

 Custom View Settings

6 votes.

Which two components are included in Dynamics 365 Marketing? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Customer Voice survey
- B. Customer Service Hub
- C. Enterprise Asset Management
- D. Event management

Correct Answer: AD

Community vote distribution

AD (100%)

LRRooster 2 months, 2 weeks ago

Selected Answer: AD

Correct answer
upvoted 1 times

Jimirich 10 months, 3 weeks ago

I concur
upvoted 1 times

mmokut 1 year, 1 month ago

The answer is A&D
upvoted 1 times

DavisXander 1 year, 5 months ago

Answer is AD
upvoted 1 times

SD2020 1 year, 5 months ago

Customer Service Hub - Is a D365 Cust. Service App & Enterprise Asset Management - should be from Field Service, thus the 2 left & correct answers are
A - Customer Voice survey & D - Event management
upvoted 3 times

cormorant 2 years ago

'customer voice survey' and 'event management ' are also the two most important components in marketing
upvoted 3 times

DimpleG 2 years ago

Selected Answer: AD

Correct
upvoted 1 times

RiyankaP 2 years ago

A and D
upvoted 2 times

huytran666 2 years, 1 month ago

A & D are correct
upvoted 3 times

rose321 2 years, 1 month ago

August 2022
upvoted 2 times

Sidharth_zach 2 years, 2 months ago

Selected Answer: AD

Selected Answer
upvoted 1 times

LucaV6 2 years, 3 months ago

In June 2022

upvoted 1 times

ceejaybee 2 years, 3 months ago

Selected Answer: AD

A and D

upvoted 3 times

LePecador 2 years, 3 months ago

Correct, the answer are A & B

upvoted 1 times

LePecador 2 years, 3 months ago

I meant A&D, typo mistake

upvoted 1 times

SD2020 2 years, 4 months ago

Correct => A & D

The customer service hub is an "app" like a "sales hub"

&

Enterprise Asset Management I think is part of Field Service

But 100 % both service hub & asset management are not part of Marketing

upvoted 3 times

Manso 2 years, 7 months ago

Correct

upvoted 2 times

Jeov94 2 years, 11 months ago

Correct

upvoted 3 times

DRAG DROP -

A company uses Dynamics 365 Marketing.

Marketing team members must be able to group related customers for campaigns, market research, and surveys.

What 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
Marketing list only	Create a single campaign activity geared to a targeted audience.	
Marketing segment only	Create groups of related customers for use in customer journeys.	
Marketing segment or marketing list		

Correct Answer:

Features	Requirement	Feature
Marketing list only	Create a single campaign activity geared to a targeted audience.	Marketing list only
Marketing segment only	Create groups of related customers for use in customer journeys.	Marketing segment or marketing list
Marketing segment or marketing list		

Box 1:

You cannot use marketing segments in a campaign.

Box 2:

You can only use one type of marketing list (a subscription list) for customer journeys. You can use any type of marketing segment for customer journeys.

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists>

Rah19 Highly Voted 2 years, 11 months ago

- Marketing list only
 - Marketing segment only
- upvoted 27 times

LePecador Highly Voted 2 years, 3 months ago

- Marketing list only (campaign/quick campaign only use lists)
 - Marketing segment or marketing only (customer journeys can use ONLY SUBSCRIPTION LIST) remember guys that Microsoft wants the most correct answer, and since you can use a suscription list, it still counts as a list
- upvoted 12 times

mmokut Most Recent 1 year, 1 month ago

- Marketing lists only
 - Marketing segments only
- upvoted 2 times

EReb 1 year, 2 months ago

- Marketing List Only
- Marketing Segment or marketing list.

For customer Journey:

To set up a segment tile to target a subscription list:

Create a customer journey that targets an audience based off of a segment (segment being a source type of the audience).

Set the Segment field to Subscription List, which activates the Look for Marketing list field. Then use the Look for Marketing list field to find the subscription list you want to use for this journey.

upvoted 1 times

  **Mooooosa** 1 year, 9 months ago
<https://learn.microsoft.com/en-us/dynamics365/marketing/segments-vs-lists>
upvoted 3 times

  **ArunPrem** 1 year, 11 months ago
1. Marketing List
2. Marketing Segment or Marketing List (Static segment list i.e. SUBSCRIPTION LIST only)
upvoted 1 times

  **cormorant** 2 years ago
You cannot use marketing segments in a campaign.
upvoted 1 times

  **DimpleG** 2 years ago
2) Marketing Segment Only
upvoted 1 times

  **LucaV6** 2 years, 3 months ago
I'm not sure I can use Marketing List in Customer Journeys too
upvoted 1 times

  **ceejaybee** 2 years, 3 months ago
In exam, June 2022
upvoted 2 times

  **LucaV6** 2 years, 3 months ago
confirmed the second one is both marketing segment or marketing only?
upvoted 2 times

  **Vergee** 2 years, 3 months ago
1. Marketing List Only
2. Marketing Segment Only
upvoted 2 times

  **SD2020** 2 years, 4 months ago
Correct => 1 - Marketing List Only & 2 - Marketing Segment Only
The answer is in the question "campaigns" is ONLY part of the OLD marketing module & ONLY a "marketing List" can be added to a campaign
For "Customer Journey" which is part of the "new" marketing module, "Marketing segments" can be added to it
upvoted 2 times

  **Rhoward1971** 2 years, 7 months ago
1. Marketing list only
2. Marketing segment only

It's documented in <https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists>:

The following table summarises a few important differences between the various types of marketing lists and segments.

Supported Operation 1. Static segment 2. Dynamic segment 3. Static marketing list 4. Dynamic marketing list

Use in campaign / quick campaign 1. No 2. No 3. Yes 4. Yes

Use in customer journey 1. Yes 2. Yes 3. Subscription list only 4. No

upvoted 5 times

  **Marski** 2 years, 9 months ago
Rah19 has the right answer I think. Where is reference to MS Docs?
upvoted 1 times

  **mongro** 2 years, 10 months ago
This answer is correct.
1. marketing list only
2. marketing segment or marketing list
upvoted 3 times

  **cyga75** 3 years ago
Any clue, what's the right answer here? Thanks!
upvoted 4 times

  **azlee_13** 3 years ago
On the related link it clearly shows that Segments cannot be used in campaigns, but that dynamic lists support campaigns.
upvoted 1 times

HOTSPOT -

A company plans to implement Dynamics 365 Marketing.

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 only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: You can only query across accounts, leads, and marketing lists when building segments.	<input type="radio"/>	<input checked="" type="radio"/>
You can use quick campaigns with both marketing lists and marketing segments.	<input type="radio"/>	<input checked="" type="radio"/>

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/segmentation-lists-subscriptions>

LePecador Highly Voted 2 years, 3 months ago

- False, because the question says ONLY meaning that you can ONLY query accounts, leads and marketing list, but you can query across MORE options ("You can also query the marketing-insights service to find contacts that have engaged with your marketing initiatives")
<https://docs.microsoft.com/en-gb/dynamics365/marketing/segmentation-lists-subscriptions>
- False, because you cannot use segments for a quick campaign <https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists>
upvoted 6 times

mmokut Most Recent 1 year, 1 month ago

answers are No&No
upvoted 1 times

wajid124 1 year, 2 months ago

Segments let you create groups of related contacts that you can target with customer journeys. Segments are created using the segment design. One way to build segments is by querying across related entities including contacts, leads, accounts, events, marketing lists, and more.
upvoted 1 times

OmegaA 1 year, 8 months ago

- False - key word there is "only" - you can run also Contacts
 - False - because Segments cannot be used with Quick Campaigns
- upvoted 3 times

IslamG 1 year, 9 months ago

December 2022
upvoted 2 times

cormorant 2 years ago

you can only query across.....
whenever a statement uses a restrictive word such as "only", it's usually wrong
upvoted 3 times

SD2020 2 years, 3 months ago

Correct => 1 - No & 2 - No

When you are querying for a "segment" other than the leads, account, contacts, marketing list, future 7 to 9 more entities/tables can be queried

"Quick Campaign" is part of the "Old" marketing module, "Segments" is a feature in the "new" marketing module, so "segments" cannot be accessed by the "OLDER" module i.e. "Quick Campaign"

upvoted 1 times

  **AzCloudDev** 2 years, 4 months ago

- 1) False ==> <https://docs.microsoft.com/en-us/dynamics365/marketing/segmentation-lists-subscriptions>
- 2) False

upvoted 2 times

  **SnottyPudding** 2 years, 6 months ago

First statement is FALSE because it limits the query choices to accounts, leads, and marketing lists. However, "One way to build segments is by querying across related entities including contacts, leads, accounts, events, marketing lists, and more." Clearly, there are more query options than the three listed in the statement.

<https://docs.microsoft.com/en-gb/dynamics365/marketing/segmentation-lists-subscriptions>

upvoted 2 times

  **bbosie** 2 years, 8 months ago

1. True. Reason: Marketing segments are created using the segmentation designer. While marketing segments only target contact records, the segment designer lets you query contacts across multiple related entities, including contacts, leads, accounts, events, marketing lists, and more.
2. False. Reason: A quick campaign lets you quickly generate a single activity such as an email message to a marketing list. This is handy when you need to target multiple customers but don't need a full featured marketing campaign.

upvoted 2 times

  **Ishan_63** 2 years, 7 months ago

First should be false because as per the statement you can "ONLY" query across Contact, Account and Marketing

upvoted 1 times

  **SnottyPudding** 2 years, 6 months ago

Incorrect. The first statement is FALSE because it limits the query options to only three choices.

upvoted 1 times

  **mongro** 2 years, 10 months ago

Correct - 1. No 2. No

upvoted 3 times

  **JA2018** 2 years, 11 months ago

#1 Yes (recall seeing something similar on Microsoft Learn), #2: No.

upvoted 1 times

  **powerplatformstar** 3 years, 1 month ago

True

False

upvoted 2 times

  **nishucrm** 3 years, 1 month ago

Ok read the question again it says ONLY which is wrong :)

upvoted 4 times

  **nishucrm** 3 years, 1 month ago

Wouldn't it be Yes for the first one ? Cause while defining segment members we can query across lead, account, marketing list etc.

upvoted 2 times

  **Vimbsu** 2 years, 10 months ago

@nishucrm the question says only which means there is no room for ETC so the answer is False. It was going to be true if there was no ONLY the question

upvoted 1 times

  **Ravikiran7582** 3 years, 1 month ago

Also Read the following MS Doc

<https://docs.microsoft.com/en-us/dynamics365/marketing/segments-vs-lists>

upvoted 3 times

HOTSPOT -

A company has implemented Dynamics 365 Marketing. You need to implement apps to meet the company's business requirements. Which app 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

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<input type="text"/> ▼ LinkedIn Sales Navigator Dynamics 365 Customer Insights Dynamics 365 Customer Voice
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<input type="text"/> ▼ LinkedIn Sales Navigator LinkedIn Campaign Manager Dynamics 365 Customer Voice
Create a unified view of customer data from different sources.	<input type="text"/> ▼ Dynamics 365 Customer Insights LinkedIn Sales Navigator Dynamics 365 Customer Voice

Answer Area

Scenario	App
Collect feedback on the effectiveness of a marketing campaign.	<input type="text"/> ▼ LinkedIn Sales Navigator Dynamics 365 Customer Insights Dynamics 365 Customer Voice
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	<input type="text"/> ▼ LinkedIn Sales Navigator LinkedIn Campaign Manager Dynamics 365 Customer Voice
Create a unified view of customer data from different sources.	<input type="text"/> ▼ Dynamics 365 Customer Insights LinkedIn Sales Navigator Dynamics 365 Customer Voice

Correct Answer:

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/overview> <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

powerplatformstar **Highly Voted** 3 years, 1 month ago

Correct
upvoted 10 times

mmokut **Most Recent** 1 year, 1 month ago

D365 Customer Voice
LinkedIn Sales Navigator
D365 Customer Insights
upvoted 1 times

  **EReb** 1 year, 2 months ago

To sync leads from LinkedIn and run campaigns on LinkedIn, you need access to a LinkedIn Advertising Account that can manage ads by using LinkedIn Campaign Manager.
<https://learn.microsoft.com/en-us/dynamics365/linkedin/install-linkedin-connector>
upvoted 1 times

  **NS_23** 1 year, 5 months ago

Is the answer to the second question, LinkedIn sales navigator or LinkedIn campaign manager?
upvoted 1 times

  **oclerio** 1 year, 8 months ago

Dynamics 365 Customer Voice
LinkedIn Sales Navigator
Dynamics 365 Customer Insights
upvoted 1 times

  **IslamG** 1 year, 9 months ago

December 2022
upvoted 1 times

  **cormorant** 2 years ago

customer voice
campaign manager
insights
upvoted 2 times

  **RabotaDatel** 2 years, 1 month ago

Look at this article: <https://docs.microsoft.com/en-us/learn/modules/explore-dynamics-365-sales/4-work-leads>

"Tom uses internet searches and social networking websites to gather general information about the lead such as industry, number of employees and annual revenue and enters it into the lead.

Optional integration features with applications like LinkedIn Sales Navigator could also help the research process."

upvoted 1 times

  **RabotaDatel** 2 years, 1 month ago

LinkedIn Campaign Manager helps you manage your ad campaigns in LinkedIn like publications etc. Nothin to do with leads which are potential customers.
upvoted 1 times

  **LePecador** 2 years, 3 months ago

1. Dynamics 365 Customer Voice
2. LinkedIn Campaign Manager (At least one LinkedIn member with access to LinkedIn Campaign Manager must Authorize Dynamics 365 to sync data from LinkedIn Campaign Manage)
3. Customer Insights
upvoted 3 times

  **SD2020** 2 years, 3 months ago

Correct => 1st - Dynamics 365 Cust. Voice / 2nd - LinkedIn Campaign Manager (See my comment below FOR SURE)/ 3rd - Dynamics 365 Customer Insights

1st question is about the "effectiveness of a marketing campaign" "LinkedIn Sales Navigator" is used for the sales module/Dynamics 365 Customer Insights is to gather "Analytical data" "NOT FEEDBACK", ONLY "Customer Voice" allows the customer to provide a "FEEDBACK"

2nd Question - As it's a "Marketing" activity, I am going with the "keyword" on the answer LinkedIn "Campaign" Manager as "Campaign" is a term used in marketing (i could be wrong here)

3rd Question needs a "Unified View" from "Different sources" "Customer Insights" is the View or what I would call a Dashboard that provides this into

upvoted 2 times

  **Marski** 2 years, 9 months ago

Usually MS exams are only about MS products. Not this time.
upvoted 1 times

  **ronaltdt12** 2 years, 4 months ago

Do you mean LinkedIn? Microsoft owns LinkedIn
upvoted 3 times

  **JA2018** 2 years, 11 months ago

<https://docs.microsoft.com/en-gb/dynamics365/marketing/overview> <https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration> is not found
upvoted 1 times

[-] 👤 **fkaracan** 3 years, 1 month ago

linkedin campaign manager is correct.
see the docs:

<https://docs.microsoft.com/en-us/learn/modules/review-additional-marketing-apps/3-describe-linkedin-campaign-manager>

upvoted 2 times

[-] 👤 **Ravikiran7582** 3 years, 1 month ago

I agree with eshu64 - Campaign Manager is correct

upvoted 1 times

[-] 👤 **eshu64** 3 years, 2 months ago

nope, LinkedIn campaign manager is correct.. here is the reference <https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-lead-gen-integration>

upvoted 3 times

[-] 👤 **hania** 3 years, 2 months ago

I agree. Second one is definitely LinkedIn Sales Navigator.

upvoted 2 times

[-] 👤 **AzCloudDev** 2 years, 4 months ago

No LinkedIn Campaign Manager is correct: <https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-overview#import-leads-generated-by-your-linkedin-campaigns>

upvoted 2 times

[-] 👤 **duffer19** 3 years ago

so did u find the correct answer? as I thought that sales navigator would be correct too but I dont have a reference/

upvoted 1 times

A company integrates LinkedIn Campaign Manager with Dynamics 365 Marketing.

Which two actions can the company perform using out-of-the-box features? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Generate leads from LinkedIn.
- B. Create email templates for LinkedIn messages.
- C. Schedule and publish social posts.
- D. Create and publish events on LinkedIn.

Correct Answer: AC

Community vote distribution

AC (100%)

SD2020 Highly Voted 2 years, 3 months ago

Correct

=> 1st - Generate leads from LinkedIn

=> 2nd - Schedule and publish social post

The LinkedIn "Campaign Manager" can create leads & one of the ways it can be done is by creating a "Post" & schedule it to get posted on LinkedIn on a specific date, this can be done through the D365 application

"email template" can be created in D356 for its email application, BUT "NOT FOR LINKEDIN" + Events can not be created in LinkedIn
upvoted 7 times

MoneyStacking Most Recent 1 year ago

Selected Answer: AC

A & D

See explanation profilename SD2020

upvoted 1 times

mmokut 1 year, 1 month ago

The answers are A&D

upvoted 1 times

Drchattss 2 years, 1 month ago

13/08.....TEST

upvoted 3 times

ceejaybee 2 years, 3 months ago

Selected Answer: AC

A and C

upvoted 3 times

LePecador 2 years, 3 months ago

A) Generate leads from LinkedIn

C) Schedule and publish social post

upvoted 2 times

IndyB 2 years, 8 months ago

Also view: <https://docs.microsoft.com/en-us/learn/modules/review-additional-marketing-apps/3-describe-linkedin-campaign-manager>

upvoted 2 times

powerplatformstar 3 years, 1 month ago

Correct

upvoted 2 times

Ravikiran7582 3 years, 1 month ago

Also Read

<https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-overview>

first 4 bullet points describe functionality

upvoted 4 times

HOTSPOT -

A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements.

