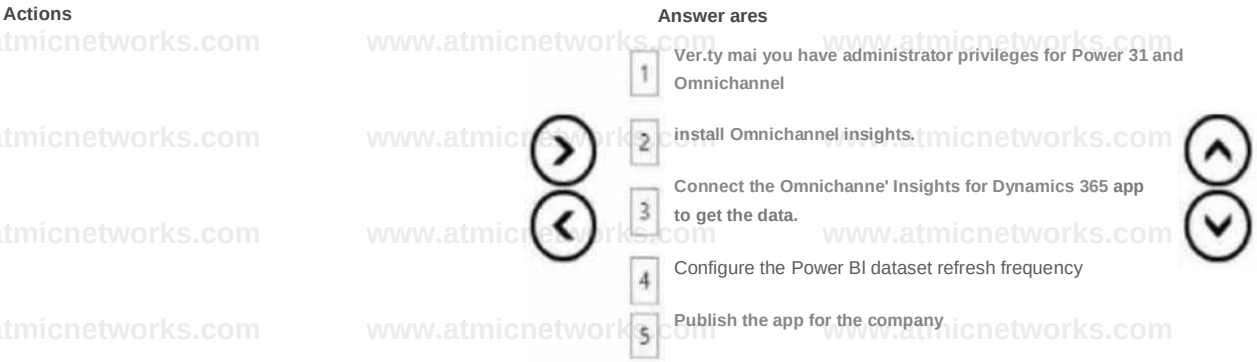
In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer chokes is correct. You will receive credit for any of the correct orders you select.



Answer:

Explanation:



Question: 279

DRAG DROP

A company that operates in 101 countries/regions globally uses Dynamics 365 Customer Service. The countries/regions currently use the same environment.

An administrator plans the deployment of additional portals to support customer service processes.

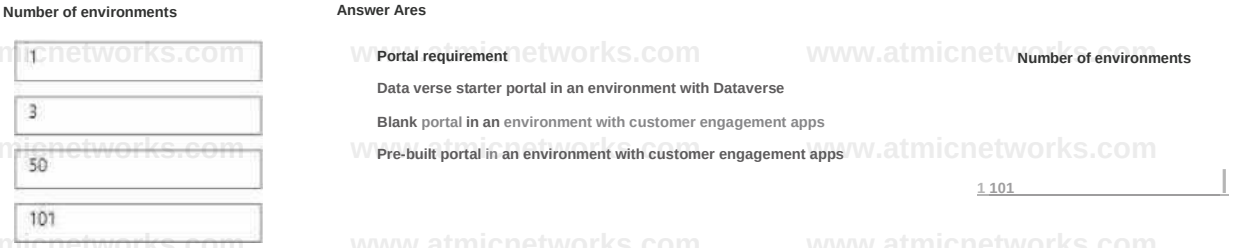
Each country/region requires the following:

- A Microsoft Dataverse starter portal in an environment with Dataverse
- A blank portal in an environment with customer engagement apps
- A pre-build portal in an environment with customer engagement apps

Vou need to determine the minimum number of environments required.
How many environments will you need? To answer, drag the appropriate number to the portal requirements. Each number of may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:



Question: 280

DRAG DROP

Your company uses Dynamics 365 Customer Service.
The company wants to send a customer survey to each customer when a case is closed. The survey must include the following:

- An area with a list of questions that rate the answers as poor, average, or great.
- A question that rates whether the customer would recommend your company to others.

The company wants to exclude symbols from any of the question types.
You need to configure the question types.
Which question type should you use? To answer, drag the appropriate question type to the correct requirement. Each question type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Question: 281

A company uses Dynamics 365 Customer Service.

Managers state that support representatives can view contact social security numbers when the representatives open contact records.

Support representatives must only be able to verify that the social security number is saved. They must not be able to view the number.

You need to configure the application to resolve the issue.

What should you do?

A. Create a Power Automate flow.
B. Set up a business rule to hide the column if it contains data.
C. Set up field-level security.
D. Remove the column from the form.

Answer: C

Explanation:

Question: 282

DRAG DROP

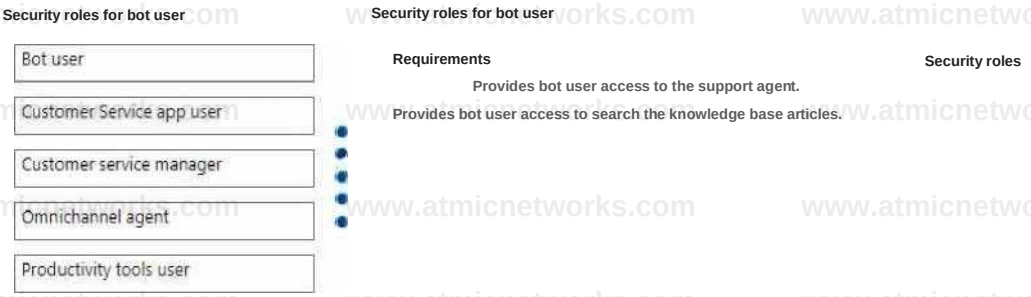
A company uses Customer Service.

