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Exam Name: Microsoft Dynamics 365 Fundamentals Customer Engagement Apps (CRM)  
Certification Provider: Microsoft  
Corresponding Certification: Microsoft Certified Dynamics 365 Fundamentals  
Website: [www.VCEplus.io](http://www.VCEplus.io)  
Twitter: [www.twitter.com/VCE\\_Plus](https://www.twitter.com/VCE_Plus)

VCEup

### 03 - Describe Dynamics 365 Customer Service

#### QUESTION 1

You attend a tradeshow. A fellow attendee suggests that you implement Dynamics 365 Connected Customer Service. What is a valid use case for Dynamics 365 Connected Customer Service?

- A. Analyze customer sentiment from multiple sources.
- B. Respond to and resolve customer issues by using social media.
- C. Use mixed reality applications to assist technicians performing work in the field.
- D. Use IoT devices and AI to predict when a customer's equipment will need service.

**Correct Answer: D**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

#### QUESTION 2

You manage a call center for a company that uses Dynamics 365 Customer Service.

The call center's customer service manager wants to renew all expired entitlements to increase the duration of entitlements from six months to one year.

You need to help the customer service manager make the changes.

Which status indicates that an entitlement must be renewed?

- A. Draft
- B. Waiting
- C. Active
- D. Canceled

**Correct Answer: D**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer#renewan-entitlement>

#### QUESTION 3

A company plans to implement Dynamics 365 Customer Service.

The company wants to use the system to determine when customers are having an issue and need help.

You need to track customer issues until the issues are resolved.

What should you create?

- A. opportunity
- B. contact
- C. case
- D. quote

**Correct Answer: C**

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-corecomponents>

#### QUESTION 4

A company uses Dynamics 365 Customer Service. The customer service department for a retailer hires temporary employees to work during peak seasons.

Temporary employees take much longer to resolve cases than seasoned employees.

You need to recommend features that will help employees find information needed to resolve cases.

Which two options should you recommend? Each correct answer presents a complete solution.

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NOTE: Each correct selection is worth one point.

- A. Knowledge base with Relevance search
- B. Parent and Child case settings
- C. Case management with Related Similar cases
- D. Routing rule sets

**Correct Answer: A, C**

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>

#### QUESTION 5

You work as a technician and receive your work assignments by using cases in Dynamics 365 Customer Service.

You need to review the timeline for a case that you are managing.

Which type of activity appears in the case timeline?

- A. Project task
- B. Task
- C. Entitlement
- D. Work order

**Correct Answer: C**

**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-create-a-case>

#### QUESTION 6

A company implements Dynamics 365 Customer Service for their support desk.

Agents resolve issues based on their own personal experiences or they must try to recreate the problem. This is causing customer satisfaction issues as resolution time is longer than expected and not consistent.

You need to implement a solution to improve consistency of answers and ensure that agents can share their answers.

What should you implement?

- A. Power Automate to transfer cases
- B. Service level agreements
- C. Knowledge base management
- D. Customer Service Insights

**Correct Answer: C**

**Section:**

**Explanation:**

#### QUESTION 7

DRAG DROP

A company plans to implement Dynamics 365 Customer Service.

Dynamics 365 Customer Service uses terminology that is different than what the existing customer service solution uses.

You need to create a glossary for employees.

Match each item to its definition. To answer, drag the appropriate definition from the column on the left to its item on the right. Each item may be used once, more than once, or not at all. Each correct match is worth one point.

**Select and Place:**

Definitions	Item	Answer Area
Details related to inquiries or issues reported by a customer.	Case	
Mechanism for categorizing and prioritizing records.	Queue	
Description and performance measurement of services to be delivered.	Service-level agreement	
Level and terms of support that are specific to a customer.	Entitlement	
Information that can be used to respond to customer inquiries or issues.		

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Correct Answer:

Definitions	Item	Answer Area
	Case	Details related to inquiries or issues reported by a customer.
	Queue	Mechanism for categorizing and prioritizing records.
	Service-level agreement	Description and performance measurement of services to be delivered.
Level and terms of support that are specific to a customer.	Entitlement	Information that can be used to respond to customer inquiries or issues.