What happens during synchronization? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

	▼
creates a new lead that uses the LinkedIn data.	
updates the current lead with the LinkedIn data.	
updates the current contact with the LinkedIn data.	

Correct Answer:

Answer Area

If a sales lead that is synchronized from LinkedIn already exists,

Dynamics 365 Marketing

	▼
creates a new lead that uses the LinkedIn data.	
updates the current lead with the LinkedIn data.	
updates the current contact with the LinkedIn data.	

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/linkedin-lead-gen-integration>

-   **AzCloudDev** Highly Voted 2 years, 4 months ago
Correct: <https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-overview#import-leads-generated-by-your-linkedin-campaigns>
upvoted 7 times
-   **mmokut** Most Recent 1 year, 1 month ago
I believe the answer is C
upvoted 2 times
-   **LePecador** 2 years, 3 months ago
Updates the current lead with the LinkedIn data (When a new lead is synced from LinkedIn, Dynamics 365 can either update an existing lead record if the person is already known, or create a new lead if it's the first contact with this person)
<https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-lead-gen-integration>
upvoted 1 times
-   **MODIN** 2 years, 7 months ago
correct
<https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-lead-gen-integration>
upvoted 1 times

HOTSPOT -

Which features are available in Dynamics 365 Marketing?

For each of the following features, select Yes if the feature is available. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Feature	Yes	No
Create graphical email messages.	<input type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input type="radio"/>	<input type="radio"/>

Answer Area

Feature	Yes	No
Create graphical email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Design dynamic content in email messages.	<input checked="" type="radio"/>	<input type="radio"/>
Configure a website for an event.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal>

 **SD2020** Highly Voted 2 years, 3 months ago

Correct

=> 1st - Yes

=> 2nd - Yes

=> 3rd - Yes

In the "new" marketing module of D365, you can create "marketing emails" images & text can be added to the same

Email messages have the ability to add "dynamic content" like Eg - U can create an email with a template that will pick the First Name & Last name of a contact (this is Dynamic content)

In the "new" marketing module, when an event is created, it gives you the ability to create a "website" for "event registration" thus it's possible

upvoted 8 times

 **mmokut** Most Recent 1 year, 1 month ago

All the answers are yes

upvoted 1 times

 **ITCertified** 1 year, 2 months ago

correct

upvoted 1 times

 **LePecador** 2 years, 3 months ago

All of them are yes

upvoted 2 times

 **Taiki_0855** 2 years, 6 months ago

<https://docs.microsoft.com/ja-jp/dynamics365/marketing/create-marketing-email>

upvoted 2 times

 **JA2018** 2 years, 11 months ago

<https://docs.microsoft.com/en-gb/dynamics365/marketing/create-marketing-email> <https://docs.microsoft.com/en-gb/dynamics365/marketing/set-up-event-portal> not found

upvoted 3 times

 **powerplatformstar** 3 years, 1 month ago

Correct

upvoted 2 times

A company organizes and runs conferences and other events. The company is considering using Dynamics 365 Marketing. The company wants to ensure that they can implement key marketing features without requiring any customizations. Which three capabilities does Dynamics 365 Marketing support using out-of-the-box functionality? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sponsors and sponsorships
- B. Regulatory compliance
- C. Advertisers and print media and campaigns
- D. Session and speaker tracking
- E. Registration and attendance

Correct Answer: ADE

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management>

Community vote distribution

ADE (100%)

Jimirich 1 year ago

It is ADE

upvoted 1 times

mmokut 1 year, 1 month ago

I believe the answers are A,D&E

upvoted 2 times

jaydenkl 1 year, 8 months ago

Selected Answer: ADE

correct

upvoted 1 times

ceejaybee 2 years, 3 months ago

Selected Answer: ADE

Correct

upvoted 1 times

LePecador 2 years, 3 months ago

A) Sponsors and sponsorships

D) Session and speaker tracking

E) Registration and attendance

upvoted 3 times

SD2020 2 years, 3 months ago

Correct

=> 1st - Sponsors and sponsorships

=> 2nd - Session and speaker tracking

=> 3rd - Registration and attendance

In the "new" marketing module when you create an event you can create "Sponsors and sponsorships", sessions & speakers can also be created tracked + Registration and attendance can also be tracked by the records that get created in D365 Marketing

There is on option for advertisers and print media and campaigns to be created & tracked

For "Regulatory compliance" I am not sure, because in the marketing module it has the ability to comply with GDPR, but I am not sure if this will come under "Regulatory compliance"

upvoted 4 times

pgchand 2 years, 3 months ago

Is it spell mistake ? "on option" is it "no option" ?

upvoted 1 times

JA2018 2 years, 11 months ago

<https://docs.microsoft.com/en-gb/dynamics365/marketing/manage-event-sponsorships> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management> <https://docs.microsoft.com/en-gb/dynamics365/marketing/event-management> not found
upvoted 2 times

 **powerplatformstar** 3 years, 1 month ago
Correct
upvoted 3 times

Question #9

Topic 1

HOTSPOT -

A company plans to implement Dynamics 365 Customer Voice.

Instructions: 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

Yes

No

Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.

You can present specific survey questions based on responses to previous questions.

Answer Area

Yes

No

Correct Answer:

Data from Dynamics 365 Customer Voice is available to Dynamics 365 Marketing.

You can present specific survey questions based on responses to previous questions.

Reference:

<https://docs.microsoft.com/en-gb/dynamics365/marketing/customer-voice>

 **mmokut** 1 year, 1 month ago
The both answers are Yes
upvoted 2 times

 **SD2020** 2 years, 4 months ago
Correct => 1 - Yes & 2 - Yes
Customer voice data is available in the Marketing module & if required (answering the 2nd question) "Customer Journey" can be used to resent another survey question
upvoted 4 times

 **Bedet** 2 years, 11 months ago
Looks good
upvoted 2 times

 **HaCha** 2 years, 12 months ago
Correct
upvoted 2 times

A company uses Dynamics 365 Marketing. The company uses a third-party app to send email surveys to prospects to better understand their business needs.

There is currently no link to prospect records and users report that the survey management process is manual and is difficult to manage.

You need to automate the survey process and streamline collection and analysis of responses.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create a survey in Dynamics 365 Marketing and create a campaign to send it to out and collect data
- B. Use Customer Voice to collect and analyze survey results
- C. Use Power Automate to automatically send Customer Voice surveys
- D. Create surveys in Dynamics 365 Marketing by using Questionnaire
- E. Use Customer Voice to compile results from the existing third-party app

Correct Answer: BC

Community vote distribution

BC (100%)

mmokut 1 year, 1 month ago

I believe the answers are B&C

upvoted 1 times

wajid124 1 year, 2 months ago

Dynamics 365 Marketing has no survey function now, the function has been moved to Customer Voice.

upvoted 4 times

beno_au 1 year, 4 months ago

Selected Answer: BC

B & C seems to be correct

<https://learn.microsoft.com/en-us/dynamics365/customer-voice/send-survey-flow>

upvoted 2 times

TiTe123 1 year, 6 months ago

<https://learn.microsoft.com/en-us/dynamics365/customer-voice/send-survey-flow>

BC correct

upvoted 2 times

Mahakaal97 1 year, 7 months ago

B & C should be correct

upvoted 3 times

Choj 1 year, 7 months ago

B and D for me: survey campaign can be create within customer voice: <https://dynamics.microsoft.com/en-gb/customer-voice/survey-questionnaire/>

Power automate is not required to send survey

upvoted 1 times

oclerio 1 year, 8 months ago

A making no sense, Dyn MKT don't has survey, just Dyn Customer Voive.

upvoted 1 times

AmandaLM 1 year, 8 months ago

B and C for me

upvoted 3 times

Caphispania 1 year, 9 months ago

Selected Answer: BC

BC for me

upvoted 2 times

Candy2002 1 year, 10 months ago

Selected Answer: BC

Dynamics 365 Marketing has no survey function now, the function has been moved to Customer Voice. Thus, B & C is making sense.

upvoted 3 times

  **Shuji_m** 2 years ago

Selected Answer: BC

Dynamics 365 Marketing does not allow survey creation.

upvoted 2 times

  **LarsR** 1 year, 11 months ago

<https://learn.microsoft.com/en-us/dynamics365/marketing/surveys>

Watch this page, It actually is possible to make a survey in D365 marketing.

upvoted 2 times

  **Candy2002** 1 year, 10 months ago

Not for now, the function has been switched to Customer Voice. So the answer should be B & C

upvoted 1 times

  **FabiZamora93** 1 year, 1 month ago

The page you provided actually has this: "If you want to create new surveys in Marketing, you should use Dynamics 365 Customer Voice." this is from July 2020 update

upvoted 1 times

DRAG DROP -

A company purchases Dynamics 365 Sales and Dynamics 365 Marketing. The company wants to be able to host webinars and events but is concerned about controlling costs.

You need to recommend solutions to meet the company's requirements.

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

Products	Answer Area	
	Requirement	Product
Dynamics 365 Marketing	View costs associated with speakers	
Customer Insights	Create waitlists for events	
Dynamics 365 Sales		
Dynamics 365 Sales Insights		

Correct Answer:

Products	Answer Area	
	Requirement	Product
Dynamics 365 Marketing	View costs associated with speakers	Dynamics 365 Marketing
Customer Insights	Create waitlists for events	Dynamics 365 Marketing
Dynamics 365 Sales		
Dynamics 365 Sales Insights		

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/event-financials> <https://docs.microsoft.com/en-us/dynamics365/marketing/event-waitlist>

- FConsultantGA** 6 months, 2 weeks ago

Did they updated the exam from Dynamics 365 Marketing to Dynamics 365 Customer Insights - Journeys?
upvoted 2 times
- heheitsme** 7 months, 3 weeks ago

The answer is: "Customer Insight - Journey"
"On September 1, 2023, Dynamics 365 Marketing and Dynamics 365 Customer Insights will be sold together under a single product SKU called Dynamics 365 Customer Insights. The individual applications will be renamed Dynamics 365 Customer Insights - Journeys and Dynamics 365 Customer Insights - Data, respectively."
<https://learn.microsoft.com/en-us/dynamics365/customer-insights/journeys/ci-faq?azure-portal=true>
<https://learn.microsoft.com/en-us/training/paths/learn-fundamentals-of-microsoft-dynamics-365-marketing/>
upvoted 2 times
- mmokut** 1 year, 1 month ago

Both are Marketing
upvoted 2 times
- oclerio** 1 year, 8 months ago

Use Events in Dynamcis 365 Marketing for both
upvoted 1 times
- OmegaA** 1 year, 8 months ago

Both are out the box functionalities of Marketing now
upvoted 1 times
- cormorant** 2 years ago

speakers and events: MARKETING

upvoted 1 times

  **DimpleG** 2 years ago

Correct

upvoted 1 times

Question #12

Topic 1

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

Correct Answer: ABD

Community vote distribution

ABD (100%)

  **MoneyStacking** 1 year ago

Selected Answer: ABD

Answers are correct

upvoted 3 times

  **mmokut** 1 year, 1 month ago

The answers are A,B&D

upvoted 2 times

  **MeisAdriano** 1 year, 8 months ago

Selected Answer: ABD

A,B,D are corrects

upvoted 1 times

  **OldSchool** 1 year, 10 months ago

Selected Answer: ABD

Given answers are correct

upvoted 2 times

  **DimpleG** 2 years ago

Selected Answer: ABD

Correct

upvoted 2 times

HOTSPOT -

A company uses Dynamics 365 Marketing. The company wants an automated solution to test two email designs before launching the entire email campaign.

You need to recommend a solution for the company.

What 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

What is the automated solution?

	▼
A/B test	
Market Insights	
Enhanced email	

Which testing process is used?

	▼
Separated emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.	
An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.	
An email is sent to a sample group. A summary of responses is sent to the creator.	

Correct Answer:**Answer Area**

What is the automated solution?

	▼
A/B test	
Market Insights	
Enhanced email	

Which testing process is used?

	▼
Separated emails are simultaneously sent to two sample groups. The email with the most response is then sent to the rest of the group.	
An email is sent to a sample group. If there are enough responses, the email is sent to the others. Otherwise, the second email is sent.	
An email is sent to a sample group. A summary of responses is sent to the creator.	

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/email-a-b-testing>

  **Annylvy** 1 year, 9 months ago

CORRECT ANSWERS

upvoted 2 times

  **CCParaiso** 2 years ago

In exam Oct 2022

upvoted 1 times

  **fmontez** 2 years ago

Was on exam 15/09. A/B test - Separated emails are....

upvoted 4 times

A company uses Dynamics 365 Marketing.

You must choose a real-time marketing customer journey type to start the journey.

Which two journey types you can use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Event-based
- B. Audience-based
- C. Scheduled
- D. Customer onboarding

Correct Answer: AB

Community vote distribution

AB (100%)

MoneyStacking 1 year ago

Selected Answer: AB

Given answer correct, keyword is Real-Time
upvoted 2 times

RensoAC92 1 year, 7 months ago

"Real-Time" A-B
upvoted 2 times

MeisAdriano 1 year, 8 months ago

Selected Answer: AB

keyword is _real-time_
upvoted 2 times

TechsUK 1 year, 10 months ago

Selected Answer: AB

C is chronological, so not an event.
D is for several regular emails to a lead
upvoted 1 times

HOTSPOT -

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

Hot Area:

Answer Area

Statements

Once prerequisite segments are set up, a customer journey starts by defining the audience.

Yes

No

The audience in a customer journey can contain contacts and leads.

Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.

Correct Answer:

Answer Area

Statements

Once prerequisite segments are set up, a customer journey starts by defining the audience.

Yes

No

The audience in a customer journey can contain contacts and leads.

Using a customer journey, an audience member can receive an email immediately after a form is submitted. The audience member can receive another email one week later without a separate trigger.

Box 1: Yes -

All journeys start with the participants:

Select Set audience (or, alternatively, select +). The Audience properties pane will appear on the right side of the page. Leave the default settings there (for example, Segment selected as the audience source type). Select the segment that you want to target with your campaign in the segment lookup field.

Box 2: No -

Customer journeys can only target contacts, not accounts or leads, so be sure to create contact records for everyone you want to include in your customer journeys, and then associate each of them with any relevant accounts or leads.

Box 3: Yes -

Customer journey audience receive email form submitted

Reference:

<https://docs.microsoft.com/en-us/dynamics365/marketing/manage-customer-information>

 **fmontez** Highly Voted 2 years ago

Was on exam 15/09. Correct
upvoted 6 times

 **Swams** Most Recent 7 months, 3 weeks ago

The audience in customer journey can be contact, lead or customer profile. Below is the URL for your reference.
<https://learn.microsoft.com/en-us/dynamics365/customer-insights/journeys/real-time-marketing-audience-data>
upvoted 2 times

 **OmegaA** 8 months, 1 week ago

This video, minute 2:00 shows that Audience is a Segment and it can be Contacts, Leads etc <https://www.encorebusiness.com/blog/customer-journeys-in-dynamics-365-marketing/#:~:text=In%20Dynamics%20365%20Marketing%2C%20a,they%20interact%20with%20your%20company.>
upvoted 2 times

 **Tanveer8818** 8 months, 2 weeks ago

The answer should be Yes, Yes, Yes.
upvoted 1 times

  **mmokut** 1 year, 1 month ago
The answer might be Yes, Yes, Yes
upvoted 4 times

  **jaydenkl** 1 year, 8 months ago
Correct
upvoted 1 times

HOTSPOT -

A company plans to implement Dynamics 365 Sales to manage sales pipelines.

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 use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input type="radio"/>	<input type="radio"/>
You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input type="radio"/>

Answer Area

	Statement	Yes	No
Correct Answer:	You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	<input checked="" type="radio"/>	<input type="radio"/>
	You can see leads in your opportunities view even if the lead is not qualified.	<input type="radio"/>	<input checked="" type="radio"/>

Reference:
<https://docs.microsoft.com/en-us/dynamics365/sales-professional/customize-business-process-flows>

- **mongro** Highly Voted 2 years, 10 months ago
 There is no opportunity if lead is not qualified, so "No" is correct.
 upvoted 8 times
- **Jimirich** Most Recent 10 months, 3 weeks ago
 By default, Dynamics 365 Sales may not include unqualified leads in the main sales pipeline view, as the pipeline typically begins with "qualified leads" — leads that have been assessed and deemed worth pursuing. So the answer to question 2 is no...
 upvoted 1 times
- **mmokut** 1 year, 1 month ago
 The answers are Yes and No
 upvoted 1 times
- **shafii** 1 year, 6 months ago
 yes no
 upvoted 1 times
- **ImiJonesh** 2 years ago
 In Exam 24 Sept 2022
 upvoted 2 times
- **ceejaybee** 2 years, 3 months ago
 In exam, June 2022
 upvoted 2 times
- **LePecador** 2 years, 3 months ago
 1. Yes, you can implement business process flows in Dynamics 365 Sales
 2. No, because if a lead is NOT qualified, there's NO opportunity
 upvoted 4 times
- **kamra** 2 years, 9 months ago
 correct answer as opportunity is created after lead is qualified
 upvoted 1 times
- **JA2018** 2 years, 11 months ago

Shouldn't it be Yes for both questions?

upvoted 1 times

  **LePecador** 2 years, 3 months ago

No, because if a lead is not qualified, the opportunity is not created

upvoted 3 times

  **HaCha** 2 years, 12 months ago

Correct

upvoted 1 times

DRAG DROP -

Match each product to its feature.

