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<http://www.lead2pass.com/mb2-718.html> QUESTION 31 Which of the following records can you convert into a case? A. task B. queue C. lead D. opportunity Answer: A QUESTION 32 Under which two circumstances will a routing rule be applied to a case without user intervention? Each correct answer presents a complete solution. A. a case is created as the result of a record creation rule B. a case was created before the routing rule was activated C. a case is created by using a convert to case action D. a case is created manually Answer: BD QUESTION 33 You install Microsoft Dynamics 365. Which three knowledge base article templates are available? Each correct answer presents a complete solution. A. Solution to a Problem B. Standard KB Article C. Case Escalation D. Coverage Dates E. Procedure Answer: BDE QUESTION 34 You use the automatic creation and update rule feature to create case records automatically. Which three source record types are available for automatically creating a case? Each correct answer presents a complete solution. A. social activity B. mailbox alert C. survey activity D. auto post E. booking alert Answer: AC QUESTION 35 You manage a Microsoft Dynamics 365 deployment for Contoso, Ltd. You need to provide users the URL to their Microsoft Dynamics 365 Online interactive service hub. What is the URL format for the Microsoft Dynamics 365 Online interactive service hub? A.

<https://www.microsoht.com/en-US/crynamics/crm-custo-customer-center/interactive-service-hubuser-s-guide.aspx#bkmkAccess> B.

<https://contoso.crm.dynamics.com/XRMServices/2011/Discovery.svc> C. <https://contoso.crm.dynamics.com/engagementhub.aspx> D. <https://contoso.crm.dynamics.com/main.aspx> Answer: D QUESTION 36 You have a Microsoft Dynamics 365 environment that has no customization*. You are working in the interactive service hub with a single-stream dashboard for cases. Which option can you use to filter cases? A. Business process stage B. Title C. Product D. Category Answer: A QUESTION 37 You are attempting to resolve a case. For which situation will the system display a prompt before reaching the Case Resolution window? A. The case has a service-level agreement (SLA) that was not met. B. The case has an open activity. C. The customer will exceed their entitlement allotment D. The case has an open parent case. Answer: B QUESTION 38 You use the interactive service hub to manage cases. Users report that they have difficulty finding a specific knowledge base article when they initiate a search from within a case. You need to ensure that search returns relevant results. What are two possible ways to achieve the goal? Each correct answer presents a complete solution. A. Relate the article to one or more categories. B. Relate the article to a more relevant subject. C. Update the article description. D. Add additional keywords. Answer: AC QUESTION 39 Which two of the following are valid routing rule actions? Each correct answer presents part of the solution. A. Cancel Case B. Send Email C. Assign to User/Team D. Route to Queue Answer: BC QUESTION 40 You are deploying a Unified Service Desk (USD) application. For which three scenarios can you attach an action call? Each correct answer presents a complete solution. A. A window navigation rule is processed. B. Client diagnostic logging is turned on. C. A threshold is reached in a Microsoft Power BI report. D. An agent script is run or an answer is clicked. E. A toolbar button is clicked. Answer: BC

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