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## Microsoft Dynamics 365 Customer Service

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**QUESTION 1**

DRAG DROP

A company is using Omnichannel for Customer Service.

You add a live chat button to your company\\'s website for existing customers. Requests for chats are handled by the next available representative. The chat must route the customer to the same representative if the customer is inadvertently

disconnected.

You need to configure the chat.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:

**Actions**

| Create the survey in the Live Chat record. |
| Set the topic Status to **On**. |
| Create the survey in Forms Pro. |
| Create a work stream. |
| Set the routing rule. |
| Set the Enable Agent Affinity to **Yes**. |
| Create context variables. |

**Answer area**

| 1 | |
| 2 | |
| 3 | |
| 4 | |

Correct Answer:

**Actions**

| Create the survey in the Live Chat record. |
| --- |
| Set the topic Status to **On**. |
| Create the survey in Forms Pro. |
| |
| |
| |
| |

**Answer area**

| 1 | Create a work stream. | |
| --- | --- | --- |
| 2 | Set the routing rule. | |
| 3 | Set the Enable Agent Affinity to **Yes**. | |
| 4 | Create context variables. | |

**QUESTION 2**

DRAG DROP

You need to create the dashboards.

Which dashboard types should you use? To answer, drag the appropriate dashboard types to the correct scenario. Each dashboard type may be used once, more than once, or not at all. You may need to drag the split bar between panes or

scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

## Dashboard types

multi-stream dashboard only

single-stream dashboard only

multi-stream or single-stream dashboards

**Answer Area**

| Scenario | Dashboard type |
|---|---|
| Dashboard for managers with streams for cases, activities, and representatives | |
| Dashboard for cases only | |
| Dashboard for representatives | |
| Dashboard for the week | |

Correct Answer:

**Dashboard types**

| multi-stream dashboard only |
| --- |
| single-stream dashboard only |
| multi-stream or single-stream dashboards |

**Answer Area**

| Scenario | Dashboard type |
| --- | --- |
| Dashboard for managers with streams for cases, activities, and representatives | multi-stream dashboard only |
| Dashboard for cases only | multi-stream dashboard only |
| Dashboard for representatives | multi-stream or single-stream dashboards |
| Dashboard for the week | multi-stream or single-stream dashboards |

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard

QUESTION 3

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

Correct Answer: A

**QUESTION 4**

HOTSPOT

A company is implementing Dynamics 36S Customer Service and Rower Virtual Agents for its support desk. Supervisors have the following information requirements:

1.

Topic analytics for ail cases completed over the last year.

2.

Analytics for chalbot options chosen from past interactions which customers.

You need to configure the system to meet the requirements.

What should you enable in the configuration? To answer. select the appropriate options in the answer area

NOTE Each connect selection is worth one point.

Hot Area:

Topic analytics for completed cases.

| |
|---|
| Historical analytics |
| Knowledge base analytics |
| Power Virtual Agents for topic automation |
| Smart assist |

Analytics for chatbot options

| |
|---|
| Knowledge base analytics |
| Knowledge management integration with Power Virtual Agents |
| Power Virtual Agents for topic automation |
| Smart assist |

Correct Answer:

## Topic analytics for completed cases.

| |
|---|
| Historical analytics |
| Knowledge base analytics |
| Power Virtual Agents for topic automation |
| Smart assist |

## Analytics for chatbot options

| |
|---|
| Knowledge base analytics |
| Knowledge management integration with Power Virtual Agents |
| Power Virtual Agents for topic automation |
| Smart assist |

**QUESTION 5**

You use multiple workspaces within Dynamics 365 Customer Service insights.

You need to switch workspaces.

What should you do?

A. Select Dashboard filters and then select a filter.

B. Navigate to https://csi.ai.dynamics.com and then share a workspace.

C. Select My workspaces and then select a workspace.

D. Select View and then select a workspace view.

Correct Answer: C

Explanation: As an owner of a workspace, you launch sharing of a workspace by going to the My workspaces panel, hovering your mouse over the workspace name, and then selecting the share icon to open a dialog. From there, you add any users from your company\\'s Azure Active Directory. Any viewers will receive an email notifying them with a link to the workspace.

Reference: https://cloudblogs.microsoft.com/dynamics365/it/2019/06/13/new-in-dynamics-365-customer-service-insights-share-workspaces-train-ai-model-with-renamed-topics/

**QUESTION 6**

You create a canvas app to show trending results from a Power Virtual Agents chatbot.

The results must be viewable on the Dynamics 365 Customer Service workspace home page.

You need to add the survey results canvas app to the Customer Service workspace.

What should you do?