Instructions: To answer, drag the appropriate product from the column on the left to its feature on the right. Each product may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Select and Place:

Answer Area

Products	Feature	Product
Dynamics 365 Sales	Who knows whom	
Dynamics 365 Sales Insights	Quotes	
	Invoicing	

Answer Area

Correct Answer:

Products	Feature	Product
Dynamics 365 Sales	Who knows whom	Dynamics 365 Sales Insights
Dynamics 365 Sales Insights	Quotes	Dynamics 365 Sales
	Invoicing	Dynamics 365 Sales

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/create-invoices> <https://docs.microsoft.com/en-us/dynamics365/ai/sales/relationship-analytics#analyze-the-health-and-activity-history-of-a-customer-or-opportunity>

Jimirich 10 months, 3 weeks ago
All correct...
upvoted 3 times

mmokut 1 year, 1 month ago
Sales Insights, Sales, Sales
upvoted 2 times

JorgeC 1 year, 8 months ago
Correct
upvoted 1 times

LucaV6 2 years, 3 months ago
In June 2022
upvoted 3 times

LePecador 2 years, 3 months ago
Dynamic Sales Insights
Dynamic Sales
Dynamic Sales
upvoted 3 times

aji_19 2 years, 7 months ago
Correct
upvoted 1 times

kamra 2 years, 9 months ago
Agreed
upvoted 1 times

  **Bedet** 2 years, 11 months ago

Agree, it's correct
upvoted 1 times

  **HaCha** 2 years, 12 months ago

confirmed
upvoted 3 times

  **Yemaj** 3 years ago

Correct
upvoted 1 times

  **powerplatformstar** 3 years, 1 month ago

Correct
upvoted 2 times

DRAG DROP -

A company uses Dynamics 365 Sales.

The company plans to use Dynamics 365 Sales Insights.

You need to recommend features that meet the requirements.

Which feature 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

Assistant		
Notes analysis	Keep track of upcoming appointments and commitments.	
Talking points		
Who knows whom	Restart a conversation with a customer on a topic of interest.	

Correct Answer:

Answer Area

Features

Requirement

Feature

Assistant		
Notes analysis	Keep track of upcoming appointments and commitments.	Assistant
Talking points		
Who knows whom	Restart a conversation with a customer on a topic of interest.	Talking points

Reference:

<https://docs.microsoft.com/en-us/dynamics365/ai/sales/configure-assistant> <https://docs.microsoft.com/en-us/dynamics365/ai/sales/talking-points>

RensoAC92 Highly Voted 1 year, 7 months ago

Keep track - Assistant
Conversation - Talking
upvoted 7 times

MoneyStacking 1 year ago

Correct, simple and good explanation
upvoted 3 times

Choj Most Recent 1 year, 7 months ago

Effective August 2022, the talking points feature is deprecated
link: <https://learn.microsoft.com/en-us/dynamics365/sales/deprecations-sales#talking-points-is-deprecated>
upvoted 1 times

  **CCParaiso** 2 years ago

In exam Oct 2022

upvoted 2 times

  **cormorant** 2 years ago

A company uses Dynamics 365 Sales.

The company plans to use Dynamics 365 Sales Insights.

We gather from this that 'Dynamics 365 Sales Insights' is a feature of dynamics 365 SALES.

and the answer sort of makes sense doesn't it? i mean, one needs a digital assistant to keep track of things (like irl) and talking points has to do with conversation

upvoted 1 times

  **ImiJonesh** 2 years ago

In Exam 24 Sept 2022

upvoted 2 times

  **fmontez** 2 years ago

Was on exam 15/09. Correct

upvoted 2 times

DRAG DROP -

A company plans to implement Dynamics 365 Sales with LinkedIn Sales Navigator.

You need to determine the controls that you should implement.

Which controls should you use? To answer, drag the appropriate controls to the correct requirement. Each control 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

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	

Correct Answer:

Answer Area

Controls	Requirement	Control
LinkedIn Sales Navigator Lead	Show potential customer that are similar to the current customer and represent relevant stakeholders.	LinkedIn Sales Navigator Lead
LinkedIn Sales Navigator Account		
LinkedIn InMail Control	Show potential leads within a company.	LinkedIn Sales Navigator Account

Reference:

<https://docs.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

  **HaCha** Highly Voted  2 years, 12 months ago

Correct

The LinkedIn Sales Navigator Lead control shows information about a LinkedIn member profile.

The LinkedIn Sales Navigator Account control shows information about a LinkedIn company profile

upvoted 19 times

  **MoneyStacking** 1 year ago

Perfect, there is no better explanation.

upvoted 1 times

  **CCParaiso** Most Recent  2 years ago

In exam Oct 2022

upvoted 2 times

  **ImiJonesh** 2 years ago

In Exam 24 Sept 2022

upvoted 3 times

  **fmontez** 2 years ago

Was on exam 15/09. Correct like HaCha explained.

upvoted 2 times

  **Marski** 2 years, 9 months ago

Unusual MS question.

upvoted 2 times

  **Aepbacchus** 2 years, 7 months ago

Microsoft acquired LinkedIn, so not that unusual :)

upvoted 9 times

A customer needs a cost-effective sales solution that can display current news about a lead or an account.

You recommend Microsoft Relationship Sales.

Which two products are included in Microsoft Relationship Sales? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Customer Insights
- B. Dynamics 365 Sales Enterprise
- C. Dynamics 365 Sales Insights
- D. LinkedIn Sales Navigator

Correct Answer: BD

Community vote distribution

BD (100%)

- [-] **cormorant** Highly Voted 2 years ago
just bear in mind that it makes no sense for Insights to be included in ms relationship sales
upvoted 8 times
- [-] **josephsafir** Most Recent 1 year ago
When it comes to cost efficient insight apps will not be an option since those are not free to use
upvoted 2 times
- [-] **MoneyStacking** 1 year ago
Selected Answer: BD
Given answers are correct
upvoted 1 times
- [-] **mmokut** 1 year, 1 month ago
I believe C & D
upvoted 2 times
- [-] **ceejaybee** 2 years, 3 months ago
In exam, June 2022
upvoted 4 times
- [-] **LucaV6** 2 years, 3 months ago
Confirm in June 2022
upvoted 3 times
- [-] **ceejaybee** 2 years, 3 months ago
Selected Answer: BD
B and D correct
upvoted 3 times
- [-] **pgchand** 2 years, 3 months ago
Yes BD is correct
upvoted 1 times
- [-] **dkh2207** 2 years, 10 months ago
BD is correct
upvoted 2 times
- [-] **powerplatformstar** 3 years, 1 month ago
correct
upvoted 2 times
- [-] **fkaracan** 3 years, 1 month ago
correct.
see :
<https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro>
upvoted 4 times
- [-] **O_Anjum** 3 years, 2 months ago
I think it should be A and B.

upvoted 2 times



HOTSPOT -

You are evaluating Dynamics 365 Sales as a potential replacement for your company's existing sales system.

What is a lead? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

A Dynamics 365 Sales lead is a potential

- customer to be qualified or disqualified.
- sale related to products in the product catalog.
- sale that is always a product of a marketing campaign.
- sale that needs to be related to an existing customer record.

Correct Answer:

Answer Area

A Dynamics 365 Sales lead is a potential

- customer to be qualified or disqualified.
- sale related to products in the product catalog.
- sale that is always a product of a marketing campaign.
- sale that needs to be related to an existing customer record.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales-professional/manage-leads-sales-professional>

  **Rp9** Highly Voted 3 years, 3 months ago

correct

upvoted 6 times

  **mmokut** Most Recent 1 year, 1 month ago

It's number 1

upvoted 1 times

  **CCParaiso** 2 years ago

In exam Oct 2022

upvoted 1 times

  **cormorant** 2 years ago

leads are clients to be either qualified or disqualified

upvoted 1 times

  **ImiJonesh** 2 years ago

In Exam 24 Sept 2022

upvoted 2 times

  **fmontez** 2 years ago

Was on exam 15/09. Correct

upvoted 3 times

  **DimpleG** 2 years ago

Correct

upvoted 1 times

  **Hakim4u** 2 years, 3 months ago

correct

upvoted 1 times

  **nharaz** 2 years, 4 months ago

Correct - In Dynamics 365 Sales, you use leads to keep track of business prospects that you haven't yet qualified through your sales process. A lead can be an existing client or someone you've never done business with before. You might get leads from different sources, such as advertising, networking, or email campaigns.

upvoted 4 times

  **HaCha** 2 years, 12 months ago

Confirmed

upvoted 2 times

Question #22

Topic 1

You are a sales representative for a company.

Which Dynamics 365 Sales can you use to manage the sales pipeline?

- A. Turning leads into opportunities
- B. Tracking the asset history of a customer
- C. Resolving an open case of a customer
- D. Tracking service level agreements

Correct Answer: A

Community vote distribution

A (100%)

  **MoneyStacking** 1 year ago

Selected Answer: A

Given answers are correct.

upvoted 1 times

  **DimpleG** 2 years ago

Selected Answer: A

Correct

upvoted 1 times

  **ceejaybee** 2 years, 3 months ago

Selected Answer: A

A only, the rest are Customer Service or Field Service

upvoted 4 times

  **Marski** 2 years, 9 months ago

A sales lead should lead to an offer or disengagement. Processing of case.

upvoted 1 times

  **HaCha** 2 years, 12 months ago

correct

upvoted 4 times

DRAG DROP -

A company has a Dynamics 365 Sales implementation. The company wants to perform the following activities:

- ☞ View LinkedIn information from within Dynamics 365 Sales.
- ☞ Validate Dynamics 365 Sales data by using data from LinkedIn.

Which products should you use to perform each task? To answer, drag the appropriate products to the correct tasks. Each product 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

Products	Requirement	Product
Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	
LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	
Dynamics 365 Sales Insights		

Answer Area

	Products	Requirement	Product
Correct Answer:	Dynamics 365 Sales Hub	View LinkedIn information by using a Dynamics 365 form widget.	LinkedIn Sales Navigator
	LinkedIn Sales Navigator	Validate data in Dynamics 365 Sales by using data from LinkedIn.	LinkedIn Sales Navigator
	Dynamics 365 Sales Insights		

Reference:

- <https://docs.microsoft.com/en-us/dynamics365-release-plan/2019wave2/dynamics365-sales/linkedin-sales-navigator-data-validation>
- <https://www.linkedin.com/learning/dynamics-365-linkedin-sales-navigator-integration-2/install-the-linkedin-sales-navigator-widget>

Strever Highly Voted 1 year, 6 months ago

To view LinkedIn information from within Dynamics 365 Sales, you can use LinkedIn Sales Navigator, which is a separate subscription service provided by LinkedIn.

To validate Dynamics 365 Sales data by using data from LinkedIn, you can use Dynamics 365 Sales Insights, which is an add-on that integrates with LinkedIn data to provide sales intelligence and lead generation capabilities.

upvoted 7 times

ceejaybee Highly Voted 2 years, 3 months ago

In exam, June 2022

upvoted 5 times

OmegaA Most Recent 8 months ago

Both are LinkedIn Sales Navigator

Dynamics 365 Sales Insights offers features like relationship analytics, predictive lead and opportunity scoring, and email engagement analytics. These features leverage data from Dynamics 365 Sales, but they do not directly validate Dynamics 365 Sales data from LinkedIn.

LinkedIn Sales Navigator, on the other hand, allows you to integrate LinkedIn data with Dynamics 365 Sales. This integration can provide additional insights about your leads and contacts by syncing data between the two platforms.

To validate Dynamics 365 Sales data from LinkedIn, you might need to use a combination of Dynamics 365 Sales, LinkedIn Sales Navigator, and potentially other tools or custom solutions. Ensure that you are using the latest versions of these products and check the respective documentation for any updates or new features introduced since my last knowledge update.

upvoted 1 times

LePecador 2 years, 3 months ago

Both of them are sales navigator

upvoted 1 times

Aepbacchus 2 years, 7 months ago

Both answers are correct: <https://docs.microsoft.com/en-us/dynamics365/linkedin/data-validation>

upvoted 3 times

  **hkarlos** 2 years, 8 months ago

I think both of them are Sales Hub.

upvoted 1 times

  **MoneyStacking** 1 year ago

Incorrect, both are sales navigator. See explanation from Strever.

upvoted 1 times

  **MoneyStacking** 1 year ago

Sorry, mean first > Sales navigator and second Sales Insights

upvoted 1 times

  **mongro** 2 years, 10 months ago

correct

upvoted 1 times

Which two Dynamics 365 Sales out-of-the-box features can you use to capture leads? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. emails
- B. CSV files
- C. Dynamics 365 Commerce
- D. Dynamics 365 Customer Insights

Correct Answer: AB

Reference:

<https://www.dyn365pros.com/2015/11/11/microsoft-dynamics-crm-4-simple-steps-for-importing-leads-and-contacts/>

Community vote distribution

AB (100%)

SD2020 Highly Voted 2 years, 3 months ago

Correct

1 => email

2 => CSV file

The question is asking which are the ways within which you can get a lead into Dynamics 365. So any of the methods can be used, "if" it is "available" in the "option provided", like "Manual Creation" "Data Import" or others, Look at the options & your answers are present there

Email => U can convert an email to a Lead

CSV => u can use an excel "CSV" format to import data into the Leads entity

Dynamics 365 Commerce => this is a module like "Sale Hub" or "Service Hub", so no relationship to leads import

Dynamics 365 Customer Insights => this is an AI tool provided in Microsoft D365, again so no relationship to leads import

upvoted 13 times

TerryJB Highly Voted 1 year, 8 months ago

Question is not worded right. It should say how do you IMPORT leads into

upvoted 6 times

LucaV6 Most Recent 2 years, 3 months ago

In June 2022

upvoted 2 times

ceejaybee 2 years, 3 months ago

Selected Answer: AB

Given answers are correct

upvoted 1 times

pgchand 2 years, 3 months ago

Selected Answer: AB

Email activities can be converted to lead

upvoted 1 times

IamAwesome 2 years, 5 months ago

Also - the link provided is about importing leads.. Then the capturing of the leads must have happened somewhere else all ready...

upvoted 1 times

IamAwesome 2 years, 5 months ago

I am not sure I understand the question, when seeing the answer. I wish the language of the questions could be improved.

upvoted 1 times

A company wants to be able to give quotes to customers from their parts list.
You need to recommend a solution for the company.
What should you recommend?

- A. Dynamics 356 Customer Insights
- B. Dynamics 365 Sales
- C. Dynamics 365 Marketing
- D. Dynamics 365 Human Resources

Correct Answer: B

Community vote distribution

B (100%)

▣ **chreJ** 1 year, 8 months ago

Correct
upvoted 1 times

▣ **DimpleG** 2 years ago

Selected Answer: B

Correct
upvoted 1 times

▣ **Drchattss** 2 years, 1 month ago

13/08.....TEST
upvoted 3 times

▣ **ceejaybee** 2 years, 3 months ago

Selected Answer: B

B. Out-of-the-box Sales
upvoted 2 times

▣ **IamAwesome** 2 years, 5 months ago

I would also go for sales
upvoted 2 times

▣ **maljishi90** 3 years ago

Correct
upvoted 1 times

HOTSPOT -

You are a sales manager working for a paper manufacturer.

You need to create customers in Dynamics 365 Sales and attach the customer's contract to the customer record as a PDF file.

Which record type 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

Requirement	Record type
Store and track customer information.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p>Lead</p> <p>Account</p> </div> </div>
Attach a file to an activity.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p>Task</p> <p>Notes</p> <p>Phone Call</p> </div> </div>

Answer Area

Requirement	Record type
Store and track customer information.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p>Lead</p> <p style="background-color: #d9ead3;">Account</p> </div> </div>
Attach a file to an activity.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p>Task</p> <p style="background-color: #d9ead3;">Notes</p> <p>Phone Call</p> </div> </div>

Correct Answer:

Reference:

<https://www.inkeysolutions.com/blogs/attach-files-to-notes-record-of-microsoft-dynamics-365-crm-ce-from-the-d365-crm-custom-portal/>

SD2020 Highly Voted 2 years, 3 months ago

Correct
1 => Accounts
2 => Notes

A customer or a client is called "Accounts" on D365
If the "Notes" feature is available on the form (notes are available in the "Timeline Section" on the form), then a file can be attached. KEEP IN MIND, for attaching files, the "notes" option should be available.
Notes provide you the option to store "comments or notes" & also if you like an attachment
upvoted 7 times

CCParaiso Most Recent 2 years ago

In exam Oct 2022
upvoted 1 times

ImiJonesh 2 years ago

In Exam 24 Sept 2022
upvoted 2 times

fmontez 2 years ago

In exam 15/09. Correct
upvoted 2 times

  **ceejaybee** 2 years, 3 months ago

In exam, June 2022
upvoted 2 times

  **AB_nyc** 2 years, 3 months ago

lol... every question from here was in the exam... ha ha
upvoted 2 times

  **Jakerboy** 2 years, 4 months ago

Persona can make a note into a task
<https://docs.microsoft.com/en-us/dynamics365/sales/teams-integration/add-chat-d365>
upvoted 1 times

  **HaCha** 2 years, 12 months ago

correct
upvoted 2 times

DRAG DROP -

A company uses Dynamics 365 Sales. The following groups of users must be able to perform specific activities with account data.

