



**Vendor:** Microsoft

**Exam Code:** MB2-718

**Exam Name:** Microsoft Dynamics 365 for Customer Service

**Version:** DEMO

#### QUESTION 1

You implement the Unified Service Desk (USO). You plan to implement actions and replacement parameters. Which three symbols are valid replacement keys? Each correct answer presents a complete solution.

- A. A
- B. -
- C. +
- D. \$
- E. ~

**Answer:** ADE

#### QUESTION 2

You plan to deploy Unified Service Desk (USO).

You need to install all USO components and verify the installation. Which three actions should you perform? Each correct answer presents part of the solution.

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

**Answer:** DCE

#### QUESTION 3

You have a Microsoft Dynamics 365 environment and you are using Unified Service Desk (USD) in a call center scenario. Users must be able to ask their customers questions that will trigger defined follow on actions. You need to provide users with guidance for their customer interactions. What should you use?

- A. agent scripts
- B. knowledge management
- C. CRM dialogs
- D. CRM workflows

**Answer:** A

#### QUESTION 4

You implement the Unified Service Desk (USD). You plan to implement a window navigation rule. Which two statements are true? Each answer represents a complete solution.

- A. You must populate the form and entity or URL fields for specific rules.
- B. Rules are evaluated based on the order number.
- C. You must use the display name to reference the entity in the rule.
- D. You must configure default rules so that they are evaluated first

**Answer:** CD

#### QUESTION 5

What is a limitation of the Field Service mobile app?

- A. Windows 10 phones do not support the app.
- B. You cannot work offline.
- C. GPS locations are not available.
- D. You cannot create follow-ups.

**Answer: D**

#### QUESTION 6

Which two security roles are created when you install the Field Service application? Each correct answer presents a complete solution.

- A. Field Service Administrator
- B. Field Service Dispatcher
- C. Field Service Representative
- D. Field Service Read Only

**Answer: CD**

#### QUESTION 7

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

**Answer: BC**

#### QUESTION 8

You ship a replacement part to a customer.

The customer reports that they receive the incorrect part. You need to initiate a process to return the product to the warehouse.

What should you do?

- A. Create a new return merchandise authorization (RMA) record.
- B. Create a new return to vendor (RTV) record.
- C. Create a new Agreement record.
- D. Create a new Inventory Adjustment record.

**Answer: A**

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