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Microsoft Dynamics 365 for Customer Service exam

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QUESTION 1

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

A. Personal

B. System

C. Escalation

D. Shared

Correct Answer: D

QUESTION 2

You use the Field Service application.

You need to track users and equipment that are available for scheduling.

Which resource type should you use?

A. Bookable Resource

B. Warehouse Resource

C. Resource Group

D. Web Resource

Correct Answer: D

QUESTION 3

A user selects a case from a queue and studies the queue item details for the case. Which two data points are displayed? Each correct answer presents a complete solution.

A. the user who owns the case

B. the time spent working on the case

C. the queue the case is related to

D. the user working on the case

Correct Answer: BD

QUESTION 4

You create a service level agreement (SLA) that wilt 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

Correct Answer: C

QUESTION 5

You are a customer service agent that uses Unified Service Desk (USD). You search for a customer. You select a customer record from the search results and open the customer record. How many sessions are created?

A. 0

B. 1

C. 2

D. 3

Correct Answer: C

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