The company plans to enable a customer service agent in Omnichannel.

You need to identify the security roles that are required for the bot user.

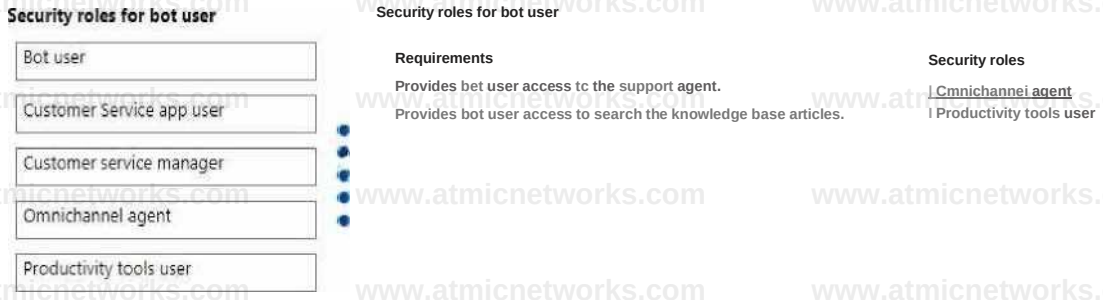
What should you identify? To answer, move the appropriate security roles to the correct requirements. You may use each security role once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Question: 283

A company uses Dynamics 365 Customer Service.

Customer Service workspaces must have custom navigation that meets the following requirements:

- An application must be opened as an anchor tab in the application tab panel.
- Three additional application tabs must be opened when a session begins.
- The default mode of the communication panel must be set to Docked.

You need to determine which tool and feature to use to meet all requirements.

Which two tools/features should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. session templates in Customer Service admin center
B. application tab templates in Customer Service admin center
C. session templates in App Profile Manager
D. application tab templates in App Profile Manager

Answer: A, C

Explanation:

Question: 284

You are customizing an Omnichannel for Customer Service implementation.

A call center wants to enable a chat channel for unauthenticated chats with the following requirements:

- Chat must auto detect a customer for agents.
- A chat widget must be embedded in a specific domain.

You need to customize the solution that meets the requirements.

Which two options you should select? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. widget location
B. proactive chat
C. visitor location
D. pre-chat survey

Answer: A, B

Explanation:

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Question: 285

HOTSPOT

You are customizing an Omnichannel for Customer Service implementation.

Customers take a pre-chat survey on a chat widget on the portal. Customers are required to accept the portal's privacy policy before they can take the survey.

A call center manager wants to auto pick account or contact information for customer service agents based on the survey.

You need to configure the pre-chat survey question field to meet the requirements.

Which option should you select for each pre-chat survey question field? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Question field	Option
Question Type	Single line Multiple lines User consent Option set Single line
Question Name	Fullname Name Lastname Fullname Firstname

Answer:

Explanation:

Answer Area

Question field	Option
Question Type	Single line
Question Name	Fullname

Question: 286

A customer has a Customer Service environment.

The customer plans to use service scheduling.

You need to install the service scheduling.

What should you use to install the service scheduling?

A. Business Management settings
B. AppSource
C. Power Platform admin center
D. Process Center

Answer: B

Explanation:

Question: 287

A company uses Dynamics 365 Customer Service.
Agents provide incorrect responses when replying to customer issues.
You need to configure quick replies.
What should you do?

A. Select a tag for each quick reply.
B. Create a new quick reply with the category name as the title.
C. Add a slug.
D. Add a quick reply to a workstream.

Answer: A

Explanation:

Question: 288

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company has a Customer Service environment and implements historical analytics reports.
Users report that they are not able to access the historical analytics reports.
You need to ensure users can access the reports.
Solution: Modify the historical analytics report to display to the users.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Question: 289

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more

than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company has a Customer Service environment and implements historical analytics reports.

Users report that they are not able to access the historical analytics reports.

You need to ensure users can access the reports.

Solution: Add the users to the customer service representative security role.

Does the solution meet the goal?

A. Yes

B. No

Answer: A

Explanation:

Question: 290

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company has a Customer Service environment and implements historical analytics reports.

Users report that they are not able to access the historical analytics reports.

