Question 1

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?

Options:
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:

D

Explanation:

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

Question 2

Question Type: 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.

Image not found or type unknown

Answer:

Explanation:

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 3

Question Type: 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.
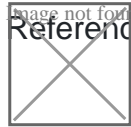
You need to configure holiday schedules.

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

NOTE: Each correct selection is worth one point.

Answer:

Question 4

Question Type: OrderList

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.

Image not found or type unknown

References:

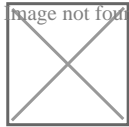# Question 5

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.

References:

Answer:

Create a holiday schedule and select holidays and select the holiday schedule

Question 6

Question Type: OrderList

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.

Image not found or type unknown

References:

Answer:

Specify the table or entities that require rollup goals.
Specify the metric if the rollup fields are time-based.
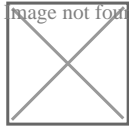Specify the goal that the records will roll up into.

Question 7

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.

References:

Answer:

Add a rule update Notifier Root Case to the time out file

Question 8

Question Type: OrderList

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.

References:

Answer:

~~Publish the article~~ **Submit the knowledge article** for review

Question 9

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.

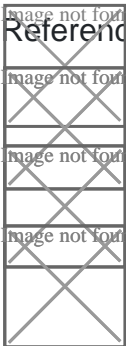NOTE: Each correct selection is worth one point.

References:

Question 10

Question Type: 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.

References:

Answer:

Question 11

Question Type: 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:
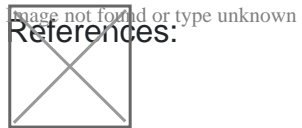
Elevator

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.

References:

Answer:

Question 12

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.

References:

Answer:

Select response option Group and the question Value, and Answer to create a rule