**Section:**

**Explanation:**

<https://docs.microsoft.com/en-gb/learn/modules/get-started-with-dynamics-365-for-customer-service/2-core-components>

**QUESTION 8**

**DRAG DROP**

A company manufactures environmental sensors that can be monitored remotely.

Match each component to its definition.

Instructions: To answer, drag the appropriate component from the column on the left to its definition on the right. Each component may be used once, more than once, or not at all. Each correct match is worth one point.

NOTE: Each correct selection is worth one point.

**Select and Place:**

Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	
Power Automate		

Correct Answer:

Components	Definition	Component
Azure IoT Hub	Service for configuring integrations between the Customer Service app and environmental sensors.	Azure IoT Central
Azure IoT Central	Performance rules that trigger follow-up actions in the Customer Service app.	Power Automate
Service-level agreement	Rules and actions that execute the integration between environmental sensors and the Customer Service app.	Azure IoT Central
Power Automate		

Section:

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

#### QUESTION 9

##### HOTSPOT

You plan to implement Dynamics 365 Customer Service.

For each of the following statements, select Yes if then statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input type="radio"/>	<input type="radio"/>

Answer Area:

**Answer Area**

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	<input type="radio"/>	<input checked="" type="radio"/>

Section:

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-provision-license>

**QUESTION 10**

**DRAG DROP**

A company is implementing Dynamics 365 Customer Service.

The company wants to enable chat and SMS channels for customers. The company also wants to implement knowledge articles to support resolution of common issues.

You need to recommend which apps the company should implement.

Which app should you recommend? To answer, drag the appropriate apps to the correct features. Each app 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:

Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	
Unified Service Desk	Allow customers to start live conversation sessions with customer support agents.	
Dynamics 365 Field Service		

Correct Answer:

Apps	Feature	App
Omnichannel for Customer Service	Connect with customers by using text messages.	Omnichannel for Customer Service
Unified Service Desk	Allow customers to start live conversation sessions with customer support agents.	Omnichannel for Customer Service
Dynamics 365 Field Service		

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/channels>

**QUESTION 11**

**HOTSPOT**

A company is using several Dynamics 365 applications. A customer sends an email about an issue they are having with a product during a company holiday. The customer expects a response in 48 business hours in accordance with their service-level agreement (SLA).

You need to configure the system to ensure that the company meets SLA agreements.

Which products should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Hot Area:**

**Answer Area:**

**Answer Area**

Requirement	Product
Configure the system to account for the impact of holidays on SLA response time.	<ul style="list-style-type: none"> <li>Dynamics 365 Sales</li> <li><b>Dynamics 365 Customer Service</b></li> <li>Dynamics 365 Marketing</li> </ul>
Schedule a service representative in the correct department and time zone to address the customer issue.	<ul style="list-style-type: none"> <li>Bookings</li> <li>Resource Management homepage</li> <li><b>Universal Resource Scheduling</b></li> </ul>

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule>  
<https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

**QUESTION 12**

**HOTSPOT**

A company plans to implement Omnichannel for Customer Service.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Statement	Yes	No
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input type="radio"/>

Answer Area:

Statement	Yes	No
Omnichannel for Customer Service allows you to integrate chatbots that can communicate with customers.	<input checked="" type="radio"/>	<input type="radio"/>
Agents can only participate in one session at a time.	<input type="radio"/>	<input checked="" type="radio"/>
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	<input type="radio"/>	<input checked="" type="radio"/>

Section:

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot> <https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-manage-sessions> <https://docs.microsoft.com/en-us/dynamics365/customerservice/monitor-conversations>

### QUESTION 13

#### HOTSPOT

A customer plans to use knowledge articles to share information as cases are resolved.

