EXAMTOPICS

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Question #1 *Topic 1*

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

Suggested Answer: *A, D*
Official Answer: AD

SD2020 8 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 8 months ago
'customer voice survey' and 'event management ' are also the two most important components in marketing
upvoted 3 times

huytran666 8 months ago
A & D are correct
upvoted 3 times

ceejaybee 8 months ago
Selected Answer: A, D
A and D
upvoted 3 times

SD2020 Most Recent 8 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

Question #2 *Topic 1*

DRAG DROP -

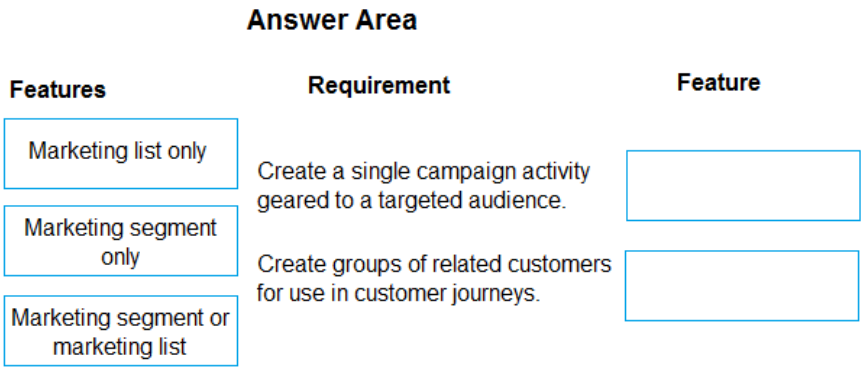
A company uses Dynamics 365 Marketing.

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

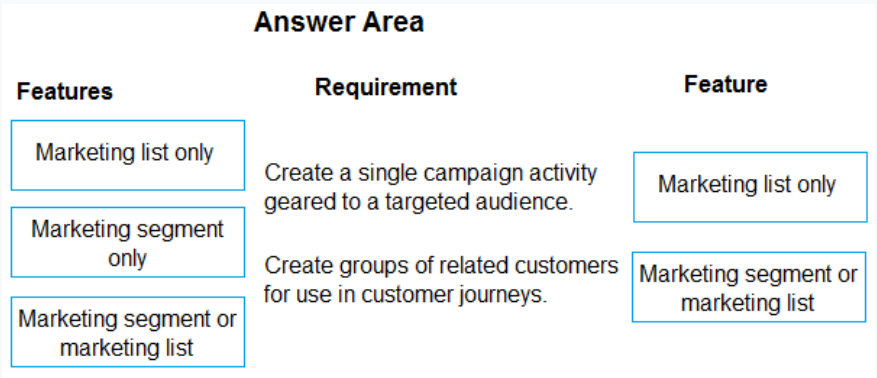
What should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

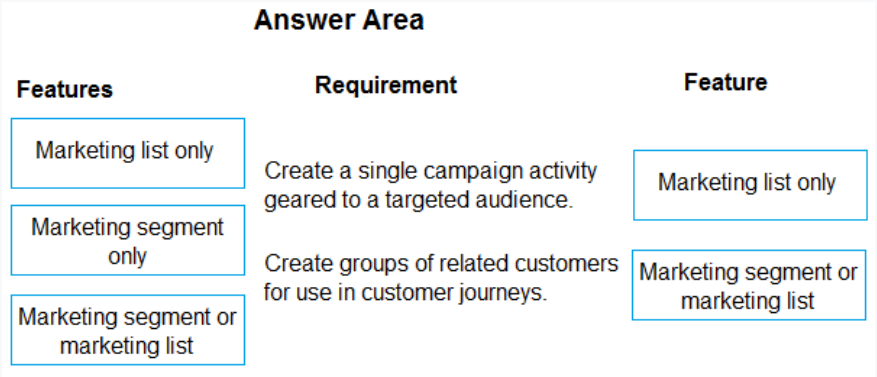
NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:





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 8 months ago

1. Marketing list only 2. Marketing segment only

upvoted 28 times

LeDarius3762 Highly Voted 8 months ago

1. Marketing list only (campaign/quick campaign only use lists) 2. 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

Rhoward1971 8 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

Mooooosa 8 months ago

https://learn.microsoft.com/en-us/dynamics365/marketing/segments-vs-lists

upvoted 4 times

cyga75 Most Recent 8 months ago

Any clue, what's the right answer here? Thanks!