User group	Has Dynamics 365 Sales license	Requirement
Group A	No	View account data.
Group B	Yes	Make bulk changes to account data without downloading data to a local computer.

You need to export data for each group of users.

Which export options should you recommend?

To answer, drag the appropriate export options to the correct user groups. Each export option 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

Export options	User group	Export option
Dynamic worksheet	GroupA	<input type="text"/>
Static worksheet	GroupB	<input type="text"/>
Excel Online		

Answer Area

	Export options	User group	Export option
Correct Answer:	Dynamic worksheet	GroupA	Static worksheet
	Static worksheet	GroupB	Excel Online
	Excel Online		

Reference:
<https://docs.microsoft.com/en-us/powerapps/user/export-excel-static-worksheet> <https://docs.microsoft.com/en-us/powerapps/user/export-to-excel-online>

- LePecador** Highly Voted 2 years, 3 months ago

Static worksheet: When you want to present information about the data in your app to an individual who doesn't have access to the app, or you have data that doesn't change often, consider exporting the app data to an Excel static worksheet.

Excel Online: because Group B doesn't want to download the file and still make changes, you can use excel online because is on the cloud

upvoted 12 times
- OmegaA** Highly Voted 2 years, 3 months ago

Correct answers. The reason why the first one is because the users do not have the license, so dynamic worksheet will work as static anyway. And second option is because you can do either Excel Online or inline edit (you need to enable inline edit, at least this is how it used to work in the past)

upvoted 7 times
- Drchattss** Most Recent 2 years, 1 month ago

13/08.....TEST

upvoted 3 times
- MiZi** 2 years, 8 months ago

uplicated question

upvoted 1 times

  **HaCha** 2 years, 12 months ago

Correct
upvoted 1 times

Question #28

Topic 1

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 to discuss strategies with the colleagues to close the deal with the customer.

Which app should you recommend?

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

Correct Answer: D

Community vote distribution



  **Snow_28** 1 year ago

Answer D is the right answer.
upvoted 2 times

  **Forminer** 1 year, 6 months ago

Selected Answer: D

D is correct
upvoted 3 times

A company uses Dynamics 365 Sales.

You need to create a forecast in Dynamics 365 Sales so that the sales director will be able to predict upcoming sales revenue.

Which standard record type is used to create the forecast?

- A. Account
- B. Lead
- C. Quote
- D. Opportunity

Correct Answer: D

Community vote distribution

D (100%)

nharaz Highly Voted 2 years, 4 months ago

D is Correct

In the Opportunity form, Forecast Category appears above Description
upvoted 6 times

MoneyStacking Most Recent 1 year ago

Selected Answer: D

Keywords are forecast and predict.
upvoted 1 times

Wahby 1 year, 8 months ago

Forecast is made from Opportunities
upvoted 1 times

LucaV6 2 years, 3 months ago

In June 2022
upvoted 2 times

ceejaybee 2 years, 3 months ago

Selected Answer: D

D is correct
upvoted 3 times

LePecador 2 years, 3 months ago

D) Opportunity
upvoted 1 times

OmegaA 2 years, 4 months ago

It is Opportunity because different stages will have different weight of probability, this will be used to forecast the revenue
upvoted 4 times

kamra 2 years, 9 months ago

correct
upvoted 1 times

powerplatformstar 3 years, 1 month ago

correct
upvoted 3 times

Your company uses Dynamics 365 Sales.

You need to prepare and send a quote to a customer.

What are two possible ways to achieve the goal?

NOTE: Each correct selection is worth one point.

- A. Close the quote
- B. Generate a document by using a Microsoft Word template.
- C. Export the quote as a PDF file.
- D. Create an order

Correct Answer: BC

Community vote distribution

BC (100%)

oclerio 1 year, 8 months ago

Selected Answer: BC

B and C

upvoted 2 times

Shariiveer 1 year, 11 months ago

Correct answer B&C

upvoted 1 times

Mac0li 2 years, 2 months ago

Selected Answer: BC

Correct : B,C

Word Template: Word templates will allow users to design and customize the template (add an image). Data will also be populated in the formatted document.

upvoted 4 times

ceejaybee 2 years, 3 months ago

In exam, June 2022

upvoted 3 times

ceejaybee 2 years, 3 months ago

Selected Answer: BC

B and C correct

upvoted 2 times

LePecador 2 years, 3 months ago

B) Generate a document by using a Microsoft Word template

C) Export the quote as a PDF file

upvoted 2 times

nharaz 2 years, 4 months ago

B,C are correct

When you attempt to generate the PDF for the quote, Dynamics 365 Word Templates are used. So, you will need to ensure you have Word Templates set up for your Quotes entity.

upvoted 3 times

irr64601 2 years, 4 months ago

correct

upvoted 2 times

SamarS 2 years, 9 months ago

correct

upvoted 4 times

kamra 2 years, 9 months ago

correct

upvoted 2 times

anwarluck 2 years, 9 months ago

correct ✓

upvoted 2 times

  **HaCha** 2 years, 12 months ago

correct

upvoted 2 times



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

Correct Answer: C

Community vote distribution

C (83%) A (17%)

DimpleG Highly Voted 2 years ago

Related Lead is Correct

Related Leads: shows potential Sales Navigator leads who are similar to the target person and might represent the relevant stakeholders around them. On a sales scenario, this insight is crucial to identify the potential decision-makers for a deal.

upvoted 9 times

fmontez Highly Voted 2 years ago

Selected Answer: C

C is the correct answer.

"Related Leads: shows potential Sales Navigator leads who are similar to the target person and might represent the relevant stakeholders around them. On a sales scenario, this insight is crucial to identify the potential decision-makers for a deal."

upvoted 8 times

morimil Most Recent 2 months ago

Related Lead is Correct

<https://learn.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

upvoted 1 times

waichigo 8 months ago

Answer A.

Even without knowledge on Sales Navigator, think about cards in Teams; a container for related pieces of information, giving user a chance to interact with specific parts of information.

upvoted 1 times

STLJP 1 year ago

Took the exam today 9.13.23 and this question was in the exam. I selected C, related Leads

upvoted 2 times

zaizaibuzai 1 year, 4 months ago

Selected answer C

upvoted 1 times

baroo1 1 year, 4 months ago

"Top Card: shows information about the person like name, headline, and more. Additionally, it provides capabilities to message or save the person as a lead in Sales Navigator."

Source: <https://learn.microsoft.com/en-us/dynamics365/linkedin/integrate-sales-navigator>

It means we already identified the Lead Contact.

If we read the question:

"You need to identify potential decision makers for a sale."

This clearly indicates we are looking for potential candidates - Related Leads.

"On a sales scenario, this insight is crucial to identify the potential decision-makers for a deal."

upvoted 3 times

Misty39 1 year, 4 months ago

Selected Answer: C

Related Leads is a LinkedIn Sales Navigator feature that provides you with a list of suggested leads based on your existing connections and saved leads. It helps you discover potential decision makers who are related to your current leads or connections.

By utilizing Related Leads, you can expand your network and identify individuals who may have decision-making authority within organizations relevant to your sales efforts. This feature can be valuable in targeting the right individuals and increasing sales productivity. PER CHAT GPT

upvoted 2 times

  **Rohit1993** 1 year, 5 months ago

Selected Answer: A

The answer is A as it's mentioned decision maker and Top card: as we need to find all useful information about the lead / its company and therefore identify decision maker(s) able to validate a purchase.

"Top Card: shows information about the company like company name, industry, location, and more. Additionally, provides capabilities to view the related account and save it in Sales Navigator."

upvoted 1 times

  **Nkuwee1** 1 year, 6 months ago

Definitely C

upvoted 1 times

  **tshergzeh** 1 year, 7 months ago

Selected Answer: C

Related Leads: shows potential Sales Navigator leads who are similar to the target person and might represent the relevant stakeholders around them.

Copied right from the resource provided

upvoted 1 times

  **OmegaA** 1 year, 7 months ago

Tricky question, it is either Top Card or Related Leads. I choose Related Leads:

Top Card: shows information about the person like name, headline, and more. Additionally, it provides capabilities to message or save the person as a lead in Sales Navigator.

Related Leads: shows potential Sales Navigator leads who are similar to the target person and might represent the relevant stakeholders around them. On a sales scenario, this insight is crucial to identify the potential decision-makers for a deal.

upvoted 2 times

  **hzal** 1 year, 11 months ago

Selected Answer: A

Correct answer is Top Card, as we need to find all useful information about the lead / its company and therefore identify decision maker(s) able to validate a purchase.

"Top Card: shows information about the company like company name, industry, location, and more. Additionally, provides capabilities to view the related account and save it in Sales Navigator."

upvoted 2 times

  **ArunPrem** 1 year, 10 months ago

Top Card for Lead Control: Shows information about the person like name, headline, and more. Additionally, it provides capabilities to message or save the person as a lead in Sales Navigator

Top Card for Account Control: Shows information about the company like company name, industry, location, and more. Additionally, provides capabilities to view the related account and save it in Sales Navigator.

In simple words, the Top cards are used to save the details of either the Lead or the account just to save in your Dynamics 365. Whereas the Related Lead is given as

Related Leads: Shows potential Sales Navigator leads who are similar to the target person and might represent the relevant stakeholders around them. On a sales scenario, this insight is crucial to identify the potential decision-makers for a deal.

So the correct answer is Related Leads.

<https://learn.microsoft.com/en-us/training/modules/leverage-sales-capabilities/3-describe-linkedin-sales-navigator>

upvoted 3 times

  **Shariiveer** 1 year, 11 months ago

C is correct

upvoted 1 times

  **Shariiveer** 1 year, 11 months ago

its related lead ans is C

upvoted 2 times

  **livenepal** 1 year, 11 months ago

I think it is a Top card (A) as the question is not about finding a similar lead but rather to find a decision-maker in the company.

upvoted 2 times

  **DimpleG** 2 years ago

Selected Answer: C

Related Leads: shows potential Sales Navigator leads who are similar to the target person and might represent the relevant stakeholders around them. On a sales scenario, this insight is crucial to identify the potential decision-makers for a deal.

upvoted 4 times

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

Correct Answer: CD

Community vote distribution

CD (100%)

MoneyStacking 1 year ago

Selected Answer: CD

Given answers are correct!

upvoted 1 times

Nkuwee1 1 year, 6 months ago

Selected Answer: CD

Correct

upvoted 2 times

CCParaiso 2 years ago

In exam Oct 2022

upvoted 2 times

ImiJonesh 2 years ago

In Exam 24 Sept 2022

upvoted 2 times

DimpleG 2 years ago

Selected Answer: CD

Correct

upvoted 1 times

fmontez 2 years ago

Selected Answer: CD

In exam 15/09, with answers on different order.

upvoted 2 times

HOTSPOT -

A company uses Dynamics 365 Sales.

The sales process must use products.

You need to create the product catalog record type.

Which record types should you create? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Configuration option

Record type

Services sold to customers

	▼
Units	
Products	
Price list items	

Relationships between multiple items sold as a single SKU

	▼
Bundles	
Price list	
Unit groups	

Correct Answer:

Answer Area

Configuration option

Record type

Services sold to customers

	▼
Units	
Products	
Price list items	

Relationships between multiple items sold as a single SKU

	▼
Bundles	
Price list	
Unit groups	

Box 1: Units -

Create a unit group and add units to that group

Define the quantities or measurements that you sell your products or services in by using units in Dynamics 365 Sales.

Note: Other than setting up the pricing for products, product catalog also supports product taxonomy that lets you create a rich classification of

products. This helps ensure that your customers receive the most appropriate and complete solution.

Because of how units, discounts, and prices are tied together, it's important that you create each of these components in a product catalog in the following sequence:

1. Create discount lists to offer your products and services at different prices, depending on the quantity purchased.
2. Define the measurements or quantities your products will be available in.
3. Create products for the items you sell. You can create a standalone product or a product inside a family depending on how you want to organize and classify your products. Each product you create will be linked to a unit group and default unit. You can also create a standalone bundle or a bundle inside a product family.
4. Etc.

Dynamics 365 Sales the product catalog record type services sold to customers

Dynamics 365 Sales the services sold to customers

Box 2: Bundles -

Set up product bundles to sell multiple items together (Sales Hub)

Encourage customers to buy more products instead of a single product by combining products in a bundle.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/create-product-bundles-sell-multiple-items-together>

  **DebajitKiran** Highly Voted 2 years, 1 month ago

First answer should be Products , no ?

upvoted 11 times

  **Cloclo88** Most Recent 3 months ago

The correct answer is:

1. Products: In Dynamics 365 Sales, services to customers are sold as products. This makes it possible to manage and invoice them in the same way as physical products.
2. Bundles: Bundles are used to group more items and sell them as 1 single article (SKU). This is useful when you sell a set of products at a special price or as a packet.

upvoted 1 times

  **Stormtreader** 1 year, 8 months ago

Its Products and then the wording is unclear as to whether its different products (bundle) or the same product (unit group)

"Products : Represent the type of product that a company might keep in inventory, a product that is custom built, or service provided to a customer."

"Sell individual products or group them into bundles and kits."

"Unit Groups : Defines how a product is packaged for sale, such as the units of measure in which the product or service is sold."

upvoted 1 times

  **Candy2002** 1 year, 10 months ago

1. Product -> For Field Service, the product can be defined as Inventory, Non-inventory & Service
2. Bundle

upvoted 2 times

  **ArunPrem** 1 year, 10 months ago

1. Service can only be measured through quantitative means, so the answer is Units.
2. If different items sold under one SKU then it is bundles, if the same item sold with different quantities then it is Unit groups.

upvoted 2 times

  **jrscardoso** 1 year, 10 months ago

Wrong... Products & Bundles because "Units are the quantities or measurements that you sell your products" and "A bundle is a collection of products"

upvoted 4 times

  **virgilpza** 2 years ago

nevermind, i think the answer is correct Units & Bundles

upvoted 2 times

  **virgilpza** 2 years ago

At 1st i though Products would make more sense, but after reading <https://learn.microsoft.com/en-us/dynamics365/project-operations/sales/sales-units-unit-groups>

I think the answer should be unit & unit groups?

upvoted 3 times

  **fmontez** 2 years ago

I think Products makes more sense, on first one.
upvoted 2 times

HOTSPOT -

You are evaluating activity records in Dynamics 365 Sales.

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

Hot Area:

Answer Area

Statements

Phone call activities can be synchronized with Microsoft Outlook.

Custom activity tables can be created.

Timelines are a customizable way to display activity history.

Correct Answer:

Answer Area

Statements

Phone call activities can be synchronized with Microsoft Outlook.

Custom activity tables can be created.

Timelines are a customizable way to display activity history.

Box 1: Yes -

What fields can be synchronized with Outlook?

You can set synchronization for the entities listed in the following tables.

Entity: Phone Call -

Outlook fields	Default sync	Settable sync	Customer engagement apps field	Notes
Date Completed	↔	↔, →, ←, ↔	Actual End	
Due Date	↔	↔, →, ←, ↔	Due Date	See below.
Importance	↔		Priority	Outlook has High Importance, Low Importance.
Notes	↔	↔, →, ←, ↔	Description	Outlook and Exchange can contain things like images and links. Customer engagement apps can only contain multiple lines of text.
Regarding	↔		Regarding	See Notes below.
Start Date	↔	↔, →, ←, ↔	Start Date	
Status	↔		Status	Computed from Activity Status and Status Reason.
Subject	↔	↔, →, ←, ↔	Subject	

Box 2: Yes -

In Dynamics 365 for Customer Engagement, you can create custom activities to support the communication needs of a business such as instant messaging (IM) and Short Message Service (SMS). To create a custom activity in Customer Engagement, create a custom entity, and specify it as an activity entity using the EntityMetadata.IsActivity property.

Box 3: Yes -

The timeline helps app users see all activity history. The timeline control is used to capture activities like notes, appointments, emails, phone calls, and tasks to ensure that all interactions with the related table are tracked and visible over time. Use the timeline to quickly catch up on all of the latest activity details.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/what-fields-synchronized-outlook> <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/custom-activities?view=op-9-1> <https://docs.microsoft.com/en-us/power-apps/maker/model-driven-apps/set-up-timeline-control>

  **MoneyStacking** 1 year ago

Given answers are correct!
upvoted 1 times

  **Kii** 1 year, 2 months ago

In Microsoft Dataverse, you can create custom activities to support the communication needs of a business such as instant messaging (IM) and Short Message Service (SMS). To create a custom activity in Dataverse, create a custom table, and specify it as an activity table using the EntityMetadata.IsActivity property.

However, unlike other custom tables, you can't specify a primary column for a custom activity because, by default, each custom activity must have a primary column named "Subject".