You need to ensure users can access the reports.

Solution: Share the historical analytics report with the users.

Does the solution meet the goal?

A. Yes

B. No

Answer: A

Explanation:

Question: 291

DRAG DROP

You ate creating agent scripts in Dynamics 365 Customer Service. You must add the following steps to the scripts:

1. Use the greeting; Welcome to the company, how may we serve you today?
2. Send details about a customer's account to the customer with one selection.
3. Open another set of steps to follow.

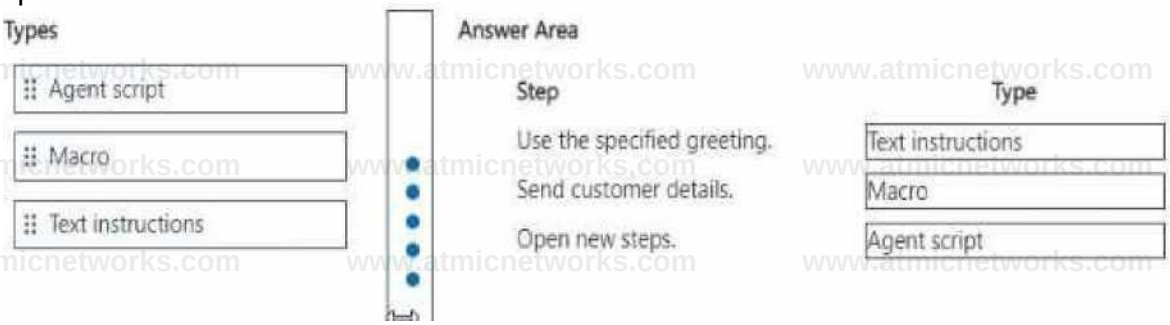
You need to configure the type of steps that are needed.

Which type should you choose when configuring each step? To answer, drag the appropriate types to the correct steps. Each type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:



Question: 292

A customer has a Customer Service environment. The customer is using service scheduling to manage appointments. You need to add new facilities for service scheduling. Which security role is required to add new facilities?

A. Customer service scheduler
B. Sequence manager
C. Scheduler
D. Scheduler manager

Answer: C

Explanation:

Question: 293

You are setting up knowledge management in Dynamics 365 Customer Service.

Management wants to view the statistics on which keywords are searched the most by agents when

they use the knowledge base. You need to ensure that management can view the top search words. Which two steps should you configure? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Enable knowledge analytics.
B. Select Knowledge search analytics after adding the Additional features.
C. Add Knowledge Suggestion Section Control.
D. Enable historical analytics.
E. Enable knowledge article suggestions.

Answer: A, B

Explanation:

Question: 294

A company is implementing Dynamics 365 Customer Service workspaces.
As a customer service representative, you must be able to view and work on more than one work item at a time. You need to navigate between the work items that are active in the workspace. Which two methods can you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Select the workspace app tile.
B. Select the session tab.
C. Select the session pane list.
D. Select the Dynamics 365 drop-down navigation.

Answer: B, C

Explanation:

Question: 295

DRAG DROP
A company has a Customer Service deployment.
The company plans to provide instructions for customer service agents.
You need to apply the security roles for agents to configure and access agent scripts.
Which security roles should you use? To answer, move the appropriate security roles to the correct requirements. You may use each security role once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

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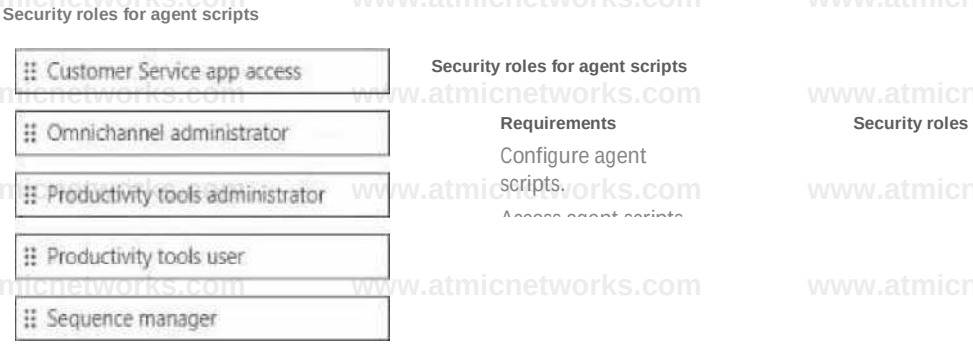
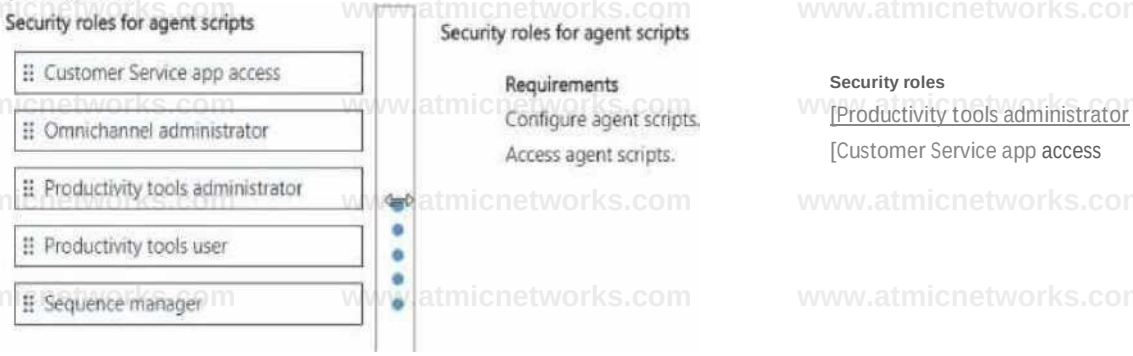