A. Add an iFRAME component to the main home page form and reference the canvas app name

B. Share the canvas app

C. Add the canvas app to the sitemap

D. Create a solution in the environment and add the canvas app to the solution

E. Add the canvas app component to the main home page form and reference the canvas app name

Correct Answer: A

Explanation: https://nishantrana.me/2020/11/12/embedding-canvas-app-in-an-iframe- inside-dynamics-365/

**QUESTION 7**

DRAG DROP

You need to create a new agent script for the agents.

Which five actions should you recommend be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

**Actions**

| |
|---|
| Add a new agent script step with the name of Open the case form and the action type of script. |
| Install Dynamics 365 Productivity Tools solution. |
| Add a new agent script step with the name of Open the case form and the action type of macros. |
| Add a new agent script step with the name of Close the session and the action type of script. |
| Create new agent scripts. |
| Add a new agent script step with the name of Greet the customer and the action type of text. |

**Create new agent script**

Correct Answer:

## Actions

| |
|---|
| Add a new agent script step with the name of Open the case form and the action type of script. |

| |
|---|
| |

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|---|
| |

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|---|
| |

## Create new agent script

| |
|---|
| Install Dynamics 365 Productivity Tools solution. |

| |
|---|
| Create new agent scripts. |

| |
|---|
| Add a new agent script step with the name of Greet the customer and the action type of text. |

| |
|---|
| Add a new agent script step with the name of Open the case form and the action type of macros. |

| |
|---|
| Add a new agent script step with the name of Close the session and the action type of script. |

**QUESTION 8**

A trucking company uses a custom table named Leased Truck in Dynamics 365 Customer Service to capture leasing details. The company is implementing Connected Customer Service for Azure IoT Hub to track the leased trucks. You need

to configure the custom table Leased Truck for IoT integration.

Which two methods achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Set the relationship in the Power Platform admin center.

B. Create a one-to-many relationship from the Leased Truck table to the IoT Alert table.

C. Call the IoT - Register Custom Entity action to associate a Leased Truck record with an existing IoT device.

D. Enable connections to the Leased Truck table.

Correct Answer: CD

IOT enabling an entity type

Dynamics 365 entities can be associated to IoT entities so that within Dynamics 365 they can participate in IoT-related business processes and analyses. There are two methods of "IoT enabling" a Dynamics 365 entity; you can:

*

 (D) Programmatically form an association through the standard Dynamics 365 Connection entities capability. You can alternatively accomplish this same association through the administration UI; for more information, see Create connections to view relationships between records.

*

 (C) Call the IoT ?Register Custom Entity action to associate an entity with an existing or new IoT Device.

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-extend-connected-customer-service-solutions

**QUESTION 9**

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.

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-pre-chat-survey

**QUESTION 10**

HOTSPOT

A company that manufactures industrial heating, ventilation, and air conditioning units (HVAC) implements Dynamics 365 Customer Service.

Following each installation, customers must be surveyed about their satisfaction of the installation and the conduct of the installers.

You need to recommend the appropriate question types.

Which question types should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

| Requirement | Question type |
|---|---|
| A group of questions scoring the installation experience from 0-5. | Likert / Rating / Ranking / Net Promoter Score |
| A question where the responder selects a smiley symbol that represents overall satisfaction. | Rating / Ranking / Real-time customer sentiment |
| A question asking the customer to specify an order of preference for future communications. | Likert / Rating / Ranking / Choice |

Correct Answer:

**Answer Area**

| Requirement | Question type |
|---|---|
| A group of questions scoring the installation experience from 0-5. | ▼ **Likert** / Rating / Ranking / Net Promoter Score |
| A question where the responder selects a smiley symbol that represents overall satisfaction. | ▼ **Rating** / Ranking / Real-time customer sentiment |
| A question asking the customer to specify an order of preference for future communications. | ▼ Likert / Rating / **Ranking** / Choice |

**QUESTION 11**

HOTSPOT

You are a Dynamics 365 for Customer Service administrator.

You need to categorize activities and cases by using queues.

How should you categorize each record? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

| Record | Category |
|--------|----------|
| Cases | ▼ |
| | Products |
| | Managed solutions |
| Activities | ▼ |
| | Services |
| | Unmanaged solutions |

Correct Answer:

## Answer Area

| Record | Category |
|--------|----------|
| Cases | ▼ |
| | **Products** |
| | Managed solutions |
| Activities | ▼ |
| | **Services** |
| | Unmanaged solutions |

**QUESTION 12**

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.

Correct Answer: D

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard#visual-filter

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**QUESTION 13**

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.

You need to create a customer service satisfaction survey and embed it on a website.

Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Copy the portal web link and paste it into your website.

B. Copy the URL from the Anonymous link field and paste it into your website.

C. On the Voice of the Customer survey, select Run in iFrame.

D. Copy the HTML code from the iFrame URL field and paste it on your website.

Correct Answer: CD

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of- customer/distribute-survey

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