<https://learn.microsoft.com/en-us/power-apps/developer/data-platform/custom-activities>
upvoted 1 times

HOTSPOT -

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

Hot Area:

Answer Area

Statements	Yes	No
When you qualify a lead, you must manually add the contact if it does not exist.	<input type="radio"/>	<input type="radio"/>
When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.	<input type="radio"/>	<input type="radio"/>
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
When you qualify a lead, you must manually add the contact if it does not exist.	<input type="radio"/>	<input checked="" type="radio"/>
When you qualify a lead, you cannot create a new contact if a contact with the same name already exists, and duplicate detection is turned on.	<input type="radio"/>	<input checked="" type="radio"/>
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	<input type="radio"/>	<input checked="" type="radio"/>

Box 1: No -

On the command bar, select Qualify. Depending the lead qualification experience chosen by your administrator, you'll either see a prompt for creating the contact, lead, and opportunity records or you'll see a Processing message and the records will be automatically created.

Qualify Lead

Convert this lead as qualified and create the following records:

Account **Yes**

Contact **Yes**

Opportunity **No**

OK

Cancel

Box 2: No -

What happens when duplicates are found while qualifying leads?

When qualifying a lead, if a duplicate account or contact is detected while creating new records, a duplicate warning is shown to you.

Depending on whether your system administrator has enabled the improved duplicate detection and merge experience, you will see the options to resolve duplicates.

Box 3: No -

What happens to notes and attachments when leads are qualified?

When salespeople work on a lead, they use notes to store key information on the things they have researched about the lead. This could be information like new contacts at the site, current value of the contract, vendor information and so on. When a lead is qualified, these notes are displayed in the Opportunity record so that the information is not lost.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales> <https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales#what-happens-when-duplicates-are-found-while-qualifying-leads>

  **OmegaA** 1 year, 7 months ago

Don't understand the questions 1 and 3: The system will automatically create new Contact if it does not exist. And it will save all Note too, including all attachments

upvoted 1 times

  **Shariiveer** 1 year, 11 months ago

Correct answer

<https://docs.microsoft.com/en-us/dynamics365/sales/qualify-lead-convert-opportunity-sales#what-happens-when-duplicates-are-found-while-qualifying-leads>

upvoted 3 times

Question #36

Topic 1

A company uses Dynamics 365 Sales with out-of-the-box forms.

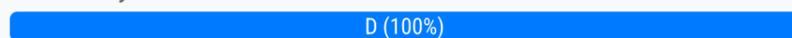
Users must view logged phone calls and meetings for contacts.

Which feature includes phone calls and meetings?

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

Correct Answer: D

Community vote distribution



  **MoneyStacking** 1 year ago

Selected Answer: D

Given answer is correct!

upvoted 1 times

  **DimpleG** 2 years ago

Selected Answer: D

Correct

upvoted 2 times

A company uses Dynamics 365 Sales.

The company must use Export to Excel to edit multiple records. Microsoft Dataverse must update automatically.

You need to select the option.

- A. Dynamic worksheet
- B. Static worksheet
- C. Dynamic PivotTable
- D. Open in Excel Online

Correct Answer: D

Community vote distribution



sunil121212 Highly Voted 2 years ago

Open in excel online
upvoted 12 times

GlennBunter Highly Voted 1 year, 10 months ago

It states that it is "to edit records" and the Dataverse must be updated, can only use Excel Online. Using a dynamic worksheet only refreshes the data in the worksheet "from" the Dataverse.
upvoted 6 times

OmegaA 1 year, 7 months ago

Looks like you are correct - I googled Metaverse Excel and came up with this, but nothing for Dynamic Worksheet...
<https://powerusers.microsoft.com/t5/Building-Flows/Update-Datavere-record-from-Excel-Data/td-p/810822>
upvoted 1 times

heheitsme Most Recent 7 months, 3 weeks ago

Selected Answer: D

D
"An additional export option is exporting to Excel Online. This option opens the Excel file for the user in a window within Dynamics 365 or custom model-driven apps. This option is very popular when someone wants to quickly edit multiple Dynamics 365 records."
<https://learn.microsoft.com/en-us/training/modules/examine-common-activities-integration-options/6-describe-excel-integrations>
upvoted 1 times

Smruti20 11 months, 3 weeks ago

Open in excel online
upvoted 3 times

matutoo 11 months, 3 weeks ago

Selected Answer: D

<https://learn.microsoft.com/en-gb/training/modules/examine-common-activities-integration-options/6-describe-excel-integrations>
"...An additional export option is exporting to Excel Online. This option opens the Excel file for the user in a window within Dynamics 365 or custom model-driven apps. This option is very popular when someone wants to quickly edit multiple Dynamics 365 records..."
upvoted 1 times

AlessioB 1 year, 1 month ago

Selected Answer: D

D is correct since it's the only way that data in D365 gets updated.
Excel online button still is under the "extract to Excel", for this reason in the question it says "export to excel" also if excel online is not a real export
upvoted 1 times

nailedIT 1 year, 1 month ago

Selected Answer: D

D for instantaneous changes reflected on Dataverse
upvoted 1 times

magalfa1 1 year, 2 months ago

The question is on the Microsoft practice assessment. If you want to edit, you must use Excel Online.
upvoted 1 times

Misty39 1 year, 4 months ago

Selected Answer: A

a is correct

upvoted 1 times

  **Rohit1993** 1 year, 5 months ago

A is correct as the question is saving that export option and Excel online will open inside the dynamics only and won't export so the answer is A

upvoted 3 times

  **Strever** 1 year, 6 months ago

The reason why a static worksheet is preferred over Excel Online in this scenario is that when you use Excel Online, it creates a new copy of the data in Excel, and any changes made to the data in Excel are not automatically reflected in Dynamics 365 Sales. On the other hand, when you use static worksheet, it creates a direct link between the Excel worksheet and the data in Dynamics 365 Sales, and any changes made in the worksheet are automatically updated in Dynamics 365 Sales. This ensures that the data in Dynamics 365 Sales remains accurate and up-to-date.

upvoted 2 times

  **KrishEXM** 1 year, 7 months ago

Selected Answer: D

Export to excel the Import to Dynamics 365.

upvoted 1 times

  **HotDurian** 1 year, 8 months ago

Selected Answer: A

Answer is correct.

Question states "must use Export to Excel"

upvoted 3 times

  **Oskarma** 1 year, 9 months ago

Selected Answer: D

Excel Online is the answer.

upvoted 1 times

  **Caphispania** 1 year, 9 months ago

Selected Answer: D

Excel Online

upvoted 1 times

  **exambuddy283745329** 1 year, 9 months ago

Selected Answer: D

Open your app data in Excel Online and make quick edits or do an ad-hoc analysis. You can make changes to your app data in Excel Online and then save the updated information back to your app.

upvoted 1 times

  **KeremD** 1 year, 9 months ago

It is obvious excel online, do not think complicated :)

upvoted 2 times

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

Community vote distribution

D (100%)

Bielas007 Highly Voted 3 years, 3 months ago

There is context. Here is the definition of Connected Customer Service - Enables organizations to transform their service model into a proactive and predictive service model with the availability of IoT diagnostics, IoT device update, and case management on one platform. Agents using Customer Service Hub can diagnose and fix issues remotely, which leads to cost savings and improved customer satisfaction - See here - <https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

upvoted 12 times

nailedIT Most Recent 1 year, 1 month ago

Selected Answer: D

D is the correct one

upvoted 1 times

ceejaybee 2 years, 3 months ago

Selected Answer: D

D is correct

upvoted 1 times

AzCloudDev 2 years, 4 months ago

Selected Answer: D

D correct

upvoted 2 times

MiZi 2 years, 8 months ago

Selected Answer: D

D is correct

upvoted 2 times

dkh2207 2 years, 10 months ago

D is correct

upvoted 2 times

StefanB29 3 years, 5 months ago

I feel like there needs to be more context here, I thought I was looking at implementing connected Customer service hub for the trade show. Please provide context as to what the customer is trying to achieve by implementing connected Customer service

upvoted 4 times

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

Community vote distribution



ceejaybee 2 years, 3 months ago

Selected Answer: D

D, existing entitlement is cancelled, as the expiry date has already passed
upvoted 4 times

pgchand 2 years, 3 months ago

D, To renew a canceled or expired entitlement, open the entitlement, and then on the command bar, select Renew.
upvoted 4 times

powerplatformstar 3 years, 1 month ago

yes thats correct.
upvoted 1 times

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

Community vote distribution

C (100%)

-   **MiZi** Highly Voted  2 years, 8 months ago
Selected Answer: C
C is a correct answer (case)
upvoted 8 times
-   **cormorant** Most Recent  2 years ago
answer is c, for case
upvoted 1 times
-   **BigM** 2 years, 3 months ago
Selected Answer: C
Answer is definitely C
upvoted 2 times
-   **ceejaybee** 2 years, 3 months ago
Selected Answer: C
C - Case
upvoted 1 times
-   **colorfulduck** 2 years, 3 months ago
C is a correct answer (case)
upvoted 1 times
-   **colorfulduck** 2 years, 4 months ago
Selected Answer: C
case is the correct answer
upvoted 1 times
-   **Ana20** 2 years, 5 months ago
Selected Answer: C
C is a correct answer (case)
upvoted 1 times
-   **Marski** 2 years, 9 months ago
A customer case must be resolved or cancelled.
upvoted 1 times
-   **mongro** 2 years, 10 months ago
correct
upvoted 2 times

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

Requirement

Product

Configure the system to account for the impact of holidays on SLA response time.

	▼
Dynamics 365 Sales	
Dynamics 365 Customer Service	
Dynamics 365 Marketing	

Schedule a service representative in the correct department and time zone to address the customer issue.

	▼
Bookings	
Resource Management homepage	
Universal Resource Scheduling	

Answer Area

Requirement

Product

Correct Answer:

Configure the system to account for the impact of holidays on SLA response time.

	▼
Dynamics 365 Sales	
Dynamics 365 Customer Service	
Dynamics 365 Marketing	

Schedule a service representative in the correct department and time zone to address the customer issue.

	▼
Bookings	
Resource Management homepage	
Universal Resource Scheduling	

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>

MoneyStacking 1 year ago

Given answers are correct!
upvoted 1 times

CCParaiso 2 years ago

In exam Oct 2022
upvoted 1 times

ImiJonesh 2 years ago

In Exam 24 Sept 2022
upvoted 2 times

fmontez 2 years ago

In exam 15/09. Correct
upvoted 2 times

rob0707 2 years, 3 months ago

"Avoid having your service level agreements (SLAs) affected when your service organization is closed by creating a holiday schedule and adding to your service calendar."

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-holiday-schedule?tabs=customerserviceadmincenter>

"Dynamics 365 Customer Service, you can use scheduling tools to book cases to customer service reps in the right department and time zone."

<https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

upvoted 4 times

  **bilalmaqsood** 2 years, 8 months ago

Correct

upvoted 2 times

  **mongro** 2 years, 10 months ago

correct

upvoted 3 times



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:

Answer 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"/>

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/customer-service/monitor-conversations>

MoneyStacking 1 year ago
Given answers are correct!
upvoted 1 times

nrading 2 years, 2 months ago
this is right agents can indeed participate in various sessions concurrently its one of the nice things about this app. supervisor does need any invitation to view progress indeed as part of quality control it is desirable that a supervisor reviews, calls customer and approves that the proposed solution is acceptable so can be closed
upvoted 2 times

szl0144 2 years, 3 months ago
correct,guys
upvoted 1 times

Ana20 2 years, 5 months ago
yes, no, no
upvoted 2 times

Hareem 2 years, 9 months ago
correct
upvoted 1 times

mongro 2 years, 10 months ago
correct
upvoted 1 times

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.

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: AC

Community vote distribution

AC (100%)

[-] **MoneyStacking** 1 year ago

Selected Answer: AC

Given answers are correct!
upvoted 1 times

[-] **szl0144** 2 years, 3 months ago

AC is correct
upvoted 1 times

[-] **ceejaybee** 2 years, 3 months ago

In exam, June 2022
upvoted 3 times

[-] **ceejaybee** 2 years, 3 months ago

Selected Answer: AC

Correct, A and C
upvoted 1 times

[-] **bilalmaqsood** 2 years, 8 months ago

Correct
upvoted 2 times

[-] **MiZi** 2 years, 8 months ago

Selected Answer: AC

correct
upvoted 4 times

[-] **Hareem** 2 years, 9 months ago

AC Correct
upvoted 2 times

[-] **mongro** 2 years, 10 months ago

correct
upvoted 3 times

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

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"/>

Reference:

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

-  **Mosal_39** Highly Voted  2 years, 11 months ago
Articles are only visible after publishing. All correct answers.
upvoted 10 times
-  **nradng** Highly Voted  2 years, 2 months ago
knowledge articles require a review and approval prior to publishing. this is part of quality control and makes perfect sense. the rest are true
upvoted 7 times
-  **orionduo** Most Recent  6 months, 3 weeks ago
the second one is wrong
Knowledge articles undergo a review and approval process before they become available to others, even after an agent creates and saves them
upvoted 1 times
-  **EReb** 1 year, 2 months ago
In the Expiration Date field, select a date and time when you want the published article to expire. Expired articles are no longer available in searches.

If you've set an expiration date, in the Expiration Status field, select the status the knowledge article should be set to after it expires.
upvoted 2 times
-  **cormorant** 2 years ago
creating and saving an article doesn't mean it's automatically available to everyone. it's necessary to publish it as well
upvoted 2 times
-  **ImiJonesh** 2 years ago
In Exam 24 Sept 2022
upvoted 2 times
-  **fmontez** 2 years ago
In exam 15/09. Correct as explained below
upvoted 2 times
-  **Drchattss** 2 years, 1 month ago
13/08.....TEST

upvoted 2 times

  **szl0144** 2 years, 3 months ago

all correct

upvoted 1 times

  **bilalmaqsood** 2 years, 8 months ago

All correct. I think knowledge articles also require approval to publish

upvoted 3 times

  **mm902** 2 years, 8 months ago

Correct

upvoted 1 times

  **Vinny_Die** 3 years, 5 months ago

Here the link for knowledge articles with start and end Date: <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article#schedule-or-publish-an-article>

upvoted 2 times

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.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> Power Virtual Agents Dynamics 365 Field Service Customer Service Insights </div> </div>
Send senior technicians a notification when a case moves to an escalated status.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> SMS – text message Webchat </div> </div>
Combine all customer and employee inquires into a single interface.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> Omnichannel for Customer Service Power BI Customer Service Insights </div> </div>

Answer Area

Requirement **Solution**

Correct Answer:

Support automated webchat.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> Power Virtual Agents Dynamics 365 Field Service Customer Service Insights </div> </div>
Send senior technicians a notification when a case moves to an escalated status.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> SMS – text message Webchat </div> </div>
Combine all customer and employee inquires into a single interface.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> Omnichannel for Customer Service Power BI Customer Service Insights </div> </div>

Reference:

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

DimpleG Highly Voted 2 years ago

The last one should be Custome Service Insights.

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

upvoted 9 times

FabiZamora93 1 year, 1 month ago

Agree as Omnichannel for Customer Service is part of Customer Service Insights

"Omnichannel for Customer Service - Customer Service Insights for Omnichannel for Customer Service brings many of the same key operational metrics and features right into your daily contact center operations. Real-time customer sentiment analysis, combined with contextual AI suggestions of relevant cases and knowledge articles, helps agents reduce customer frustration and case resolution times."

upvoted 2 times

  **OmegaA** Highly Voted  1 year, 8 months ago

You want to see all inquiries in one interface, not see the analysis of the inquiries. Therefore, this is not Customer Service Insights

upvoted 9 times

  **mu1998** Most Recent  10 months ago

The question 3 needs to be more specific. Combine all customer and employee inquiries into a single interface on Customer Service Insights, through Omnichannel for Customer Service.

upvoted 1 times

  **Shariiveer** 1 year, 11 months ago

Provided ans are correct

upvoted 1 times

  **vladodias** 2 years, 1 month ago

Can somebody explain the last one? It should be Customer Service Insights in my opinion...

upvoted 4 times

  **DimpleG** 2 years ago

Yes, you are correct, I think the last one should be Customer Service Insights, where can see all cases.

upvoted 4 times

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
Omnichannel for Customer Service	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
Out-of-the-box dashboards	Display the number of cases waiting in the queue, by queue, and by individual agent.	Out-of-the-box dashboards
Plug-in		

5A33D Highly Voted 3 years, 3 months ago
 Answers : [Omni, Routing , Out of the Box]
 upvoted 24 times

fkaracan 3 years, 1 month ago
 no. plugin is correct
 upvoted 4 times

sandeeps28 2 years, 7 months ago
 routing is correct
 upvoted 3 times

happy777 2 years, 2 months ago
 This is Correct!
 upvoted 1 times

SnottyPudding Highly Voted 2 years, 6 months ago
 I believe the correct answer for the second question is Routing rules: "Reduce the need for manually creating cases from incoming emails and increase the efficiency of customer service agents by creating automatic case creation rules in Dynamics 365 Customer Service. The conditions in these rules automatically convert emails to support cases."

<https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-case-from-email>
 upvoted 11 times

LucaV6 2 years, 3 months ago
 me too think that the second answer is Routing rules but the people is divided between plud-in e routing rules
 upvoted 1 times

ccraba Most Recent 12 months ago
 The correct feature to meet the requirement of allowing customers to create cases by sending emails in Dynamics 365 Customer Service is:
 Routing rules

Routing rules are designed to automatically process and create cases from incoming emails, among other types of records. They can be configur

to route emails to the appropriate queues, teams, or users, and even apply conditions and actions to incoming emails. This feature allows for the automatic creation of cases from emails without the need for manual intervention.

