

100% Money Back
Guarantee

Vendor:Microsoft

Exam Code:MB2-718

Exam Name:Microsoft Dynamics 365 for Customer Service exam

Version:Demo

QUESTION 1

You have a Microsoft Dynamics 365 environment. You implement Field Service. You need to update a work order to indicate that you are traveling to the client. Which field in the Field Service mobile app should you update?

- A. Booking Status
- B. Start Time
- C. Actual Arrival Time
- D. System Status

Correct Answer: D

QUESTION 2

Under which two circumstances will a routing rule be applied to a case without user intervention? Each correct answer presents a complete solution.

- A. a case is created as the result of a record creation rule
- B. a case was created before the routing rule was activated
- C. a case is created by using a convert to case action
- D. a case is created manually

Correct Answer: AD

QUESTION 3

Which three actions can you perform by using editable grids? Each correct answer presents a complete solution.

- A. Update a lookup field to a custom entity.
- B. Edit records by using mobile clients.
- C. Group records by a specific column.
- D. Update a Customer Type lookup field.
- E. Update the value of an Owner lookup field.

Correct Answer: ABC

QUESTION 4

A customer returns a defective product You plan to ship the product back to the vendor for credit You need to initiate the return process to the vendor. Which type of record should you create?

- A. return to vendor (RTV)
- B. return merchandise authorization (RMA)
- C. Inventory Adjustment
- D. return merchandise authorization (RMA) receipt

Correct Answer: C

QUESTION 5

You need to search for a specific knowledge base article by number.

Which two options can you use? Each correct answer presents a complete solution.

- A. Service Area
- B. Relevance Search
- C. Categorized Search
- D. Article Template Quick Find

Correct Answer: AC

QUESTION 6

You have a Microsoft Dynamics 365 environment You implement Field Service.

You need to set up a service task type.

Which three fields, components, or relationships are available when you create a new service task type? Each correct answer presents a complete solution.

- A. Description
- B. Notes
- C. Field Agent
- D. Estimated Duration
- E. Work Order Duration

Correct Answer: ABC

QUESTION 7

What are Field Service Agreements?

- A. frameworks for automatically generating work orders and invoices
- B. methods to help users verify what the customers are eligible for and create cases for customers
- C. methods to allow users to organize, prioritize, and monitor the progress of their work
- D. deflations for the level of service or support that your organization agrees to offer to a customer

Correct Answer: C

QUESTION 8

You need to merge eight similar cases. Which of the following statements is true?

- A. You can merge all eight cases at the same time.
- B. You can only merge the cases if a parent/child relationship exists between the cases.
- C. You can only merge two cases at a time.
- D. You can only merge the cases if all related activities are closed.

Correct Answer: C

QUESTION 9

You use the interactive service hub for your daily work. You identify a knowledge base article that can assist with an open case for a customer.

You need to send the article to the customer. What should you do?

- A. Create a new email record and set the regarding object to the knowledge base article.
- B. Use Microsoft Skype for Business to send a link to the customer.
- C. Send a link to the customer by using Email a link.
- D. Search the knowledge base from within the case, and use the Link Article and Email Content option.

Correct Answer: C

QUESTION 10

Your organization has a custom entity.

You need to ensure that the custom entity is available from the interactive service hub.

Which setting for the entity should you modify?

- A. Enable for knowledge management
- B. Enable for mobile
- C. Enable for interactive experience
- D. Enable for SLA

Correct Answer: D

QUESTION 11

You plan to deploy Unified Service Desk (USD).

You need to install all USD components and verify the installation.

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

- A. Deploy USD packages to the Microsoft Dynamics 365 instance.
- B. Install the USD client on a development computer.
- C. Run the USD client and connect to the Microsoft Dynamics 365.
- D. In the USD application, configure client diagnostic logging.
- E. Install computer telephony integration (CTI) adapters.

Correct Answer: ABC

QUESTION 12

You use the automatic creation and update rule feature to create case records automatically.

Which three source record types are available for automatically creating a case? Each correct answer presents a complete solution.

- A. social activity
- B. mailbox alert
- C. survey activity
- D. auto post

E. booking alert

Correct Answer: ACE

To Read the [Whole Q&As](#), please purchase the [Complete Version](#) from [Our website](#).

Try our product !

100% Guaranteed Success

100% Money Back Guarantee

365 Days Free Update

Instant Download After Purchase

24x7 Customer Support

Average **99.9%** Success Rate

More than **800,000** Satisfied Customers Worldwide

Multi-Platform capabilities - **Windows, Mac, Android, iPhone, iPod, iPad, Kindle**

Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 <p>One Year Free Update Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p>Money Back Guarantee To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p>Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
---	---	--

Any charges made through this site will appear as Global Simulators Limited.

All trademarks are the property of their respective owners.