upvoted 4 times

Question #3 *Topic 1*

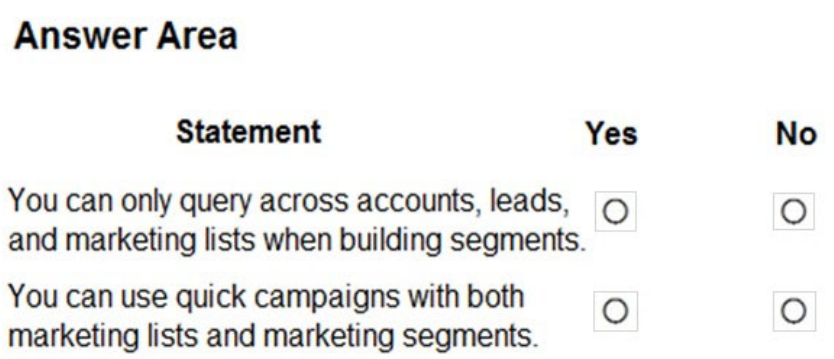
HOTSPOT -

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:



Suggested Answer:





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

LeDarius3762 Highly Voted 8 months ago

1. 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 2. False, because you cannot use segments for a quick campaign https://docs.microsoft.com/en-gb/dynamics365/marketing/segments-vs-lists

upvoted 7 times

nishucrm 8 months ago

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

upvoted 4 times

OmegaA 8 months ago

1. False - key word there is "only" - you can run also Contacts 2. False - because Segments cannot be used with Quick Campaigns

upvoted 3 times

cormorant 8 months ago

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

upvoted 3 times

mongro Most Recent 8 months ago

Correct - 1. No 2. No

upvoted 3 times

Question #4 *Topic 1*

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.	LinkedIn Sales Navigator Dynamics 365 Customer Insights Dynamics 365 Customer Voice
Synchronize leads from LinkedIn to Dynamics 365 Marketing.	LinkedIn Sales Navigator LinkedIn Campaign Manager Dynamics 365 Customer Voice
Create a unified view of customer data from different sources.	Dynamics 365 Customer Insights LinkedIn Sales Navigator Dynamics 365 Customer Voice

Suggested 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 8 months ago

Correct

upvoted 11 times

EReb 8 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 3 times

LeDarius3762 8 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 8 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 3 times

ronaldt12 Most Recent 8 months ago

Do you mean LinkedIn? Microsoft owns LinkedIn

upvoted 3 times

Question #5 *Topic 1*

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.

Suggested Answer: *A, C*
Official Answer: AC

SD2020 Highly Voted 8 months ago
Correct => 1st - Generate leads from Linkedin => 2nd - Schedule and publkish 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 8 times

Drchattss 8 months ago
13/08.....TEST
upvoted 4 times

ceejaybee 8 months ago
Selected Answer: A, C
A and C
upvoted 4 times

Ravikiran7582 8 months ago
Also Read https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-overview first 4 bullet points describe functionality
upvoted 4 times

LeDarius3762 Most Recent 8 months ago
A) Generate leads from LinkedIn C) Schedule and publish social post
upvoted 2 times