Plug-ins, on the other hand, are custom code extensions that can be used to perform various actions in response to events within Dynamics 365 Customer Service. While plug-ins can be used to extend the functionality of the system, they are typically not used directly by customers to create cases via email. Routing rules are a more suitable and user-friendly option for this specific requirement.

upvoted 3 times

  **CalebXin** 1 year, 6 months ago

I think the answer should be Omni, Omni, Out of the box dashboard. Routing rules are not the same as Automatic record creation and update rules.

upvoted 4 times

  **OmegaA** 1 year, 8 months ago

Routing rules determine where the request goes, it does not create anything. Therefore, it must be plugin

upvoted 2 times

  **Moosooosa** 1 year, 9 months ago

<https://learn.microsoft.com/en-us/dynamics365/customer-service/automatically-create-update-records?view=dynamics-usd-4.2&tabs=customerserviceadmincenter>

upvoted 1 times

  **ArunPrem** 1 year, 10 months ago

<https://learn.microsoft.com/en-us/training/modules/explore-dynamics-365-customer-service/4-work-cases-queues>

Automatically: Record creation rules can be defined that create new case records automatically from different types of records in the application. For example, when a new email is received, a rule will automatically create a case record and populate the details of the case based on who sent the email.

As per the above statement, Routing rule is correct for the second question.

upvoted 2 times

  **Ramulkn** 2 years, 1 month ago

Routing Rules can route cases to queues, users, or teams but they can't be used to create cases from Email. Record Creation Rule can do that but the options its not provides so plug-in is the correct answer?

upvoted 3 times

  **pgchand** 2 years, 3 months ago

2d answer i believe is Routing Rules

In Dynamics 365, you can automatically create records such as cases and leads from incoming emails

Approach to achieve this requirement:

1. Create a Queue
2. Mailbox Configuration
3. Automatic Record Creation and Update Rules

upvoted 4 times

  **LePecador** 2 years, 3 months ago

Omnichannel for Customer Service

Plug-in

Out-of-the-box dashboards

upvoted 2 times

  **OmegaA** 2 years, 4 months ago

Routing is correct - this is old CRM functionality. Link to plug-in relates to non-case record, so not suitable for our situation

upvoted 1 times

  **Jakerboy** 2 years, 4 months ago

Plug-in is correct

<https://docs.microsoft.com/en-us/dynamics365/customer-service/trigger-routing-non-case-records>

upvoted 1 times

  **OmegaA** 2 years, 4 months ago

Your plug-in link relates to non-case record, while we are talking about case

upvoted 2 times

  **bilalmaqsood** 2 years, 8 months ago

Doubt on the second answer. As per link below we just need to set rules that will automatically create case from the email. Not sure if that will be called a routing rule, but I can't find plug in anywhere in the script.

<https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-update-records>

upvoted 4 times

  **MiZi** 2 years, 8 months ago

the second answer - no plug-in is required to create case from the e-mail. <https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-update-records>

upvoted 2 times

  **Marski** 2 years, 9 months ago

These questions are doubles.
upvoted 1 times

  **Marski** 2 years, 9 months ago

It seems strongly that dkh2207 has MS Docs solution below in the conversation. That is a MS docs source to backup his answer. I go with that.
upvoted 1 times

  **ceejaybee** 2 years, 3 months ago

how do you know dkh2207 is a "he"?
upvoted 1 times

  **VickyL** 2 years, 9 months ago

Correct, Omni, Plugin, dashboard
upvoted 1 times

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

Correct Answer:

Defining the details for the

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

Reference:

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

- KiranReddyG** Highly Voted 2 years, 10 months ago
 30min Response Time is achieved through KPI ...they are asking specific not about the feature (SLA) here.
 upvoted 5 times
- powerplatformstar** Highly Voted 3 years, 1 month ago
 this is correct , read question carefully.
 upvoted 5 times
- dlnuser** Most Recent 1 year ago
 KPI Field: Select the respective KPI field. For example, if you're creating an SLA KPI to define the time within which a first response should be sent to the customer, select FirstResponseByKPI in the list.
 upvoted 1 times
- Mooooosa** 1 year, 9 months ago
<https://learn.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements?tabs=customerserviceadmincenter>
 upvoted 2 times
- cr_microsoft** 1 year, 10 months ago
<https://learn.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements?tabs=customerserviceadmincenter#create-sla-kpis>
 upvoted 2 times
- cormorant** 2 years ago
 never heard of first response KPI. but since the premise of the question is that the customer demands a response within 30 minutes, it does make sense after all
 upvoted 1 times
- nradig** 2 years, 2 months ago
 very tricky question indeed. i tool though it was SLA but after reviewing the comments here i agree should be KPI
 upvoted 1 times
- SD2020** 2 years, 4 months ago
 This is a trick question, to ensure that the support is offered within 30 mins, an "SLA" needs to be configured, But as there is a mention of a feature "WITHIN" the SLA, that is "1st Response by KPI" the correct answer is "First Response by KPI"

upvoted 1 times

  **IamAwesome** 2 years, 5 months ago

I would say that 'first response time kpi' sounds correct as the 'Key Performance Indicator - first response time' is how the SLA is measured.

upvoted 2 times

  **Ha9ia** 2 years, 10 months ago

SLA is the level agreement, in this case stating that there will be a response in 30mins but capturing the response time is done via KPI. This answer is correct

upvoted 3 times

  **Olweezy** 2 years, 11 months ago

Isn't this an SLA? Can someone assist?

upvoted 1 times

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		
Connected Customer Service	Create cases from social channels and SMS text messages.	Omnichannel for Customer Service
Omnichannel for Customer Service		

Reference:

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

- Haidarba** Highly Voted 3 years, 4 months ago

Use context-specific knowledge articles to solve customer issues quickly - Customer Service Insights
<https://docs.microsoft.com/en-us/dynamics365/customer-service/search-knowledge-articles-csh>
 upvoted 17 times
- Viktorious** Highly Voted 3 years, 4 months ago

Third requirement is missing in the answer section.
 upvoted 6 times
- Shradz93** Most Recent 2 years ago

can anyone repeat the 3rd question as I am not able to see third one.
 upvoted 2 times
- DebajitKiran** 2 years, 1 month ago

3rd question : Use context-specific knowledge articles to solve customer issues quickly. - Customer service insights
 upvoted 4 times
- LucaV6** 2 years, 3 months ago

I think miss a question..the third one
 upvoted 3 times
- emyy01** 2 years, 4 months ago

Correct. Key benefits of Connected Customer Service: Reduce downtime by connecting to IoT devices to diagnose problems before customers are aware of an issue.
 upvoted 3 times

  **David0806** 2 years, 6 months ago

Correct

upvoted 1 times

  **kamra** 2 years, 9 months ago

Correct

upvoted 2 times

  **5A33D** 3 years, 3 months ago

Correct answers

: Connected means checking constantly and Social media is Omni C

upvoted 4 times

  **TheAllKnowNothing** 2 years, 8 months ago

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

upvoted 1 times

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: B

Community vote distribution



nadeem1992 Highly Voted 2 years, 9 months ago

Task should be the correct answer
upvoted 16 times

Rohit1993 Most Recent 1 year, 5 months ago

Selected Answer: B

B is correct
upvoted 2 times

CalebXin 1 year, 6 months ago

Available Activities in the timeline: Appointment, Email, Phone Call, Task, Booking Alert, Comment, Customer Voice Alert, Outbound Message, Session.

So the Correct Answer should be B, Task.

Entitlement is a different section which tracks the customer's entitlement of support hours.

upvoted 2 times

OmegaA 1 year, 7 months ago

Why not D? Because It is Customer Service, not Field Service, so correct answer is B
upvoted 2 times

oclerio 1 year, 8 months ago

Selected Answer: B

Letter B is correct.
upvoted 1 times

Caphispania 1 year, 9 months ago

Selected Answer: B

Task is the valid option
upvoted 1 times

Eromerof2 2 years ago

Selected Answer: B

Task is the correct
upvoted 1 times

HoihoiRST 2 years, 2 months ago

It must be B. an entitlement is not a timeline activity
upvoted 4 times

BigM 2 years, 3 months ago

Selected Answer: B

It definitely should be B. Task
upvoted 1 times

pgchand 2 years, 3 months ago

Selected Answer: B

Task under timeline
upvoted 1 times

nik_s 2 years, 4 months ago

Selected Answer: B

B is the right Answer
upvoted 1 times

SD2020 2 years, 4 months ago

What's displayed in a Timeline is, notes, and activities (like phone call/email / Task) The technical person is "receiving" a work assignment that is done by a "task" being created in D365, which can be displayed in the timeline, If the previous (older CRM) it was a "Service Activity" in the new one I think it will be a "Booking Task" (If I am not wrong, BUT it should be "Task"), Entitlement "never" show in a Timeline (try it)
upvoted 3 times

Nougat 2 years, 4 months ago

Selected Answer: B

it should be B
upvoted 1 times

AzCloudDev 2 years, 4 months ago

Selected Answer: B

B is correct ==> <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-manage-timeline-activities>
upvoted 2 times

marin1 2 years, 4 months ago

inside the link of the answer didn't appear why is C, but confirms that B (Tasks) appear in the timeline, so i go with B
upvoted 2 times

Ana20 2 years, 5 months ago

Selected Answer: B

B is correct
upvoted 3 times

MaNuCaNu 2 years, 5 months ago

Selected Answer: B

correct answer is B : TASKs
upvoted 3 times

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"/>

Correct Answer:

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"/>

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>

Elderon Highly Voted 2 years, 6 months ago

The first Statement should be NO. See Step 5, verifying connection (and notice the old common data service icon in the image, now Dataverse): <https://docs.microsoft.com/en-us/dynamics365/customer-voice/integrate-cv-cs>
upvoted 11 times

Just_Nick 2 years, 4 months ago

Its Yes because its running with the same Backend.
upvoted 3 times

Tanveer8818 Highly Voted 8 months, 2 weeks ago

The answer should be No, Yes, Yes.
1. Dataverse connector or some form of direct integration via Dataverse is usually required.
3. Power BI has native integration capabilities for Dynamics 365, including Customer Service. It can directly access Dynamics 365 data using the Dynamics 365 API, thus not requiring a separate Microsoft Dataverse connector for this specific integration.
upvoted 5 times

anthonybraz1301 Most Recent 1 month ago

N,Y,N
.....
upvoted 1 times

DynamicsDan 6 months, 2 weeks ago

I wish they clarified more because the first you technically can connect customer voice and customer service data without a dataverse CONNECTOR because their both natively part of dataverse. So are they asking for dataverse in general? Or specifically a connector? Because that would change my answer

upvoted 1 times

  **DynamicsDan** 6 months, 2 weeks ago

So upon further digging it seems like customer voice isn't natively available in dataverse? Or at least in the same environment as dynamics customer service would be. In their customer voice FAQ documentation, they have a question titled 'I deleted data from Microsoft Dataverse but it's visible in reports.' and in it it says 'If you delete any data directly from Microsoft Dataverse, it isn't synchronized with Customer Voice services' and this was updated in 2024.

Then if you go to their main web page for customer voice they have a sales video that shows the same connector being used and how you can 'connect' to dynamics. <https://dynamics.microsoft.com/en-us/customer-voice/overview/>

So long story short ignore what I said in my first comment. It's most likely no for the first question

upvoted 2 times

  **orionduo** 6 months, 3 weeks ago

N Y Y

tanveer8818 is right

upvoted 2 times

  **Caphispania** 1 year, 9 months ago

YYN is correct

upvoted 1 times

  **ImiJonesh** 2 years ago

In Exam 24 Sept 2022

upvoted 3 times

  **dizzle83** 2 years, 4 months ago

The answer is correct. Reference the first link underneath the answer (<https://docs.microsoft.com/en-us/dynamics365/customer-voice/connect-environment>).

If you have organizations for Dynamics 365 Sales, Customer Service, Marketing, and Talent, Customer Voice entities are already installed in these organizations.

upvoted 2 times

  **Marski** 2 years, 9 months ago

Dataverse is the go-to datastorage for MS Power Platform too. You get to know that Dynamic 365 and Microsoft Power Platform are integrated and use each other.

upvoted 3 times

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

Community vote distribution



MoneyStacking 1 year ago

Selected Answer: C

Given answer is correct!

upvoted 1 times

MoneyStacking 1 year ago

Selected Answer: B

Given answer is correct!

upvoted 1 times

MoneyStacking 1 year ago

Sorry, selected is answer must be C

upvoted 1 times

fmontez 2 years ago

Selected Answer: C

In exam 15/09.

upvoted 3 times

LucaV6 2 years, 3 months ago

In June 2022

upvoted 3 times

Hakim4u 2 years, 3 months ago

Selected Answer: C

Knowledge base it is

upvoted 1 times

Ana20 2 years, 5 months ago

Selected Answer: C

Correct

upvoted 2 times

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:

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 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

Statement

Yes

No

Correct Answer:

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"/>

Reference:

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

Salesguruhk Highly Voted 1 year, 10 months ago

Examtopics need to review their pricing. Most other knowledge sharing apps (artlist, canva...etc) charge an annual price to use all assets at around the US\$100 mark. That's the best value to customers. No one can afford to pay US\$50 per exam. Hello??? I use this before each exam, after a learning process. So please review your pricing, you will have better sale.
upvoted 21 times

barneyone 2 months, 1 week ago

They really don't care one bit. It will only become more expensive instead of cheaper. They know that this is one of the best website with comments on the questions. In fact, no one should comment on the questions anymore, otherwise the site will lose a lot of income.
upvoted 1 times

cormorant Highly Voted 2 years ago

"when you purchase licensing for Dynamics 365 Customer service you can use all Omnichannel options without additional costs,."

now that would be too generous of microsoft. bill gates would certainly be displeased

upvoted 6 times

ArunPrem 1 year, 10 months ago

This is incorrect as you will have to purchase in order to use Omnichannel for your customer service.

upvoted 2 times

pgchand Most Recent 2 years, 3 months ago

1-No ,2 Yes 3 No is what I believe

upvoted 1 times

OmegaA 2 years, 3 months ago

Second point according to the link: "SMS is an engagement channel that supports asynchronous mode of communication, and allows your organization to connect to customers by using text messages. The SMS channel is generally available now. More information: Try channels for Dynamics 365 Customer Service and Configure an SMS channel." SMS was not available in the past, but it looks like it is now available via Omnichannel

upvoted 1 times

 **UriTG** 2 years, 6 months ago

According to that link:

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

"An additional license is required to access Omnichannel for Customer Service."

So the third it's true, moreover, on that other link

<https://dynamics.microsoft.com/es-es/customer-service/pricing/>

It shows that the price is not the same depending on the omnichannel features.

upvoted 6 times

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.

Select and Place:

Actions

SLA key performance indicator (KPI)

SLA actions

Business Hours

Allow Pause and Resume

Answer Area

Scenario

Prevent enforcement of the SLA terms while waiting for additional information from a customer

Send an email when a case is at risk for non-compliance with an SLA

Feature

Two empty dashed boxes for placing features.

Correct Answer:

Actions

SLA key performance indicator (KPI)

SLA actions

Business Hours

Allow Pause and Resume

Answer Area

Scenario

Prevent enforcement of the SLA terms while waiting for additional information from a customer

Send an email when a case is at risk for non-compliance with an SLA

Feature

Allow Pause and Resume

SLA actions

Reference:

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

MoneyStacking 1 year ago

Correct,
While waiting > pause
upvoted 1 times

szl0144 2 years, 3 months ago

correct
upvoted 2 times

LucaV6 2 years, 3 months ago

In June 2022
upvoted 2 times

SD2020 2 years, 4 months ago

When you configure SLA, on the form you have this option that allows you to select the "Allow Pause & Resume" option, If you select "Yes" then when a case is put on "hold" the SLA timer also goes on hold & does not count the time between the "hold" & "In-Progress" this correct
upvoted 2 times

SamarS 2 years, 9 months ago

Correct
upvoted 1 times

kamra 2 years, 9 months ago

Correct
upvoted 1 times

A company uses Dynamics 365 Customer Service.

The company plans to use support queues to organize and monitor the progress of cases. Customer support agents will select cases from queues in which they are members. Agents release case items if they are not able to continue working on a case.

Which statement describes what happens when a case item is released from the queue?

- A. The case continues to remain in the agent's personal queue until someone else selects the item from the queue.
- B. The case is removed from all queues.
- C. The case is removed from the agent's personal queue and returned to the original support queue.

Correct Answer: C

Reference:

<https://docs.microsoft.com/en-us/learn/modules/using-dynamics-365-queues-to-manage-case-workloads/4-working-with-queues>

Community vote distribution



ceejaybee 2 years, 3 months ago

Selected Answer: C

C is correct

upvoted 2 times

pgchand 2 years, 3 months ago

C is correct , it goes back to previous queue

upvoted 3 times

Maddiefhnkk 2 years, 5 months ago

correct

upvoted 1 times

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:

Answer Area

Definitions

Item

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.

Correct Answer:

Answer Area

Definitions

Item

Details related to inquiries or issues reported by a customer.

Case

Details related to inquiries or issues reported by a customer.

Mechanism for categorizing and prioritizing records.

Queue

Mechanism for categorizing and prioritizing records.

Description and performance measurement of services to be delivered.

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.

Information that can be used to respond to customer inquiries or issues.