Answer

Explanation:



Question: 296

HOTSPOT

A company uses Omnichannel for Customer Service.

The company experiences increased incoming live chats from the company website regarding several product recalls. To handle these calls, the company designates agents who have specialized training to manage the conversations.

The conversations must meet the following requirements:

- Calls must be routed to the designated agents.
- Agents must follow legally approved standardized answers to customer questions.
- Agents must be able to reference several knowledge base articles associated with the recalls quickly.
- Greeting and sign off messages must be standardized.

You need to configure the system.

Which components should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Component
Standardize greeting and sign off messages.	Aq ent script Macro Agent script Quick replies
Combine knowledge base articles standardized scripts and other relevant recall information.	1 | Custom presence Session template | Communication panel

Answer:

Explanation:

Answer Area

Requirement	Component
Standardize greeting and sign off messages.	Agent script
Combine knowledge base articles. standardized scripts, and other relevant recall information	Session template

Question: 297

You are implementing Omnichannel for Customer Service.

The customer service supervisor wants to change one of the intraday KPI calculation methods. You need to modify the supervisor dashboard with the new KPI. Which tool should you use?

A. Report Wizard
B. Power Bl Pro
C. Power Platform Maker portal
D. Supervisor settings

Answer: B

Explanation:

Question: 298

A company uses Dynamics 365 Customer Service. The app is shared by agents and the inventory department. The inventory department manages the products- The agents have read-only access. Agents must have access to the products to add the products to cases. The agents do not need to view the products in the site map.

You need to prevent agents from viewing products in the site map while maintaining the ability for

the inventory department.

What should you do?

A. Configure the site map to remove the subarea where the product is displayed.
B. Set product privileges to Basic for the agents.
C. Set product privileges to Local for the agents.
D. Configure the site map subarea privileges of the product table.

Answer: A

Explanation:

Question: 299

HOTSPOT

You ate creating a bot by using Power Virtual Agents to work within Dynamics 365 Customer Service.

The bot must support voice and chat capabilities. The bot must also meet the following requirements:

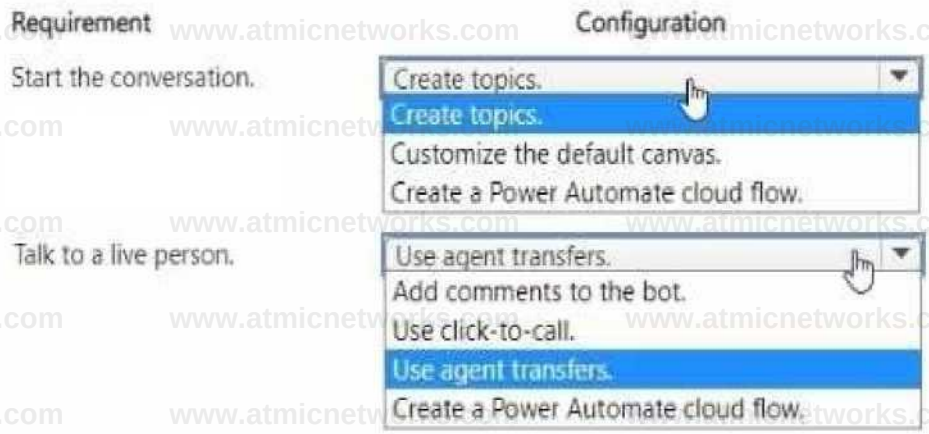
- When a user starts the conversation, the bot should ask if they need help with installation or support.
- The user must be able to talk to a live person when requested.

