



MB2-718^{Q&As}

Microsoft Dynamics 365 for Customer Service exam

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**QUESTION 1**

You plan to create surveys for a multinational company that manages hotels. You must create a unique survey for each hotel location. Which statement is true?

- A. You can capture up to 10,000 survey responses per day.
- B. You can store unlimited survey responses over time.
- C. You can publish a maximum of 200 surveys.
- D. All surveys must use the same theme.

Correct Answer: C

QUESTION 2

Your organization plans to use Voice of the Customer to send surveys to select groups of customers. You need to customize branding colors and logos for the surveys. What should you do?

- A. Modify Voice of the Customer survey themes.
- B. Configure system settings.
- C. Modify Microsoft Dynamics 365 themes.
- D. Update Voice of the Customer piped data.

Correct Answer: A

QUESTION 3

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 4



You have a Microsoft Dynamics 365 environment. You implement Field Service and create a Field Service Agreement for a specific account

Where should you define the preferred resource?

- A. Schedule Board Setting
- B. Booking Setup
- C. Field Service Settings
- D. Scheduler Field Service slot text template

Correct Answer: A

QUESTION 5

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

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