Reference:

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

  **BollyD** Highly Voted  3 years, 4 months ago

this answer is wrong because of the definition of entitlement : Entitlements: An entitlement is the actual agreement that defines the specific support details that are provided to the customer. A typical entitlement defines the specific coverage period, the allotment types/terms, the supported channels, and the products that are covered.

See <https://docs.microsoft.com/en-us/learn/modules/creating-and-managing-entitlements-in-dynamics-365/1-entitlement-overview>

upvoted 40 times

  **O_Anjum** Highly Voted  3 years, 2 months ago

One correction:

Entitlement = Level and terms of support that are specific to a customer.

upvoted 27 times

  **CalebXin** Most Recent  1 year, 6 months ago

Entitlement = Level and terms of support that are specific to a customer.

upvoted 3 times

  **fmontez** 2 years ago

In exam 15/09. Watch out for Entitlement-> Level and terms of support

upvoted 3 times

  **nradning** 2 years, 2 months ago

i agree entirely that the answer on entitlement is incorrect should be as suggested by the comments here ie level and terms of support that are specific to a customer eg 15 phone calls over a specified time frame

upvoted 3 times

  **ceejaybee** 2 years, 3 months ago

In exam, June 2022

upvoted 2 times

  **LucaV6** 2 years, 3 months ago

I hope that Entitlement = level and terms of support

upvoted 3 times

  **EnriqueBA** 2 years, 8 months ago

Only one correction: Entitlement = Level and terms of support that are specific to a customer.

upvoted 5 times

  **dkh2207** 2 years, 10 months ago

Entitlement = Level and terms of support that are specific to a customer.

others are correct!

upvoted 4 times

  **Mikiee** 3 years, 3 months ago

"Information that can be used..." should belong to Knowledge Base

upvoted 5 times

  **CN** 3 years, 3 months ago

I agree with BollyD

upvoted 2 times

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:

Answer Area

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:

Answer Area

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

Reference:

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

peppertool Highly Voted 2 years, 6 months ago

Azure IOT central configures rules and actions, thus triggering IOT alerts through power automate to 365 customer service. Azure IOT Hub manages the state of registered devices sending commands and notifications to connected devices and send acknowledgment receipts

upvoted 10 times

pgchand 2 years, 3 months ago

so the answer whatever shown is Right!

upvoted 2 times

Candy2002 Highly Voted 1 year, 10 months ago

IoT Hub
Power Automate
IoT Central

upvoted 8 times

josephsafirani Most Recent 1 year ago

this question is not complete above all there is also: service for integration environmental sensors with dynamic 365 customer service. and the answer is Azure IoT Hyb

upvoted 1 times

Caphispania 1 year, 9 months ago

Correct
upvoted 1 times

  **OmegaA** 2 years, 4 months ago

Second is correct - PowerAutomate because it is the easiest way to set rules that trigger various processes. Do not know about the questions 1 a 3
upvoted 5 times

  **LucaV6** 2 years, 3 months ago

for me too the second one is correct whilst i'm not sure the first and the third question
upvoted 1 times

  **IamAwesome** 2 years, 5 months ago

I agree with peppertool
upvoted 1 times

  **KaiEI** 2 years, 6 months ago

Also a bit uncertain about 2
upvoted 1 times

  **Camyoseph** 2 years, 6 months ago

Second question should be SLA
upvoted 5 times

  **ArunPrem** 1 year, 10 months ago

SLA just defines the performance metrics availed for the service. It's an agreement and it has not connection with the performance actions. Maybe you can use this as a guide and write the rules that triggers the defined action when you create Power Automate. So the correct answer is Power Automate.
upvoted 3 times

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

Statement	Yes	No
Correct Answer: 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"/>

Reference:

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

- Vinny_Die** Highly Voted 3 years, 5 months ago
 Link to knowledge base: <https://docs.microsoft.com/de-de/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article>
 upvoted 5 times
- fmontez** Most Recent 2 years ago
 In exam 15/09. Correct
 upvoted 2 times
- ceejaybee** 2 years, 3 months ago
 In exam, June 2022
 upvoted 3 times
- LucaV6** 2 years, 3 months ago
 Confirm in June 2022
 upvoted 1 times
- pgchand** 2 years, 3 months ago
 Both are No
 upvoted 2 times
- Vitoko** 2 years, 6 months ago
 correct
 upvoted 1 times
- powerplatformstar** 3 years, 1 month ago
 correct answer.
 upvoted 1 times

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:

Answer Area

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:

Answer Area

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		

Reference:

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

MoneyStacking 1 year ago

Given answer is correct!

upvoted 1 times

LucaV6 2 years, 3 months ago

In June 2022

upvoted 2 times

LePecador 2 years, 3 months ago

Both of them are Omnichannel for Customer Service

upvoted 3 times

dim895 2 years, 7 months ago

Correct

upvoted 1 times

HOTSPOT -

A company implements cases in Dynamics 365 Customer Service.

You need to select the features that meet the requirements for a case.

Which feature should you use for 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	Feature
Automatically open a new case	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;"> Convert To functionality Record creation and update rules Routing rules </div> </div>
Manage response time for a case	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;"> Entitlements Queues Service-level agreements </div> </div>
Guide an agent through stages to resolve a case	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;"> Business process flows Queues Tasks </div> </div>

Correct Answer:

Answer Area

Requirement	Feature
Automatically open a new case	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;"> Convert To functionality Record creation and update rules Routing rules </div> </div>
Manage response time for a case	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;"> Entitlements Queues Service-level agreements </div> </div>
Guide an agent through stages to resolve a case	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid black;">▼</div> <div style="padding: 2px;"> Business process flows Queues Tasks </div> </div>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-update-records?tabs=customerserviceadmincenter>
<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-case-sla> <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview?view=op-9-1>

 AlessioB 1 year, 1 month ago

BPF are not just sales, they're also in CS and there are also out of the box BPFs, for case management and for KB management

upvoted 2 times

  **SD2020** 1 year, 4 months ago

Business Process Flows are available across the entire D365 modules of Marketing / Sales & Service

In Service the Business Process Flows are available on the case entity

upvoted 1 times

  **AmeliaG13** 1 year, 5 months ago

Business Process Flows for guiding an agent?? that's in the sales module

upvoted 1 times

  **DimpleG** 2 years ago

Correct

upvoted 1 times

HOTSPOT -

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

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
Knowledge management sources are limited to the current Dynamics 365 Customer Service organization.	<input type="radio"/>	<input checked="" type="radio"/>
A copy of a knowledge base article can be sent using email from the Dynamics 365 Customer Service app.	<input checked="" type="radio"/>	<input type="radio"/>
Knowledge base article content is limited to text with basic formatting.	<input type="radio"/>	<input checked="" type="radio"/>

Box 1: No -

You can search for knowledge content in external sources.

Business value -

Knowledge in organizations is typically spread across multiple sources like SharePoint sites, OneDrive, third-party knowledge management systems, and so on.

The ability to quickly find and share knowledge from as many sources as possible helps agents be more productive and resolve issues for customers more quickly.

Box 2: Yes -

You can insert knowledge articles into an email.

Business value -

Email is a critical communication channel that support agents use to communicate with customers and a vehicle for sharing knowledge articles. This feature provides agents on Unified Interface with an easy way to insert one or more knowledge articles while working on an email.

Feature details -

The legacy web client allows agents working on emails to search for knowledge articles and insert them into the email without losing context. This feature brings this capability into the Unified Interface client. While working on an email, an agent can search and select a knowledge article to include in the email.

Box 3: No -

Use the rich text editor to create knowledge articles, format your content, or embed videos and images.

Reference:

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-service/search-knowledge-content-external-sources> <https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/service/dynamics365-customer-service/insert-knowledge-articles-into-email> <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article?tabs=customerserviceadmincenter>

  **nailedIT** 1 year, 1 month ago

Usually when "limited" is part of the question the answer is "No", if you have no clue on the correct answer
upvoted 3 times

  **MoneyStacking** 1 year ago

Same as the words 'Only & must', most of the time it is 'no'. If you really don't know the answer.
upvoted 2 times

Question #61

Topic 1

Customers submit suggestions, questions, and cases to a company by using the following channels:

- ⇒ Submitting a case in a customer service portal.
- ⇒ Emailing a support mailbox.
- ⇒ Calling a telephone number.

The company has two departments. Each department has a defined list of agents. The company distributes all submissions to the correct department.

You need to show the agents how the submissions are stored.

Which format is used for the submissions?

- A. Work orders
- B. Queues
- C. Work items
- D. Activities

Correct Answer: B

Community vote distribution

B (100%)

  **rfontese** 1 year, 1 month ago

This question is worded strangely. What format they are submitted in is different from how they are stored or processed no?
upvoted 2 times

  **fmontez** 2 years ago

Selected Answer: B

In exam 15/09.
upvoted 3 times

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

Correct Answer: AC

Community vote distribution

AC (100%)

nraei 1 year ago

how does number of hours defer from hours of service? on the linkedIn course for this exam they mention time of response and number of case:
upvoted 2 times

tom314159 1 year, 8 months ago

Selected Answer: AC

correct
upvoted 2 times

fmontez 2 years ago

Selected Answer: AC

In exam 15/09. Answers on different order.
upvoted 4 times

A company uses Dynamics 365 Field Service.

The maintenance manager wants to be able to add a list of questions to work orders to ensure that field technicians follow the same steps when servicing customer equipment.

You need to explain to the manager which features are available to meet the requirement.

Which feature should you use?

- A. Connected Field Service
- B. Inspections
- C. Microsoft Customer Voice
- D. Scheduling

Correct Answer: B

Community vote distribution

B (100%)

nailedIT 1 year, 1 month ago

The correct answer is B. Inspections. Field Service inspections are digital forms that technicians use to quickly and easily answer a list of questions as part of a work order. The list of questions can include safety protocols, pass-and-fail tests for a customer asset, an interview with a customer, and other audits and assessments. With a drag-and-drop interface, inspections are easy to create, and are easier for technicians to fill out compared to paper forms. Inspection answers are stored in Microsoft Dataverse, making it easy to report on results and fit inspections into your automated business processes.

<https://learn.microsoft.com/en-us/dynamics365/field-service/inspections>

upvoted 4 times

fmontez 2 years ago

Selected Answer: B

In exam 15/09.

upvoted 2 times

Mac0li 2 years, 2 months ago

Selected Answer: B

Inspections: This provides capabilities to create a digital form that the technician is using to answer a list of questions provided.

URL:

<https://docs.microsoft.com/dynamics365/field-service/inspections>

upvoted 3 times

Ana20 2 years, 5 months ago

Selected Answer: B

<https://docs.microsoft.com/en-us/dynamics365/field-service/inspections>

upvoted 3 times

mongro 2 years, 10 months ago

correct

upvoted 2 times

HOTSPOT -

A company uses Dynamics 365 Field Service. The company plans to use built-in scheduling functionality.

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
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Field agents can perform maintenance on customer assets. You can see availability of these agents and schedule them to perform the maintenance during quarterly customer visits.	<input checked="" type="radio"/>	<input type="radio"/>
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	<input checked="" type="radio"/>	<input type="radio"/>
You can manually assign lead technicians to oversee large-scale emergency service calls.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>

-   **ImiJonesh** 2 years ago
In Exam 24 Sept 2022
upvoted 2 times
-   **fmontez** 2 years ago
In exam 15/09. All Yes.
upvoted 3 times
-   **szl0144** 2 years, 3 months ago
correct
upvoted 1 times
-   **LucaV6** 2 years, 3 months ago
In June 2022
upvoted 2 times
-   **mongro** 2 years, 10 months ago
correct
upvoted 1 times

You use Dynamics 365 Field Service.

Each time a customer contacts a call center to request service, you plan to send a technician to the customer's location. You receive a service request and create a work order.

You need to identify the next step in the process.

What should you do next?

- A. Adjust inventory values.
- B. Schedule and dispatch the work order.
- C. Generate an invoice.
- D. Review and close the work order.

Correct Answer: B

Community vote distribution

B (100%)

👤 **nailedIT** 1 year, 1 month ago

Selected Answer: B

The next step in the process after creating a work order is to schedule and dispatch the work order. So, the correct answer is B. Schedule and dispatch the work order. This will ensure that a technician is assigned to the work order and dispatched to the customer's location to provide the requested service. Is there anything else you would like to know? 😊

upvoted 2 times

👤 **GlennBunter** 1 year, 10 months ago

Selected Answer: B

Correct

upvoted 1 times

👤 **ImiJonesh** 2 years ago

In Exam 24 Sept 2022

upvoted 2 times

👤 **fmontez** 2 years ago

Selected Answer: B

In exam 15/09.

upvoted 2 times

👤 **szl0144** 2 years, 3 months ago

yes,correct

upvoted 1 times

👤 **mongro** 2 years, 10 months ago

correct

upvoted 1 times

HOTSPOT -

A cable installation company is implementing Dynamics 365.

You need to recommend Dynamics 365 applications for the company.

Which app 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	App
Capture the technician's daily on-site time while performing cable installations.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <ul style="list-style-type: none"> Dynamics 365 Field Service Dynamics 365 Sales Dynamics 365 Customer Service </div>
Allow technicians to see a list of the daily work orders on their mobile device.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <ul style="list-style-type: none"> Dynamics 365 Field Service Mobile App Dynamics 365 Sales Dynamics 365 Customer Service </div>

Answer Area

	Requirement	App
Correct Answer:	Capture the technician's daily on-site time while performing cable installations.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <ul style="list-style-type: none"> <li style="background-color: #e0f0e0;">Dynamics 365 Field Service Dynamics 365 Sales Dynamics 365 Customer Service </div>
	Allow technicians to see a list of the daily work orders on their mobile device.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <ul style="list-style-type: none"> <li style="background-color: #e0f0e0;">Dynamics 365 Field Service Mobile App Dynamics 365 Sales Dynamics 365 Customer Service </div>

Reference:
<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-time-entry>
<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-use>

 **mongro** Highly Voted 2 years, 10 months ago
 correct
 upvoted 6 times

A company uses Dynamics 365 Field Service.

You create a work order from a case. A field service administrator schedules the work order.

A technician arrives at the site of the work order and is ready to begin work on time.

What is the status of the work order?

- A. Open - In progress
- B. Open - Unscheduled
- C. Traveling
- D. Open - Scheduled

Correct Answer: A

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-status-booking-status>

Community vote distribution

A (100%)

xoshi23 Highly Voted 3 years ago

1. Once the work order is scheduled, the booking created for it has a booking status of Scheduled by default.
2. The creation of a booking automatically changes the work order system status to Open-Scheduled.
3. After the work order is scheduled to a field technician resource, you can see it on the Field Service Mobile app. Then the field technician can not that they are traveling to the work order location by changing the booking status to Traveling.
4. Changing the booking status to Traveling automatically changes the work order system status to Open - In Progress.
5. When the field technician arrives on site and is ready to begin the work, they change the booking status to In Progress. The work order status remains as Open - In Progress.

So I think A == Open - In Progress is the right answer .

upvoted 17 times

Jack316 Highly Voted 3 years, 2 months ago

Changing the booking status to Traveling automatically changes the work order system status to Open - In Progress. When the field technician arrives on site and is ready to begin the work, they change the booking status to In Progress. The work order status remains as Open - In Progress.

upvoted 6 times

Jack316 3 years, 2 months ago

Answer is correct, when the technician arrived on site, the status will change to Open - In Progress

upvoted 4 times

DimpleG Most Recent 2 years ago

A is Correct

When the field technician arrives on site and is ready to begin the work, they change the booking status to In Progress. The work order status remains as Open - In Progress.

upvoted 2 times

Drchattss 2 years, 1 month ago

13/08.....TEST

upvoted 1 times

BigM 2 years, 3 months ago

Selected Answer: A

When the agent gets on site the status is changed to Open - In Progress.

upvoted 1 times

powerplatformstar 3 years, 1 month ago

When the field technician arrives on site and is ready to begin the work, they change the booking status to In Progress. The work order status remains as Open - In Progress.

upvoted 2 times

ApxA 3 years, 2 months ago

"A technician ... is ready to begin work on time" doesn't mean "A technician ... begins to work on time"

I think the right answer is "Open - Schedule" ... until he starts

upvoted 4 times

agoodwin24 3 years, 1 month ago

No, the answer is correct. Refer to the documentation on microsoft learn that the answer provides. "When the field technician arrives on site and is ready to begin the work, they change the booking status to In Progress. The work order status remains as Open - In Progress."
upvoted 4 times

Question #68

Topic 1

HOTSPOT -

A company calibrates and services medical equipment for customers across the United States. The company employs a large number of service technicians.

The company often does not assign service jobs to the technician that is geographically closest to the customer.

The company wants to use location auditing in Dynamics 365 Field Service to display each technician's location on a map.

You enable location tracking.

Where should you navigate to see the technician locations on a map? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

You should navigate to the to see the technician locations on a map.

▼
Site Map
Schedule Board
Schedule Assistant

Answer Area

Correct Answer: You should navigate to the to see the technician locations on a map.

▼
Site Map
Schedule Board
Schedule Assistant

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing>

nalwd Highly Voted 2 years, 7 months ago

"Technicians using the Field Service (Dynamics 365) mobile app can enable location sharing from the app, allowing schedulers to visualize their location on the schedule board"

upvoted 9 times

ImiJonesh Most Recent 2 years ago

In Exam 24 Sept 2022

upvoted 2 times

fmontez 2 years ago

In exam 15/09. Correct

upvoted 1 times

Mac0li 2 years, 2 months ago

Correct,

A tracking record will only be created when a technician is logged into the mobile app and moves more than 200 meters. While the user is moving it will create records at a specified time interval.