You need to configure the bot.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area



Answer:

Explanation:

Answer Area

Requirement	Configuration
Start the conversation.	Create topics.
Talk to a live person.	Use agent transfers.

Question: 300

A company has a Customer Service deployment. The company plans to implement the following:

- AI suggestions for contacts in Teams.
- Training information about the capabilities of suggestions.

You need to identify the scenarios where the relevant contacts will be provided to users. Solution: The similarity level of similar cases to the active case. Does the solution meet the goal?

A. Yes
B. No

Answer: B

Explanation:

Question: 301

A company has a Customer Service deployment. The company plans to implement the following:
- AI suggestions for contacts in Teams.
- Training information about the capabilities of suggestions.

You need to identify the scenarios where the relevant contacts will be provided to users.
Solution: The users that are in the Teams channel.
Does the solution meet the goal?

A. Yes
B. No

Answer: A

Explanation:

Question: 302

A company has a Customer Service deployment. The company plans to implement the following:
- AI suggestions for contacts in Teams.
- Training information about the capabilities of suggestions.

You need to identify the scenarios where the relevant contacts will be provided to users. Solution: The number of similar cases that the suggested contacts have resolved. Does the solution meet the goal?

A. Yes
B. No

Answer: A

Explanation:

Question: 303

DRAG DROP
You need to create a new agent script for the agents.
Which five actions should you recommend be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions Create new agent script

Adri a new agent script step with the name of Open the case form and the action type of script.

Add a new agent script step with the name of Close the session and the action type of script.

Install Dynamics

•: 365 Productivity Tools solution.

Create new agent scripts.

Add a new agent script step with the name of Greet the customer and the action type of text.

Add a new agent script step with the name of Open the case form and the action type of macros.

Answer:

Explanation:

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Actions

Add a new agent script step with the name of Open the case form and the action type of script.

Add a new agent script step with the name of Close the session and t he action type of script

Create new agent scnpt

1 Install Dynamics 365 Productivity Tools solution

2 Create new agent scripts.

3 Add a new agent scnpt step with the name of Greet the customer and the action type of text

4 Add a new agent script step with the name of Open the case rorrn and the action type ot macros.

Actions

Add a new agent script step with the name of Open the case form and the action type of script

Add a new agent script step with the name of Close the session arid the action type of scnpt.

Reset Answer

Create new agent scnpt

1 Install Dynamics 365 Productivity Tools solution.

2 Create new agent scnpts.

3 Add a new agent scnpt step with the name of Greet the customer and the action type of text.

4 Add a new agent script step with the name of Open the case form and the action type ot macros.

Question: 304

HOTSPOT

You need to identify who has access to the Schedule tab and the name of the table that should be

used.

Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scheduling

Requirements	Components
Who has access tc the Schedule tab-	Users in the field service technician role... T1
	All users
	The creator
	Users in the field service technician role group
Table name that should be used	Bookable resource booking
	Bookable resource booking
	Resource requirements
	Work order

Answer

Explanation:

Scheduling

Requirements	Components
Who has access to the Schedule tab.	Users in the field service technician role... v
Table name that should be used	Bookable resource booking

Question: 305

DRAG DROP

A company has a Customer Service environment

The company plans to implement Customer Service Analytics dashboards.

You need to configure the dashboards in Power BI.

Which order should you perform the actions in? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Customer Service Analytics dashboards
8 Install the Customer Service Analytics app	
:: Connect Dynamics 365 to the Customer Service Analytics app	
:: Configure the Power BI semantic model refresh frequency	
I „ Enable Power BI reporting and add the Power BI dashboard to the Customer J ." Service Hub	
1----------	
I:: Publish the application	

Answer:

Explanation:

Actions

Customer Service Analytics dashboards

1 :: Install the Customer Service Analytics app

2 :: Connect Dynamics 365 to the Customer Service Analytics app r

3 H Configure the Power BI semantic model refresh frequency

„ Enable Power BI reporting and add the Power BI dashboard to the Customer ** Service Hub

5 Publish the application

Question: 306

A company implements Dynamics 365 Customer Voice.
When the company deploys an application at the end of a project users are unable to distribute surveys.
You need to assign users to the appropriate role so they can distribute the survey You must adhere to the principle of least privilege. To which role should you assign the users?

A. Survey sender
B. Productivity tools user
C. Omnichannel supervisor
D. Scheduler

Answer: A

Explanation:

Question: 307

DRAG DROP
A company needs to publish knowledge base ankles.
You need to identify the process of publishing an article.
In which order should you recommend the actions be performed? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

- Create a new article.
- Mark the article for review.
- Reviewer approves or rejects the article.
- Reviewer marks the article for translation.
- Publish the article.

