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Question No. 1

You are a Dynamics 365 Customer Service administrator.

You are configuring a case dashboard.

You need to filter the dashboard to show only escalated cases and cases that are marked as Request.

Which filter should you use?

- **A.** Timeframe
- **B.** Priority
- **C.** Global
- **D.** Visual

Answer: C

Question No. 2

You are helping a company implement Power Virtual Agents with Omnichannel for Customer Service.

The company has a chatbot that escalates to a manager if a customer wants to escalate from a chatbot.

You need to configure a prerequisite before you can implement the chatbot.

Which prerequisite should you configure?

- **A.** Configure context variables for a chatbot.
- **B.** Create one chatbot in one queue with a human having a higher capacity over the chatbot.
- **C.** Create one chatbot in one queue with the chatbot having the highest capacity over human capacity.
- **D.** Configure a Microsoft Teams support channel for the chatbot.
- **E.** Configure an SMS channel for a chatbot.

Answer: A

Question No. 3

A company is implementing Omnichannel for Customer Service.

The company separates agents into teams for billing, new product inquiries, support, and warranty. The new

product team currently handles text messages, emails, and live chats from the company website.

The company plans to release a new product. Before the new product launch, the company wants to add the

ability to manage conversations coming in from Facebook and Twitter.

You need to configure the system with the least amount of effort.

What should you do?

- **A.** Create a new resource characteristic.
- **B.** Create a routing rule.
- **C.** Create a new work stream for each channel.
- **D.** Add the new channel to the existing work stream.

Answer: D

Question No. 4

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

Users must have their own queues that no one else can access.

Users must not be able to view each other's queue.

Users must be able to work from the support queue.

Solution:

Set up each user queue to be public.

Set up level1 and level2 queues to be public and add applicable members.

Set up the support queue to be public.

Does the solution meet the goal?

- **A.** Yes
- **B.** No

Answer: B

Question No. 5

You are a Dynamics 365 Customer Service administrator. You are creating a customer service schedule.

You need to ensure that the schedule shows the correct time zone for available customer service hours.

What should you do?

- **A.** Set the time zone in each customized schedule.
- **B.** Allow the system to automatically convert to each user's time zone when a user signs in.
- **C.** Set the time zone in Dynamics 365 personal options.

- **D.** Set the time zone to GMT (Coordinated Universal Time) to enable conversion when you sign in.

Answer: A