URL:<https://docs.microsoft.com/dynamics365/field-service/mobile-powerapp-location-auditing>

upvoted 1 times

mongro 2 years, 10 months ago

correct

upvoted 1 times

powerplatformstar 3 years, 1 month ago

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-powerapp-location-auditing>

upvoted 1 times

HOTSPOT -

A company that services air-conditioning equipment is implementing Dynamics 365 Field Service. You need to recommend the features that the company should implement to meet business requirements. Which features 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

Function	Feature
Assign a work order to a field engineer for next Tuesday at noon.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Universal Resource Scheduling Work Orders Connected Field Services Geofencing </div> </div>
Synchronize offline data when the app starts.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Geofencing Field Service Mobile Integrations Connected Field Services </div> </div>
Monitor air-conditioning equipment to identify mechanical issues	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Field Service Mobile Work Orders Connected Field Services Bookable resources </div> </div>

Answer Area

Function	Feature
Assign a work order to a field engineer for next Tuesday at noon.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Universal Resource Scheduling Work Orders Connected Field Services Geofencing </div> </div>
Synchronize offline data when the app starts.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Geofencing Field Service Mobile Integrations Connected Field Services </div> </div>
Monitor air-conditioning equipment to identify mechanical issues	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;"> Field Service Mobile Work Orders Connected Field Services Bookable resources </div> </div>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-work-order> <https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-offline> <https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

O_Anjum Highly Voted 3 years, 2 months ago

Assign a work order to a field engineer for next Tuesday at noon: Universal Resource Scheduling
upvoted 38 times

pgchand Highly Voted 2 years, 3 months ago

1. Universal Resource Scheduling
 2. Field Service Mobile
 3. Connected Field Service
- upvoted 16 times

Candy2002 Most Recent 1 year, 10 months ago

1. Universal Resource Scheduling
2. Field Service Mobile

3. Connected Field Service
upvoted 5 times

  **Candy2002** 1 year, 10 months ago
Agreed to most of the comments.
1. Universal Resource Scheduling
2. Field Service Mobile
3. Connected Field Service
upvoted 2 times

  **JeffreySZ** 2 years, 4 months ago
question 1 should be work orders. URS is for arranging the resource, not work orders themselves.
upvoted 3 times

  **dizzle83** 2 years, 4 months ago
You can schedule a resource directly from the work order. Work Order is correct
<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-work-order#schedule-a-work-order-using-the-book-option>.
Answers provided are correct.
upvoted 3 times

  **dizzle83** 2 years, 4 months ago
I stand corrected, it is Universal Resource Scheduling: "In other words, field service work orders define what work needs to be done and where while Universal Resource Scheduling defines who can perform the work and when."
upvoted 2 times

  **nalwd** 2 years, 7 months ago
I think it's Universal Resource Scheduling: <https://docs.microsoft.com/en-us/dynamics365/field-service/universal-resource-scheduling-for-field-service>

Universal Resource Scheduling is a Dynamics 365 solution that allows organizations from different industries with different scenarios to assign resources to jobs and tasks .
Universal Resource Scheduling assigns the best resources to jobs and tasks based on...

then says: jobs and tasks (known as work orders)

so --> Universal Resource Scheduling
upvoted 2 times

  **Aepbacchus** 2 years, 7 months ago
Question 1: Work Orders seem correct <https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-work-order>
upvoted 1 times

  **nx_190** 2 years, 10 months ago
in first question !
which one is correct ? Universal Resource Scheduling or Work Orders
upvoted 1 times

  **dkh2207** 2 years, 10 months ago
the first one is Universal Resource Scheduling
upvoted 2 times

  **mongro** 2 years, 10 months ago
1. Work Orders
2. Field Service Mobile
3. Connected Field Service
upvoted 1 times

  **Vimbsu** 2 years, 9 months ago
@mongro when you are assigning someone a work order it means that you have already created a work order now you want to assign it to someone so your first answer is wrong the correct answer is universal resource scheduling whereby you are now looking for a resource to assign the work order that you already created
upvoted 5 times

  **sonal_ac001** 2 years, 11 months ago
Can anyone provide the reference link for answer Universal Resource Scheduling ?
upvoted 1 times

  **dizzle83** 2 years, 4 months ago
<https://docs.microsoft.com/en-us/dynamics365/field-service/universal-resource-scheduling-for-field-service>
upvoted 1 times

An air conditioning company uses Dynamics 365 Field Service.

When a problem is detected with a customer's air conditioning system, a new case must be opened automatically.

You need to recommend a solution for the company.

What should you recommend?

- A. Field Service Mobile
- B. Work orders
- C. Connected Field Service
- D. Universal Resource Scheduling
- E. Case management

Correct Answer: C

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

  **nailedIT** 1 year, 1 month ago

In this scenario, the best solution to recommend would be C. Connected Field Service.

Connected Field Service is a feature of Dynamics 365 Field Service that enables the detection of problems with a customer's air conditioning system and automatically triggers the creation of a new case. This allows for proactive maintenance and can significantly improve customer satisfaction by resolving issues before they become critical.

upvoted 2 times

  **DimpleG** 2 years ago

Correct

upvoted 1 times

  **LucaV6** 2 years, 3 months ago

In June 2022

upvoted 1 times

  **mongro** 2 years, 10 months ago

correct

upvoted 2 times

HOTSPOT -

A company plans to implement Connected Field Service.

Instructions: 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

Statements	Yes	No
You can determine the color of a manufactured product	<input type="radio"/>	<input type="radio"/>
You can schedule an inspection on a machine when the number of hours of operation has hit a major milestone	<input type="radio"/>	<input type="radio"/>
You can use current and historical data produced by sensors on a machine to identify a part that could be failing so that it can be examined during next maintenance window	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statements	Yes	No
You can determine the color of a manufactured product	<input type="radio"/>	<input checked="" type="radio"/>
You can schedule an inspection on a machine when the number of hours of operation has hit a major milestone	<input checked="" type="radio"/>	<input type="radio"/>
You can use current and historical data produced by sensors on a machine to identify a part that could be failing so that it can be examined during next maintenance window	<input checked="" type="radio"/>	<input type="radio"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

 **Ramiimar** 2 years, 6 months ago

Correct

upvoted 3 times

A company has a large number of technicians that work in the field.

You need to ensure that Dynamics 365 Field Service can automatically schedule work to minimize travel time for technicians.

What should you implement?

- A. Resource scheduling optimization
- B. Unified routing for table records
- C. Schedule board
- D. Universal Resource Scheduling

Correct Answer: A

Community vote distribution

A (82%)

D (18%)

nailedIT 1 year, 1 month ago

Selected Answer: A

To minimize travel time for technicians, the company should implement A. Resource scheduling optimization.

Resource scheduling optimization is a feature of Dynamics 365 Field Service that can help optimize routes and minimize travel time for field technicians. It calculates the driving time and distance as field technicians travel, allowing dispatchers to see and optimize travel time and distance. This can contribute to the success of the organization by improving resource utilization and reducing downtime.

upvoted 3 times

FabiZamora93 1 year, 1 month ago

"Resource scheduling optimization allows organizations to automatically schedule and reschedule items based on pre-defined goals. This can include maximizing technician working time, minimizing travel, and scheduling high priority items first"

upvoted 1 times

EReb 1 year, 2 months ago

Automated scheduling is often required because scheduling a high volume of jobs manually takes much time. Resource Scheduling Optimization assists dispatcher with job matching and helps free up their time to focus on other tasks.

More reasons that organizations use the Resource Scheduling Optimization add-in: Minimized travel time: Ensuring your technicians are taking the shortest possible route with turn-by-turn directions reduces fuel consumption and wear and tear on vehicles. Savings likely surpass the cost of the add-in licenses.

upvoted 1 times

OmegaA 1 year, 7 months ago

Universal Resource Scheduling - "Because work orders are generally performed onsite, Universal Resource Scheduling schedules the resources with the closest proximity to work orders, reducing travel time and costs." <https://learn.microsoft.com/en-us/dynamics365/field-service/universal-resource-scheduling-for-field-service>

upvoted 2 times

Caphispania 1 year, 9 months ago

Selected Answer: A

A is ok

upvoted 1 times

DimpleG 2 years ago

A is Correct

Resource Scheduling Optimization is a more advanced form of scheduling for field service organizations. While the schedule board and the schedule assistant help dispatchers schedule a single job, this add-in can schedule multiple jobs at once. It maximizes resource utilization and minimizes travel time

upvoted 2 times

RG95 2 years, 1 month ago

Looks like it will be A.

<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-with-travel-time>

They mentioned large number of technicians.

upvoted 1 times

Drchattss 2 years, 1 month ago

13/08.....TEST

upvoted 3 times

szl0144 2 years, 3 months ago

A should be the answer
upvoted 2 times

  **fmontez** 2 years, 3 months ago

Selected Answer: D

Based on this doc <https://docs.microsoft.com/en-us/dynamics365/field-service/universal-resource-scheduling-for-field-service> I think it should be D.

"Universal Resource Scheduling schedules the resources with closest proximity to work orders, reducing travel time and costs."

upvoted 2 times

  **pgchand** 2 years, 3 months ago

Selected Answer: A

Yes It should be Resource Scheduling Optimization

upvoted 2 times

  **TiagoNoronha** 2 years, 4 months ago

Selected Answer: A

Since the question refers to a "large number of technicians", makes sense to use Resource Scheduling Optimization

upvoted 3 times

  **nalwd** 2 years, 7 months ago

A - Resource scheduling optimization is a more advanced form of scheduling for field service organizations, as you'll see in the Five stages of scheduling adoption. Where the schedule board and the schedule assistant help dispatchers schedule a single job, resource scheduling optimization can schedule many jobs at once, maximizing overall utilization and minimizing total travel time

upvoted 3 times

DRAG DROP -

A manufacturing company plans to implement Dynamics 365 Field Service.

You need to determine which features are needed to meet the company's requirements.

Which features should you implement? 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
Work orders	Specify types of services needed at customer locations.	
Scheduling an dispatch tools	Staff and route resources needed for on-site appointments.	
Asset management	Track customer equipment.	
Preventive maintenance	Automatically generate recurring maintenance appointments.	

Answer Area

	Features	Requirement	Feature
Correct Answer:	Work orders	Specify types of services needed at customer locations.	Work orders
	Scheduling an dispatch tools	Staff and route resources needed for on-site appointments.	Scheduling an dispatch tools
	Asset management	Track customer equipment.	Asset management
	Preventive maintenance	Automatically generate recurring maintenance appointments.	Preventive maintenance

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/overview>

LucaV6 2 years, 3 months ago

In June 2022
upvoted 1 times

Sofiee 2 years, 4 months ago

Correct
upvoted 1 times

bilalmaqsood 2 years, 8 months ago

Correct Answers
upvoted 2 times

mongro 2 years, 10 months ago

correct
upvoted 2 times

HOTSPOT -

A service company is planning to implement a new system. You evaluate whether the company's requirements can be met by using Dynamics 365 Field Service without customizations.

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 create different service levels for different customers.	<input type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input type="radio"/>
You can schedule recurring maintenance.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Correct Answer: You can create different service levels for different customers.	<input checked="" type="radio"/>	<input type="radio"/>
You can manage warranties.	<input type="radio"/>	<input checked="" type="radio"/>
You can schedule recurring maintenance.	<input checked="" type="radio"/>	<input type="radio"/>

Reference:
<https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders> <https://docs.microsoft.com/en-us/dynamics365/field-service/overview>

infotech6242 3 months ago

Yes, you can create different service levels for different customers. Dynamics 365 Field Service allows you to define service level agreements (SLA) that can be tailored to meet the specific needs of each customer.

Yes, you can manage warranties. The system provides features to track and manage warranties for products and services.

Yes, you can schedule recurring maintenance. The system includes capabilities for setting up recurring work orders for regular maintenance tasks

So, Dynamics 365 Field Service can meet all these requirements without any customizations.

upvoted 1 times

Jeff261290 8 months, 2 weeks ago

Looks like it should be all Yes: <https://learn.microsoft.com/en-us/dynamics365/field-service/warranties>

upvoted 3 times

mciezak 9 months ago

All Yes, as you can manage warranties in FS. Need to enable it in Settings. Enabling something is not a customisation, it's configuration.

upvoted 1 times

OmegaA 1 year, 7 months ago

Correct answer - Service Levels are from Customer Service, but you can access them from Field Service <https://learn.microsoft.com/en-us/dynamics365/field-service/sla-work-orders>

upvoted 2 times

To_bi 2 years, 2 months ago

Statement 1: Shouldn't it be "No"? Because it's mentioned "...without customizations" above.

upvoted 1 times

ArunPrem 1 year, 10 months ago

Each customer will have different entitlements and SLAs and thus the level of service varies, so the answer is Yes.

upvoted 1 times

  **Akst12** 2 years, 5 months ago

Correct

upvoted 1 times

  **Mogoshi** 2 years, 6 months ago

Correct

upvoted 1 times

  **mongro** 2 years, 10 months ago

correct

upvoted 3 times



HOTSPOT -

A company plans to implement Dynamics 365 Field 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:

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	<input type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input type="radio"/>	<input type="radio"/>

Answer Area

Statement	Yes	No
Images can be added to an inspection when using the mobile app.	<input checked="" type="radio"/>	<input type="radio"/>
Inspections can be completed without internet connectivity.	<input checked="" type="radio"/>	<input type="radio"/>

Correct Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/inspections>

Strever 1 year, 6 months ago

The inspection can be completed without internet, it is just without the internet you will not be able to see if the inspection is completed until the guy is connected.

I am writing this down because I thought it could not be completed without the internet in the end to make the status to complete. I am sure this will help individuals that think weird like me.

The answers are correct :p

upvoted 4 times

RealSilas 2 years, 3 months ago

This is correct.

upvoted 1 times

Rashmeetsingh21 3 years, 2 months ago

Yes, it's correct. <https://docs.microsoft.com/en-us/learn/modules/generate-work-orders-dynamics-365-field-service/6-describe-inspections>

upvoted 3 times

5A33D 3 years, 2 months ago

is the 2nd Question Correct /?

upvoted 2 times

Kanyara 3 years ago

Yes it is.

Offline support: Technicians can view and fill out inspections on their mobile phones or tablets without internet access. Answers are synced when connectivity is restored (cellular or WiFi).

upvoted 5 times

[Removed] 2 years, 8 months ago

Perfectly explained!

upvoted 2 times

A company sells and services clothing washing machines and dryers. The company uses Dynamics 365 Field Service.

You need to proactively monitor customer's equipment to identify problems and maintenance needs.

Which two Connected Field Service options can you use?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Dynamics 365 Remote Assist integration
- B. Dynamics 365 mobile app
- C. Azure IoT Central
- D. Azure IoT Hub

Correct Answer: CD

Community vote distribution



SnottyPudding Highly Voted 2 years, 6 months ago

Selected Answer: CD

Both Azure IoT Central and IoT Hub are listed as Connected Field Service options (<https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service#connected-field-service-for-azure-iot-hub>), so I believe the answer given is correct.

upvoted 9 times

sshah4 Most Recent 6 months, 3 weeks ago

ANSWER: CD

upvoted 1 times

nailedIT 1 year, 1 month ago

Selected Answer: CD

C. Azure IoT Central and D. Azure IoT Hub.

Connected Field Service is a feature of Dynamics 365 Field Service that enables the detection of problems with a customer's equipment and automatically triggers the creation of a new case. This allows for proactive maintenance and can significantly improve customer satisfaction by resolving issues before they become critical. Azure IoT Central and Azure IoT Hub are both powerful tools that can be used to connect devices and collect real-time data on their performance and condition, enabling proactive problem diagnosis and identification of potential issues even before customers become aware of them

upvoted 1 times

LucaV6 2 years, 3 months ago

Why not Remote Assistant?

upvoted 1 times

pgchand 2 years, 3 months ago

Additional info IoT central is SaaS service , IoT Hub is PaaS service

upvoted 2 times

Ameed 2 years, 4 months ago

Selected Answer: CD

I would say the given answers are correct.

upvoted 2 times

TiagoNoronha 2 years, 4 months ago

Selected Answer: CD

<https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service> Based on this link, I would say the given answers are correct

upvoted 3 times

Pezado 2 years, 6 months ago

Selected Answer: BC

Raks1979's link doesn't rule out the mobile app (which can IoT alerts). Also, Azure IoT Hub is an add-on for Connected Field Service.

<https://docs.microsoft.com/en-us/dynamics365/field-service/cfs-mobile-powerapp>

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

<https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

upvoted 1 times

Pezado 2 years, 6 months ago

Raks1979's link doesn't rule out the mobile app (which can IoT alerts). Also, Azure IoT Hub is an add-on for Connected Field Service. Answer should be Azure IoT Central and Field Service Mobile App.

<https://docs.microsoft.com/en-us/dynamics365/field-service/cfs-mobile-powerapp>

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

<https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service>

upvoted 1 times

  **[Removed]** 2 years, 7 months ago

<https://dynamics.microsoft.com/en-gb/field-service/field-service-management-software/>

upvoted 1 times

  **ryanmagic** 2 years, 9 months ago

Is this correct? testprep is saying Dynamics 365 mobile app + Azure IoT hub

upvoted 1 times