Answer:

Explanation:

Actions

Answer area

1 :! Create a new article

2 :: Mark the article for review.

3 :: Reviewer approves or rejects the article

4 :: Reviewer marks the article for translation

5 H Publish the article

Question: 308

DRAG DROP

You create an IoT Central application to integrate with Dynamics 365 Customer Service Connected Customer Experience.

You need to configure the application.

Which features should you use' To answer, drag the appropriate features to the correct requirements Each feature may be used once, more than once, or not at all. You may need to drag the split ha* between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Device groups

Device templates

Jobs

Rules

Requirement Feature

Configure IoT devices so they can be queued | Identify devices for bulk operations (' | Perform bulk operations on devices [| Tngger customizable actions. | |

Answer:

Explanation:

Features

Device groups

Device templates

Jobs

Rules

Requirement

Configure IoT devices so they can be queried

Identify devices for bulk operations

Perform bulk operations on devices.

Trigger customizable actions.

Feature

Device templates

Device groups

Jobs

Rules

Question: 309

DRAG DROP

A company uses Customer Service.

The company enables intelligence capabilities for customer service agents.

You need to identify information about AI topic clustering.

What should you identify? To answer, move the appropriate views to the correct AI topic properties.

You may use each view once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

AI topic clustering

- Cases associated to topics
- Data attributes used
- Run frequency
- Status
- Topics generated

AI topic clustering

AI topic properties

Views

The tert column from • case that is used for topic generation

The percentage of cases that aie classified.

The new cases that pre processed and tagged

Answer:

AI topic clustering

- Cases associated to topics
- Data attributes used
- Run frequency
- Status
- Topics generated

Ai topic clustering

AI top* properties

The tert column from a case that s used for top* generation

The percentage of cases that a*e classified.

The new cases that are processed and tagged

Views

[Topics generated

Data attributes used

(Cases associated to topics

Question: 310

HOTSPOT

A company uses Customer Service to manage support cases and agent performance. The company plans to implement historical analytics.

You need to implement historical analytics by using out-of-the-box solutions when possible.

Which solutions should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Historical analytic* configuration

Raqu if aments

li the security role required for analytics conjuration

Configures historical analytics for case resolution metrics

Configures historical analytics data dashboard.

Solutions

Customer service manager

| Analytics report author

Customer service schedule administrator

Playbook manager

Goal management Power BI integration System views

.jtyumtuimtuihiniii^^ T_

Customer insights dashboard

ES332EEEZ:^^™

Customer service performance dashboard Knowledge analytics dashboard

Answer:

Explanation:

Hirtoncal analytic* configuration

Raqui'emant*

is the security role required for analytics configuration

Configures tutorial analytics for case resolution metrics.

Configures historical analytics data dashboard

Solutions

Customer service manager

Charts

Customer service manager dashboard

Question: 311

HOTSPOT

A company is Implementing Dynamics 365 Customer Service and Power Virtual Agents tor its support desk.

Supervisors hove the following information requirements:

- Topic analytics for all cases completed over the last year.
- Analytics for chatbot options chosen from past interactions with customers.

You need to configure the system to meet the requirements.

What should you enable in the configuration? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
Topic analytics lor complet cases.	Knowledge base analytics Power Virtual Agents for topic automation Smart assist
Analytics for chatbot optio	fit^ae management integration with Puwet Mutual Agerm Knowledge base analytics Power Virtual Agents for topic automation Smart assist

Answer:

Explanation:

Answer Area

Requirement	Configuration
Topic analytics for completed cases.	Historical analytics
Analytics for chatbot options	Knowledge management integration with Power Virtual Agents

Question: 312

You ate creating agent scripts that have macros for quick steps (or agents in a support center. Agents need to be able to open a case from one of the steps in the agent scripts. You need to select a type of connector to use to create the macro.

Solution: Configure the macro by using an Omnichannel connector.

Does the solution meet the goal?

A. Yes

B. No

Answer: B

Explanation:

Question: 313

An electrical engineering company is implementing Dynamics 365 Customer Service.

Engineers schedule work in one-hour blocks.

Engineers who complete a job before the end of the one-hour block must not be able to start a new

job in that same block.

Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Change the scheduler time resolution to one hour.

Does the solution meet the goal?

A. Yes

B. No

Answer: B

Explanation:

Question: 314

HOTSPOT

A company that manufactures industrial heating, ventilation, and air conditioning units (HVAQ implements Dynamics 365 Customer Service.

Following each installation, customers must be surveyed about their satisfaction of the installation and the conduct of the installers.

You need to recommend the appropriate question types.