For each of the following statement, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

**Answer Area**

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input type="radio"/>	<input type="radio"/>

Answer Area:

**Answer Area**

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge articles are available to others immediately after an agent creates and saves them.	<input type="radio"/>	<input checked="" type="radio"/>
Seasonal articles can be removed from circulation after a certain date.	<input checked="" type="radio"/>	<input type="radio"/>

**Section:**

**Explanation:**

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

**QUESTION 14**

**HOTSPOT**

A company plans to implement new support software.

You need to recommend solutions for the company.

What should you recommend to meet each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Hot Area:**

## Answer Area

Requirement	Solution
Support automated webchat.	<ul style="list-style-type: none"><li>Power Virtual Agents</li><li>Dynamics 365 Field Service</li><li>Customer Service Insights</li></ul>
Send senior technicians a notification when a case moves to an escalated status.	<ul style="list-style-type: none"><li>SMS – text message</li><li>Webchat</li><li>Power Platform portal</li></ul>
Combine all customer and employee inquiries into a single interface.	<ul style="list-style-type: none"><li>Omnichannel for Customer Service</li><li>Power BI</li><li>Customer Service Insights</li></ul>

Answer Area:

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Requirement	Solution
Support automated webchat.	<ul style="list-style-type: none"> <li>Power Virtual Agents</li> <li>Dynamics 365 Field Service</li> <li>Customer Service Insights</li> </ul>
Send senior technicians a notification when a case moves to an escalated status.	<ul style="list-style-type: none"> <li>SMS – text message</li> <li>Webchat</li> <li>Power Platform portal</li> </ul>
Combine all customer and employee inquiries into a single interface.	<ul style="list-style-type: none"> <li>Omnichannel for Customer Service</li> <li>Power BI</li> <li>Customer Service Insights</li> </ul>

**Section:**

**Explanation:**

**Reference:**

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>

**QUESTION 15**

**DRAG DROP**

A company is implementing Dynamics 365 Customer Service.

You need to recommend features that will meet the requirements.

Which features should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature 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:**

**Answer Area**

Features	Requirement	Feature
Omnichannel for Customer Service	Customer must be able to create cases by using online chat.	
Routing rules	Customers must be able to create cases by sending email.	
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	
Plug-in		

Correct Answer:

**Answer Area**

Features	Requirement	Feature
	Customer must be able to create cases by using online chat.	Omnichannel for Customer Service
Routing rules	Customers must be able to create cases by sending email.	Plug-in
	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards

Section:

Explanation:

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**QUESTION 16**

**HOTSPOT**

A company provides roadside assistance for disabled automobiles.

The company enacts a policy that specifies a 30-minute response time for all requests for assistance.

You need to ensure that data about assistance crew response times is captured correctly.

For what type of object should you define details? To answer, select the appropriate option in the answer area.

Hot Area:

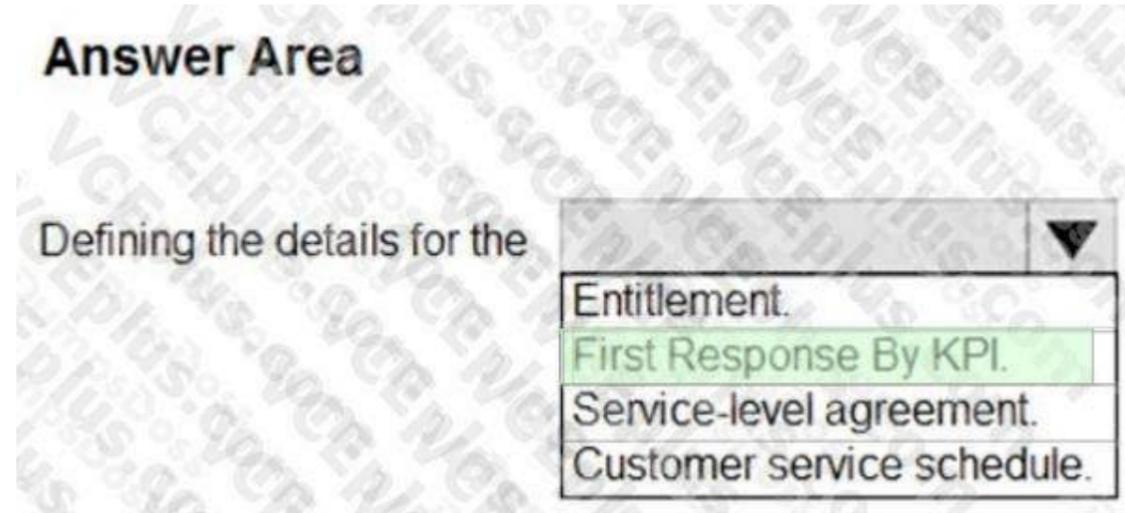
**Answer Area**

Defining the details for the

▼

- Entitlement.
- First Response By KPI.
- Service-level agreement.
- Customer service schedule.

Answer Area:



**Section:**

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

**QUESTION 17**

**DRAG DROP**

A company uses Dynamics 365 Customer Service.

You need to recommend solutions to help the company meet the following business requirements:

Detect and diagnose equipment problems before customers are aware of an issue.

Create cases from social channels and SMS text messages.

Use context-specific knowledge articles to solve customer issues quickly.

What should you recommend?

To answer, drag the appropriate solutions to the correct requirements. Each solution 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:**

**Answer Area**

Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	
Customer Service Insights		
Connected Customer Service	Create cases from social channels and SMS text messages.	
Omnichannel for Customer Service		

**Correct Answer:**

Answer Area		
Solutions	Requirement	Solution
Azure Hub telemetry	Detect and diagnose equipment problems before customers are aware of an issue.	Connected Customer Service
Customer Service Insights		Omnichannel for Customer Service
	Create cases from social channels and SMS text messages.	

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

**QUESTION 18**

**HOTSPOT**

A company plans to combine data from Dynamics 365 Customer Service with other Microsoft apps and services.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

**Hot Area:**

Answer Area			
Statement	Yes	No	
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	<input type="radio"/>	<input type="radio"/>	
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	<input type="radio"/>	<input type="radio"/>	
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	<input type="radio"/>	<input type="radio"/>	

**Answer Area:**

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	<input checked="" type="radio"/>	<input type="radio"/>
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	<input checked="" type="radio"/>	<input type="radio"/>
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	<input type="radio"/>	<input checked="" type="radio"/>

**Section:**

**Explanation:**

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-voice/connect-environment>  
<https://docs.microsoft.com/en-us/powerapps/maker/data-platform/use-powerbi-dataverse>

**QUESTION 19**

**HOTSPOT**

A company plans to implement Omnichannel for Customer Service.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

**Hot Area:**

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input type="radio"/>	<input type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input type="radio"/>	<input type="radio"/>
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="radio"/>	<input type="radio"/>

**Answer Area:**

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**Answer Area**

Statement	Yes	No
You must purchase a third-party ISV solution to use the chat feature within OmniChannel for Customer Service	<input type="radio"/>	<input checked="" type="radio"/>
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	<input checked="" type="radio"/>	<input type="radio"/>
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	<input type="radio"/>	<input checked="" type="radio"/>

**Section:**

**Explanation:**

**Reference:**

<https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-omnichannel>

**QUESTION 20**

**DRAG DROP**

You use Dynamics 365 Customer Service. You plan to configure service-level agreements (SLAs) for cases.

Which feature should you use? To answer, drag the appropriate features to the correct scenarios. Each feature 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.

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**Select and Place:**

Actions	Answer Area	
	Scenario	Feature
SLA key performance indicator (KPI)	Prevent enforcement of the SLA terms while waiting for additional information from a customer	
SLA actions	Send an email when a case is at risk for non-compliance with an SLA	
Business Hours		
Allow Pause and Resume		

**Correct Answer:**

Actions	Answer Area	
	Scenario	Feature
	Prevent enforcement of the SLA terms while waiting for additional information from a customer	SLA key performance indicator (KPI)
SLA actions	Send an email when a case is at risk for non-compliance with an SLA	Allow Pause and Resume
Business Hours		

**Section:**

**Explanation:**

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements>

**Mix Questions**

**QUESTION 1**

A company wants an application that meets the following requirements:

Display the latest news about the company.

