Microsoft Dynamics 365 Customer Service Functional Consultant

1. DRAG DROP (Drag and Drop is not supported)

Your company makes use of Dynamics 365 for Customer Service.

You have been tasked with generating business process flows. You need to make use of the necessary entities.

Which of the following options would you use? Answer by dragging the correct options from the list to the answer area.

Select and Place:

Options	Answer
Account	
Goal	
Email	
Rollup queries	
Quote	

A. See Explanation section for answer.

Answer(s): A

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2. You need to consider the underlined segment to establish whether it is accurate.

When categorizing cases via queues, cases should be categorized as Products.

A. No adjustment required.

B. Services

C. Managed solutions

D. Unmanaged solutions

Answer(s): A

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3. Which of the following statements is TRUE when designing a business process flow?

A. You can use up to 40 steps for each stage.

B. Each branch can be no more than 10 levels deep.

C. You can select an entity relationship when defining a process flow.

D. You can use a minimum of 30 stages per process, as well as a minimum of 30 steps per stage.

Answer(s): C

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4. You are employed as an administrator for your company's Dynamics 365 for Customer Service implementation.

Your company has several business process flows for managing contracts.

You want to specify the default process flow.

You configure the order of the business process flows.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

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5. You are employed as an administrator for your company's Dynamics 365 for Customer Service implementation.

Your company has several business process flows for managing contracts.

You want to specify the default process flow.

You configure the steps of the business process flows.

Does the action achieve your objective?

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B. No, it does not

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6. You are employed as an administrator for your company's Dynamics 365 for Customer Service implementation.

Your company has several business process flows for managing contracts.

You want to specify the default process flow.

You configure the stages of the business process flows.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

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7. Your company makes use of Dynamics 365 for Customer Service.

You have been tasked with configuring available working hours for help desk staff. The staff have different schedules.

You are preparing to configure individual working hours.

Which two of the following options should you configure?

Answer(s): A D

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8. Your company makes use of Dynamics 365 for Customer Service.

You have configured a customer service business unit as a parent of a call center, a digital response, and an escalation business unit. These business units all have their own queues. Customer service cases are directed to the correct parties via the queues. You have not amended any security roles.

You have been tasked with making sure that a user in the customer service business unit is able to read queues in both the parent and child business units.

You assign the user the Scheduler security role.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Answer(s): B

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9. Your company makes use of Dynamics 365 for Customer Service.

You have configured a customer service business unit as a parent of a call center, a digital response, and an escalation business unit. These business units all have their own queues. Customer service cases are directed to the correct parties via the queues. You have not amended any security roles.

You have been tasked with making sure that a user in the customer service business unit is able to read queues in both the parent and child business units.

You assign the user the System customizer security role.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Answer(s): B

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10. Your company makes use of Dynamics 365 for Customer Service.
You have configured a customer service business unit as a parent of a call center, a digital
response, and an escalation business unit. These business units all have their own queues.
Customer service cases are directed to the correct parties via the queues. You have not amended
any security roles.
You have been tasked with making sure that a user in the customer service business unit is able to
read queues in both the parent and child business units.
You assign the user the CSR Manager security role.
Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Answer(s): A

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11. You need to consider the underlined segment to establish whether it is accurate.
A customer service manager requires the Append access level to add new entitlement templates for
customer service representatives.

A. No adjustment required.

B. Organization

C. Business unit

D. Remove

Answer(s): B

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12. You make use of Dynamics 365 Customer Service. You have recently acquired Omnichannel for
Customer Service.

You want to make sure that the system automatically asks questions prior to the chat beginning.
Which of the following actions should you take?

A. You should configure a pre-conversation survey.

B. You should configure Customer Voice.

C. You should configure a Teams channel.

D. You should configure an SMS channel.

Answer(s): A

13. You make use of Dynamics 365 Customer Service. You have recently acquired Omnichannel for Customer Service.
You want to make sure that an agent is unable to view a client's credit card data in a live chat.
Which of the following actions should you take?

A. You should configure a business rule.

B. You should configure a data masking rule.

C. You should configure data encryption.

D. You should configure a routing rule.

Answer(s): B

14. You are employed as an administrator for your company's Dynamics 365 for Customer Service environment.
You have been tasked with setting up Twilio SMS for the customer service division.
Which of the following is required for this configuration? (Choose two.)

☐ A. A Customer ID

☐ B. An Account ID

☐ C. An Auth Token

Answer(s): B C

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15. You are employed as an administrator for your company's Dynamics 365 for Customer Service implementation.
You are currently creating case dashboard. You want to make sure that the dashboard displays cases by priority.
Which of the following actions should you take?

A. You should configure the use of a timeframe filter.

B. You should configure the use of a priority filter.

C. You should configure the use of a global filter.

D. You should configure the use of a visual filter.

Answer(s): D

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16. You need to consider the underlined segment to establish whether it is accurate.
The status reason for a Cancelled case status will read Researching.

A. No adjustment required.

B. Waiting for details

C. Merged

D. On hold

Answer(s): C

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17. Your company makes use of Dynamics 365 for Customer Service. You employed as a customer service representative.
You have been tasked with detecting and removing duplicate cases.
You decide to make use of business rules to achieve your goal.
Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Answer(s): A

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18. Your company makes use of Dynamics 365 for Customer Service. You employed as a customer service representative.

You have been tasked with detecting and removing duplicate cases.

You decide to make use of parent-child case relationships to achieve your goal.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Answer(s): B

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19. Your company makes use of Dynamics 365 for Customer Service. You employed as a customer service representative.

You have been tasked with detecting and removing duplicate cases.

You decide to merge cases to achieve your goal.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Answer(s): B

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20. Your company makes use of Dynamics 365 for Customer Service. You employed as a customer service representative.

You have been given the task of managing several lists of cases.

You want to create a list of cases that are open for a month.

Which of the following actions should you take?

A. You should create a system view.

B. You should create a public view.

C. You should create a personal view.

D. You should create a shared view.

Answer(s): C