Which question types should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Question type
A group of questions scoring rhe installation experience from 0-5.	Likert (Likert, Rating, Ranking, Net Promoter Score)
A question where the responder selects a smiley symbol that represents overall satisfaction	Rating (Rating, Ranking, Real-time customer sentiment)
A question asking the customer to specify an order of preference for future communications.	Ranking (Ranking, Rating, Likert, Choice)

Answer:

Explanation:

Question: 315

A midsize service company provides clients with various service needs. The company plans to

implement URS to schedule its service technicians. The company requires a solution that includes custom tables.

You need to recommend an implementation process for URS that enables a table for scheduling. What should you recommend?

A. Use the Resource Scheduling application to configure table settings.
B. Configure the environment settings in the Microsoft Power Platform admin center.
C. Update the solution import settings when importing the solution into the production environment D. Update the Scheduling Services in the Customer Service Hub application.

Answer: B

Explanation:

Question: 316

You are implementing Omnichannel for Customer Service. Agents need real-time recommendations for cases about warranty issues. You need to enable the appropriate productivity tool to meet the requirement. Which tool should you select?

A. Agent script
B. Smart assist
C. Macros
D. Quick replies

Answer: B

Explanation:

Question: 317

You are configuring Copilot in Dynamics 365 Customer Service.

You attempt to enable the Ask a Question feature, but it is unavailable due to missing knowledge sources. You need to add the missing knowledge sources to enable Ask a Question.

Which three knowledge sources should you use? Each correct answer presents a complete solution. Choose three.

NOTE: Each correct selection is worth one point.

A. Knowledge base
B. Embedded Teams chat
C. Response translations
D. Share Point site
E. Trusted websites

Answer: A, D, E

Explanation:

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Question: 318

You are creating a translation for an existing Knowledge article in Dynamics 365 Customer Service.
You need to configure the elements that support translation.
Which two elements should you configure? Each correct answer presents part of the solution.
Choose two. NOTE: Each correct selection is worth one point.

A. feedback
B. keywords
C. subject
D. content

Answer: B, D

Explanation:

Question: 319

A company has a Customer Service deployment.
The company plans to enable AI suggestions for article keywords and descriptions on a custom form. You add the Keywords and Description Suggestion control to the form. You need to add a control to the form. Which control should you use?

A. Customer 360
B. Ranking Tab
C. Unified Config
D. Assistant Studio Custom
E. Knowledge Suggestion Section

Answer: E

Explanation:

Question: 320

DRAG DROP
An agent resolves a case for a customer by using Dynamics 365 Customer Service.
The customer must receive a corporate feedback survey to describe how the experience was. All agents will have access to the survey.
You need to send the survey.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Send a feedback survey

Start a survey from the Case form

Select the feedback survey from the list of surveys.

Share the feedback survey with the agent's manager

Answer Area

Create a new feedback survey.

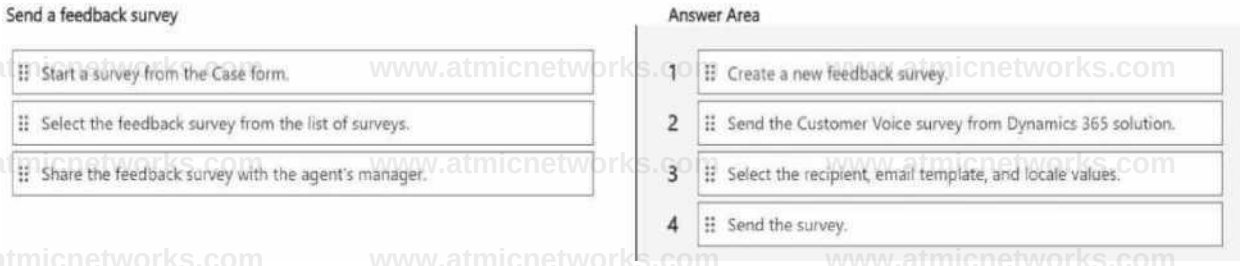
Send the Customer Voice survey from Dynamics 365 solution.

:: Select the recipient, email template, and locale values.

:: Send the survey

Answer:

Explanation:



Question: 321

You are implementing Dynamics 365 Customer Service for an organization and are configuring the case summary Copilot.

A user tests the Case summary feature of Copilot. The user observes that the case summary card states, "There's not enough information to summarize." You need to recommend an action so an administrator can configure the case summary correctly. Which action should you recommend?

A. Expand the activity highlights summary.
B. Change the case to resolved and expand the case summary card.
C. Provide feedback comments to the Case summary feature in Copilot.
D. Ensure that the case has a description.
E. Refresh the case summary.