Recommend leads to sales team members.

You need to identify an application to meet the requirements. What should you recommend?

- A. Dynamics 365 Customer Service
- B. LinkedIn Campaign Manager
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

**Correct Answer: C**

**Section:**

**Explanation:**

**QUESTION 2**

A company uses Dynamics 365 Sales.

You disqualify a lead. On a later date, the lead shows interest in buying a product that the company sells.

You need to convert the lead to an opportunity and retain all available history.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Qualify the closed lead as an opportunity.
- B. Qualify the reactivated lead to an opportunity.
- C. Convert the copied lead to an opportunity.
- D. Use the Reactivate Lead functionality to reopen the lead.
- E. Create a copy of the lead with data from the original lead.

**Correct Answer: A, B**

**Section:**

**Explanation:**

**QUESTION 3**

Which three capabilities are included in Dynamics 365 Marketing? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Qualify leads
- B. Case management
- C. Dynamics 365 Connector for LinkedIn
- D. Project quote management
- E. Event management

**Correct Answer: A, C, E**

**Section:**

**Explanation:**

**QUESTION 4**

A company uses social media for marketing.

The company wants to use out-of-the-box Dynamics 365 Marketing functionality to streamline social media marketing.

You need to determine the supported social media activities.

Which action is supported?

- A. Get notified when a company is mentioned.
- B. Schedule a post to be published in the future.
- C. Analyze the sentiment of posts about a company.
- D. Automatically follow another account when a specified condition is met

**Correct Answer: B**

**Section:**

**Explanation:**

#### QUESTION 5

You are a consultant working with a company that sells sporting equipment. The company uses Microsoft 365 and Dynamics 365 Sales.

You need to recommend tools that integrate with Dynamics 365 Sales and improve file collaboration.

What three tools should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Power BI
- B. SharePoint Online
- C. OneDrive for Business
- D. Microsoft Teams
- E. Power Automate

**Correct Answer: B, C, D**

**Section:**

**Explanation:**

#### QUESTION 6

A company is using Dynamics 365 Customer Service for case management.

The company must use entitlements to enforce limitations on customer ticket creation.

You need to design the entitlement terms.

Which two metrics should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Number of hours
- B. Number of cases
- C. Initial response time
- D. Hours of service

**Correct Answer: A, B**

**Section:**

**Explanation:**

#### QUESTION 7

A company uses Dynamics 365 Sales with out-of-the-box forms. Users must view logged phone calls and meetings for contacts. Which feature includes phone calls and meetings?

- A. Timeline
- B. Contact information
- C. Controls
- D. Attachments

**Correct Answer: A**

**Section:**

**Explanation:**

#### QUESTION 8

A company uses Dynamics 365 Sales.

The company plans to use LinkedIn Sales Navigator to increase sales productivity and assist salespersons in their daily duties.

You need to identify potential decision makers for a sale.

Which LinkedIn Sales Navigator feature should you use?

- A. Related Leads
- B. Top Card
- C. Auto Capture

**Correct Answer: A**

**Section:**

**Explanation:**

#### **QUESTION 9**

A company is working with a potential customer on a multi-year contract. The customer decides to delay their decision to commit to the contract.

You want to find other colleagues who have interacted with the potential customer so that you can discuss strategies with the colleagues to close the deal with the customer.

Which app should you recommend?

- A. Power Virtual Agents
- B. Sales Insights
- C. Customer Service Insights
- D. Market Insights

**Correct Answer: B**

**Section:**

**Explanation:**

#### **QUESTION 10**

A company uses Dynamics 365 Sales. The company creates sales proposals as PDF documents.

The company wants multiple users to access the latest version of a sales proposal in Dynamics 365 Sales. Many users do not have access to Dynamics 365 Sales.

You need to recommend an app for the company.

Which app should you recommend?

- A. Dynamics 365 Sales Insights
- B. Microsoft Excel
- C. Microsoft Outlook
- D. Microsoft Teams

**Correct Answer: A**

**Section:**

**Explanation:**