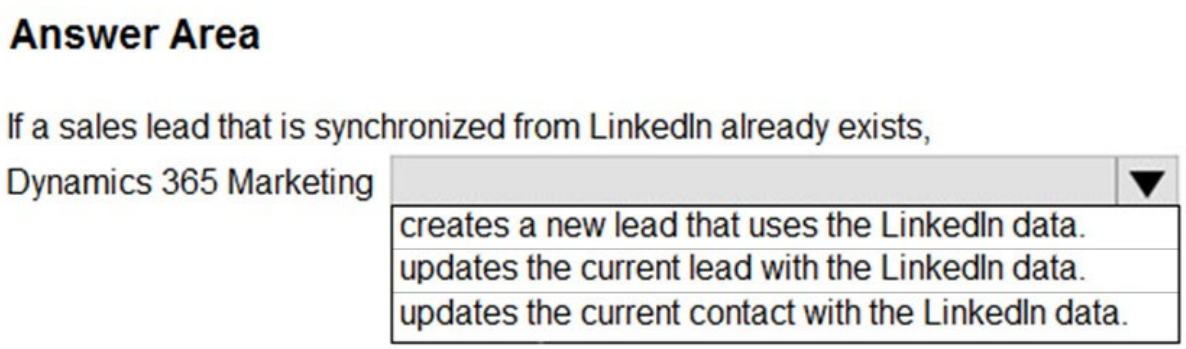
Question #6 *Topic 1*

HOTSPOT -

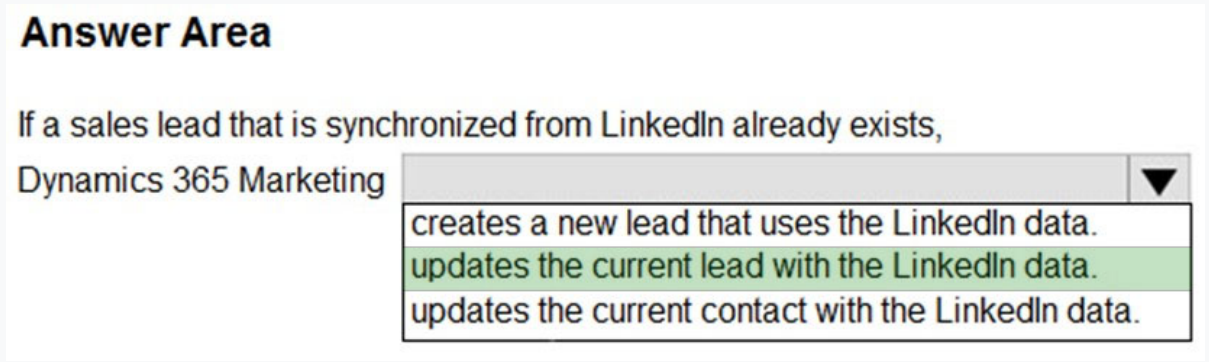
A company plans to synchronize LinkedIn Campaign Manager with Dynamics 365 Marketing to determine who is looking at their LinkedIn advertisements.

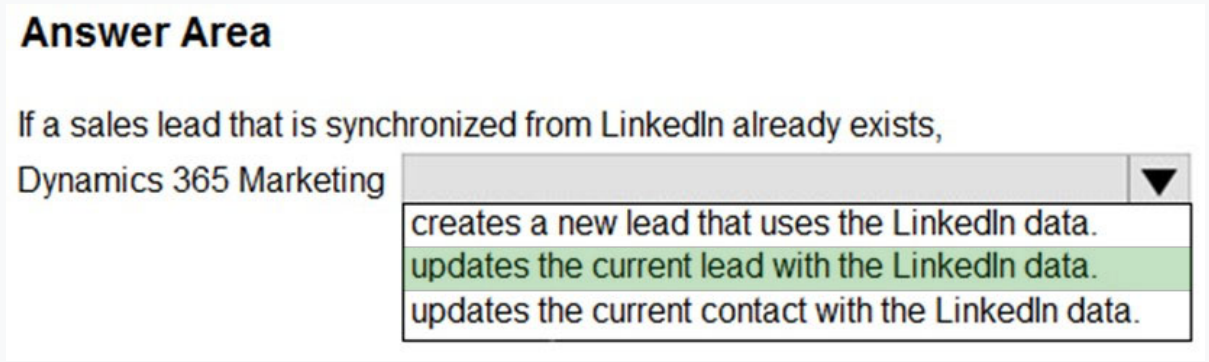
What happens during synchronization? To answer, select the appropriate option in the answer area.