Answer: D

Explanation:

Question: 322

You are configuring Microsoft Teams chat integration for a custom model-driven application. Users report that they are unable to use the chat feature in the app. You determine that the capability has not yet been enabled. You need to enable the functionality. Which area should you access to enable it?

A. Microsoft Power Platform admin center
B. Microsoft Teams admin center

C. Maker Portal

D. Microsoft Dynamics 365 Customer Service admin center

Answer: A

Explanation:

Question: 323

DRAG DROP

You manage a Dynamics 365 environment. No customization have been made to fields.

You need to determine the proper usage for status reasons for cases.

Which status applies to each status reason? To answer, drag the appropriate statuses to the correct status reasons.

Each status may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Question: 324

DRAG DROP

A company uses Dynamics 365 Customer Service.

Customer service agents must be able to connect individual cases to a Microsoft Teams channel, to enhance productivity and collaboration.

You need to enable this capability for the customer service agents.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps to enable individual case connections to a Microsoft Teams channel

Answer Area

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- Assign the Global Admin role.
- Turn on Microsoft Teams chats.
- Turn on Confidential Labels.
- Assign the System Admin role.
- Turn on Enhanced Microsoft Teams Integration.
- Turn on linking of Dynamics 365 records to Microsoft Teams channels.

Answer:

Explanation:

Steps to enable individual case connections to a Microsoft Teams channel	Answer Area	
Assign the Global Admin role.	1	Assign the System Admin role.
Turn on Microsoft Teams chats.	2	Turn on Enhanced Microsoft Teams Integration.
Turn on Confidential Labels.	3	Turn on linking of Dynamics 365 records to Microsoft Teams channels.

Question: 325

A company uses Dynamics 365 Customer Service. The company plans to enable in-app notifications to improve agent productivity. Agents must be notified 15 minutes prior to any scheduled customer calls. The agents can dismiss the notification if needed. You need to enable the notification. Which notification type should you use?

A. SMS
B. alert
C. missed
D. toast

Answer: D

Explanation:

Question: 326

DRAG DROP

A company implements Dynamics 365 Customer Service.

You must create an external-facing website that allows customers to perform the following tasks:

- View the status of open support incidents.
- Search knowledge base articles.
- Access support discussion forums.
- Update customer profile information.

You need to create the portal.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions | Answer area

Select Publish

:: Select **Create** and choose the Customer portal template.

■s Select **Create**

Select **New App, Portal** under Apps

it Navigate to the Power Pages maker portal.

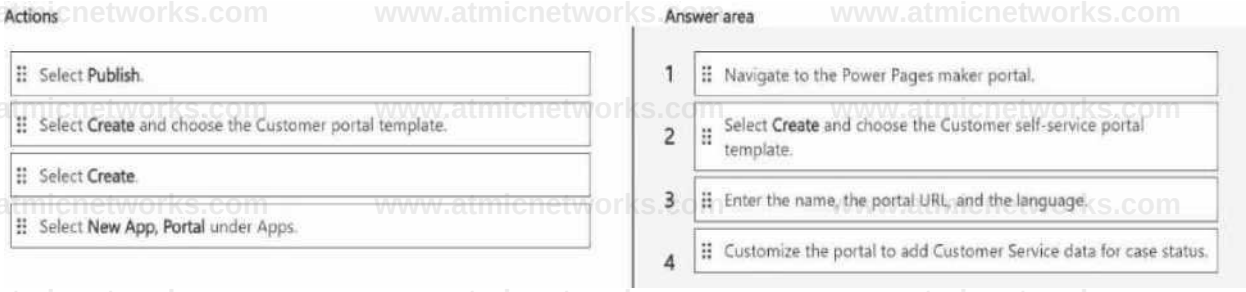
Select Create and choose the Customer self-service portal template.

Enter the name, the portal URL, and the language

: Custohnite the portal to add Customer Service data for case status.

Answer:

Explanation:



Question: 327

You ate a customer service representative for a company that uses Dynamics 365 Customer Service. When customer service representatives find records that meet specific criteria, they must be able to do the following:

- Open the records in a new tab.
- Open a single record in a new session.
- Open a single record in an existing session on a new tab.

You need to meet the requirements.

Which two actions should you perform? Each correct answer part of a complete solution. NOTE: Each correct selection is worth one point.

A. Use the Customer Service Hub.
B. Use a Customer Service workspace.
C. Use Open Record Set.
D. Use session templates and application tab templates.
E. Use Global search.

Answer: B, E

Explanation:

Which reports should you configure? To answer, drag the appropriate reports to the correct metrics.

Each report may be used once, more than once, or not at all. You may need to drag the split bar