

QUESTIONS & ANSWERS

Kill your exam at first Attempt



Microsoft

MB2-718

Microsoft Dynamics 365 for Customer Service

correct answer presents a complete solution.

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

Answer: A, B

QUESTION: 40

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

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

Answer: B, C

QUESTION: 41

You assign a case to a user named User A. User A is not available to work on the case. The customer service manager moves the case to the queue for User B. Which of the following statements is true?

- A. User A still owns the case, but the case is located in the queue for UserB.
- B. The customer service manager now owns the case.
- C. User B now owns the case.
- D. The case is not moved to the queue for User B until User A approves the move.

Answer: D

QUESTION: 42

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

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

D. define failure actions

Answer: C

QUESTION: 43

You configure an organization to use entitlements. No customization has been applied. You need to associate an entitlement with a case record. Which option is displayed in the entitlement lookup field on the case record?

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

Answer: D

QUESTION: 44

You create a service level agreement (SLA) that will fail after seven days. You select a service calendar that uses 24-hour work days and no holidays. Saturday and Sunday are configured to be non-working days. If no action is taken, how many calendar days can pass before the SLA fails?

- A. 5 days
- B. 7 days
- C. 9 days
- D. 11 days

Answer: A

QUESTION: 45

You create and activate an entitlement for a customer. The entitlement is set to decrease allotment on case creation. The customer opens a case and you observe that the issue is caused by a bug on the software. You need to ensure the customer allotment is not affected by this case. What should you do?

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

Answer: B

QUESTION: 46

You create a queue and assign it to a team. Which type of queue is created?

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

Answer: D

QUESTION: 47

You create a service-level agreement (SLA). For which two of the following key performance indicators (KPIs) can you create actions? Each correct answer presents a complete solution.

- A. Escalate By
- B. Resolve By
- C. First Response By
- D. Close By

Answer: A

QUESTION: 48

You pick a case from a queue. You determine that you cannot resolve the case, and plan to release the case back to the queue. What effect does releasing the case to the queue have on record ownership?

- A. Ownership remains unchanged.
- B. Ownership is assigned based on the current routing rule.
- C. Ownership is reverted to the previous owner.
- D. Ownership of the record is assigned to the queue owner.

Answer: B

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