Hot Area:



Suggested Answer:





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

AzCloudDev Highly Voted 8 months ago

Correct: https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-overview#import-leads-generated-by-your-linkedin-campaigns

upvoted 7 times

mmokut 8 months ago

Selected Answer: C

I believe the answer is C

upvoted 2 times

LeDarius3762 8 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 2 times

MODIN Most Recent 8 months ago

correct https://docs.microsoft.com/en-us/dynamics365/marketing/linkedin-lead-gen-integration

upvoted 1 times

Question #7 *Topic 1*

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.	○	○
Design dynamic content in email messages.	○	○
Configure a website for an event.	○	○

Suggested Answer:

Answer Area

Feature	Yes	No
Create graphical email messages.	○	○
Design dynamic content in email messages.	○	○
Configure a website for an event.	○	○

Answer Area

Feature	Yes	No
Create graphical email messages.	○	○
Design dynamic content in email messages.	○	○
Configure a website for an event.	○	○

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 8 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

JA2018 8 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

LeDarius3762 8 months ago

All of them are yes

upvoted 2 times

Taiki_0855 8 months ago

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

upvoted 2 times

powerplatformstar Most Recent 8 months ago

Correct

upvoted 2 times

Question #8 *Topic 1*

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

Suggested Answer: *A, D, E*
Reference: 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

Official Answer: ADE

SD2020 8 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

LeDarius3762 8 months ago
A) Sponsors and sponsorships D) Session and speaker tracking E) Registration and attendance
upvoted 3 times

powerplatformstar 8 months ago
Correct
upvoted 3 times

mmokut 8 months ago
I believe the answers are A,D&E
upvoted 2 times

pgchand Most Recent 8 months ago
Is it spell mistake ? "on option" is it "no option" ?
upvoted 2 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.	○	○

Suggested Answer:

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
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

SD2020 8 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

mmokut 8 months ago

The both answers are Yes

upvoted 2 times

Bedet 8 months ago

Looks good

upvoted 2 times

HaCha Most Recent 8 months ago

Correct

upvoted 2 times

Question #10 *Topic 1*

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

Suggested Answer: *B, C*
Official Answer: BC

wajid124 8 months ago
Dynamics 365 Marketing has no survey function now, the function has been moved to Customer Voice.
upvoted 4 times

Mahakaal97 8 months ago
B & C should be correct
upvoted 3 times

AmandaLM 8 months ago
B and C for me
upvoted 3 times

Candy2002 8 months ago
Selected Answer: B, C
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

beno_au Most Recent 8 months ago
Selected Answer: B, C
B & C seems to be correct https://learn.microsoft.com/en-us/dynamics365/customer-voice/send-survey-flow
upvoted 2 times

Question #11 *Topic 1*

DRAG DROP -

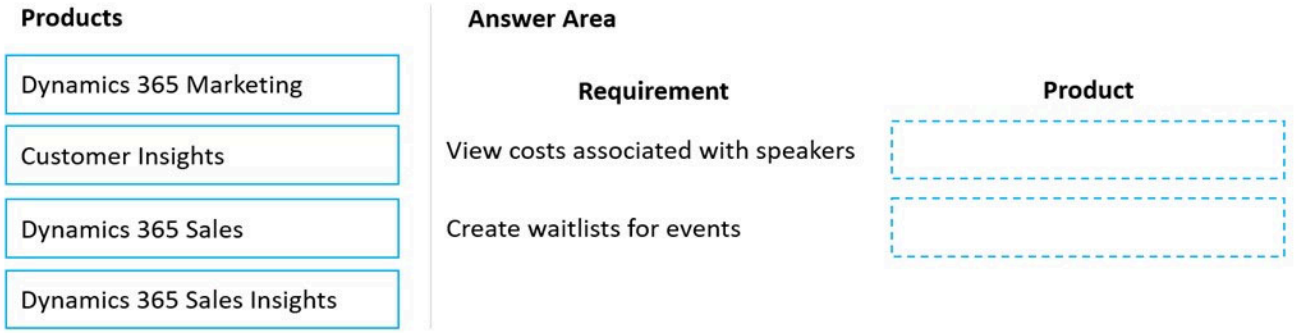
A company purchases Dynamics 365 Sales and Dynamics 365 Marketing. The company wants to be able to host webinars and events but is concerned about controlling costs.

