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2017 New Exams | MB2-718 Exam Dumps with PDF and VCE Free Released in www.Braindump2go.com Today!**100% Real Exam Questions! 100% Exam Pass Guaranteed!**1.|2017 New Version MB2-718 Exam Dumps (VCE & PDF) 55Q&As Download:<http://www.braindump2go.com/mb2-718.html> 2.|2017 New Version MB2-718 Exam Questions & Answers Download: <https://1drv.ms/f/s!AvI7wzKf6QBjg2MOvqW8kgsGaihn> QUESTION 31Which of the following records can you convert into a case? A. taskB. queueC. leadD. opportunity Answer: A QUESTION 32Under which two circumstances will a routing rule be applied to a case without user intervention? Each correct answer presents a complete solution. A. a case is created as the result of a record creation ruleB. a case was created before the routing rule was activatedC. a case is created by using a convert to case actionD. a case is created manually Answer: BD QUESTION 33You install Microsoft Dynamics 365.Which three knowledge base article templates are available? Each correct answer presents a complete solution. A. Solution to a ProblemB. Standard KB ArticleC. Case EscalationD. Coverage DatesE. Procedure Answer: BDE QUESTION 34You use the automatic creation and update rule feature to create case records automatically. Which three source record types are available for automatically creating a case? Each correct answer presents a complete solution. A. social activityB. mailbox alertC. survey activityD. auto postE. booking alert Answer: AC QUESTION 35You manage a Microsoft Dynamics 365 deployment for Contoso, Ltd. You need to provide users the URL to their Microsoft Dynamics 365 Online interactive service hub. What is the URL format for the Microsoft Dynamics 365 Online interactive service hub? A. <https://www.microsoht.com/en-US/crynamics/crm-custo-customer-center/interactive-service-hubuser-s-guide.aspx#bkmkAccessB>. B. <https://contoso.crm.dynamics.com/XRMServices/2011/Discovery.svc>C. <https://contoso.crm.dynamics.com/engagementhub.aspx> D. <https://contoso.crm.dynamics.com/main.aspx> Answer: D QUESTION 36You have a Microsoft Dynamics 365 environment that has no customization*. You are working in the interactive service hub with a single-stream dashboard for cases.Which option can you use to filter cases? A. Business process stageB. TitleC. ProductD. Category Answer: A QUESTION 37You are attempting to resolve a case.For which situation will the system display a prompt before reaching the Case Resolution window? A. The case has a service-level agreement (SLA) that was not met.B. The case has an open activity.C. The customer will exceed their entitlement allotmentD. The case has an open parent case. Answer: B QUESTION 38You use the interactive service hub to manage cases.Users report that they have difficulty finding a specific knowledge base article when they initiate a search from within a case.You need to ensure that search returns relevant results. What are two possible ways to achieve the goal? Each correct answer presents a complete solution. A. Relate the article to one or more categories.B. Relate the article to a more relevant subject.C. Update the article description.D. Add additional keywords. Answer: AC QUESTION 39Which two of the following are valid routing rule actions? Each correct answer presents part of the solution. A. Cancel CaseB. Send EmailC. Assign to User/Team D. Route to Queue Answer: BC QUESTION 40You are deploying a Unified Service Desk (USD) application. For which three scenarios can you attach an action call? Each correct answer presents a complete solution. A. A window navigation rule is processed.B. Client diagnostic logging is turned on.C. A threshold is reached in a Microsoft Power BI report.D. An agent script is run or an answer is clicked.E. A toolbar button is clicked. Answer: BC QUESTION 41You implement the Unified Service Desk (USD). Which three statements regarding the debugger are true? Each correct answer presents a complete solution. A. The debugger allows you to review data parameters from static log files.B. The debugger allows you to review real-time data parameters.C. The debugger allows you to review action calls from static log files.D. The debugger is a USD hosted control.E. The debugger allows you to review real-time action calls.F. The debugger is a standalone tool. Answer: ACE
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