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

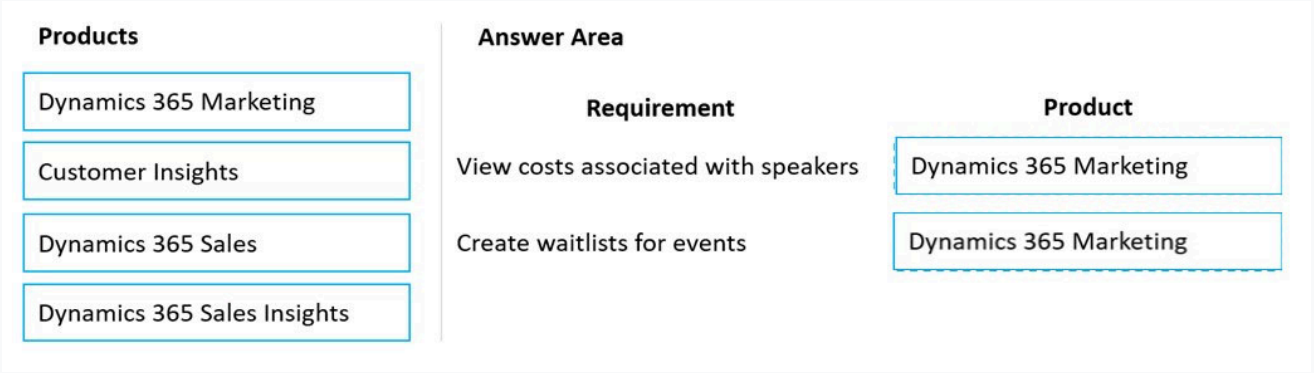
Which products should you recommend? To answer, drag the appropriate products to the correct features. Each product may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

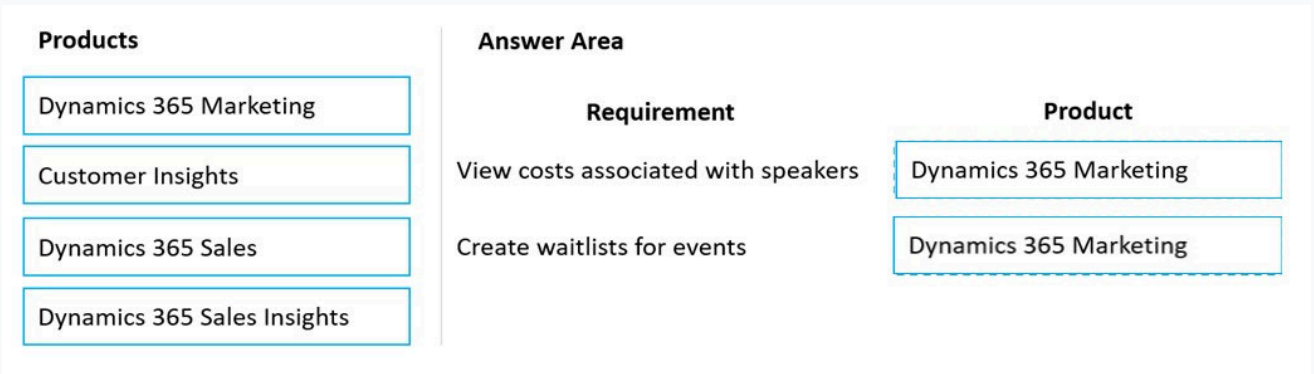
NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:





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

pirate84 8 months ago

My answer is: -Customer Insights -Customer Insights Why? The new Dynamics 365 Customer Insights offering combines the standalone Dynamics 365 Customer Insights and Dynamics 365 Marketing apps into a single offering. While the name is unchanged, the new Customer Insights offering is expanded to include both the Customer Insights – Journeys (formerly Dynamics 365 Marketing) and Customer Insights – Data (formerly the standalone Customer Insights) applications. https://learn.microsoft.com/en-us/dynamics365/customer-insights/journeys/ci-faq?azure-portal=true

upvoted 3 times

heheitsme 8 months 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 3 times

Acrious 8 months ago

Customer Insights is correct for both (now) before it was Marketing

upvoted 2 times

FConsultantGA 8 months ago

Did they updated the exam from Dynamics 365 Marketing to Dynamics 365 Customer Insights - Journeys?

upvoted 2 times

mmokut Most Recent 8 months ago

Both are Marketing

upvoted 2 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

Suggested Answer: *A, B, D*
Official Answer: ABD

MoneyStacking 8 months ago

Selected Answer: A, B, D

Answers are correct

upvoted 3 times

mmokut 8 months ago

The answers are A,B&D

upvoted 2 times

OldSchool 8 months ago

Selected Answer: A, B, D

Given answers are correct

upvoted 2 times

DimpleG 8 months ago

Selected Answer: A, B, D

Correct

upvoted 2 times

MeisAdriano Most Recent 8 months ago

Selected Answer: A, B, D

A,B,D are corrects

upvoted 1 times

Question #13 *Topic 1*

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.

Suggested 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.

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

Annyivy Most Recent 8 months ago

CORRECT ANSWERS

upvoted 2 times

Question #14 *Topic 1*

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

Suggested Answer: *A, B*
Official Answer: AB

MoneyStacking 8 months ago

Selected Answer: A, B

Given answer correct, keyword is Real-Time

upvoted 2 times

RensoAC92 8 months ago

"Real-Time" A-B

upvoted 2 times

MeisAdriano 8 months ago

Selected Answer: A, B

keyword is _real-time_

upvoted 2 times

TechsUK Most Recent 8 months ago

Selected Answer: A, B

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

upvoted 1 times

Question #15 *Topic 1*

HOTSPOT -

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

Hot Area:

Answer Area

Statements	Yes	No
Once prerequisite segments are set up, a customer journey starts by defining the audience.	○	○
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.	○	○

Suggested Answer:

Answer Area

Statements	Yes	No
Once prerequisite segments are set up, a customer journey starts by defining the audience.	●	○
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.	●	○

Answer Area

Statements	Yes	No
Once prerequisite segments are set up, a customer journey starts by defining the audience.	●	○
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

mmokut Highly Voted 8 months ago

The answer might be Yes, Yes, Yes

upvoted 5 times

Swams Highly Voted 8 months 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 5 times

OmegaA 8 months 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 3 times

Tanveer8818 8 months ago

The answer should be Yes, Yes, Yes.

upvoted 2 times

jaydenlkl Most Recent 8 months ago

Correct

upvoted 1 times

Question #16 *Topic 1*

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.	○	○
You can see leads in your opportunities view even if the lead is not qualified.	○	○

Suggested Answer:

Answer Area

Statement	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	○	○
You can see leads in your opportunities view even if the lead is not qualified.	○	○

Answer Area

Statement	Yes	No
You can use a business process flow to ensure that all salespeople follow the same stages to qualify leads.	○	○
You can see leads in your opportunities view even if the lead is not qualified.	○	○

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

mongro Highly Voted 8 months ago

There is no opportunity if lead is not qualified, so "No" is correct.

upvoted 8 times

LeDarius3762 8 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

LeDarius3762 8 months ago

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

upvoted 3 times

Jimirich 8 months 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 2 times

mmokut Most Recent 8 months ago

The answers are Yes and No

upvoted 1 times

Question #17 *Topic 1*

DRAG DROP -

Match each product to its feature.

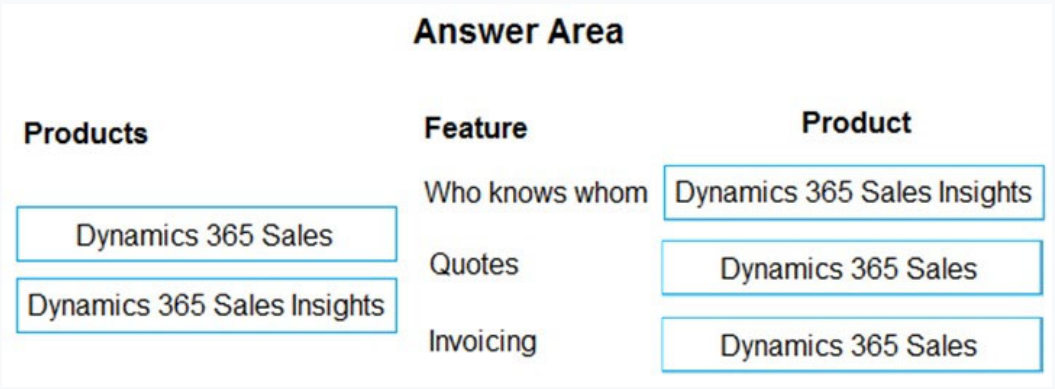
Instructions: To answer, drag the appropriate product from the column on the left to its feature on the right. Each product may be used once, more than once, or not at all.

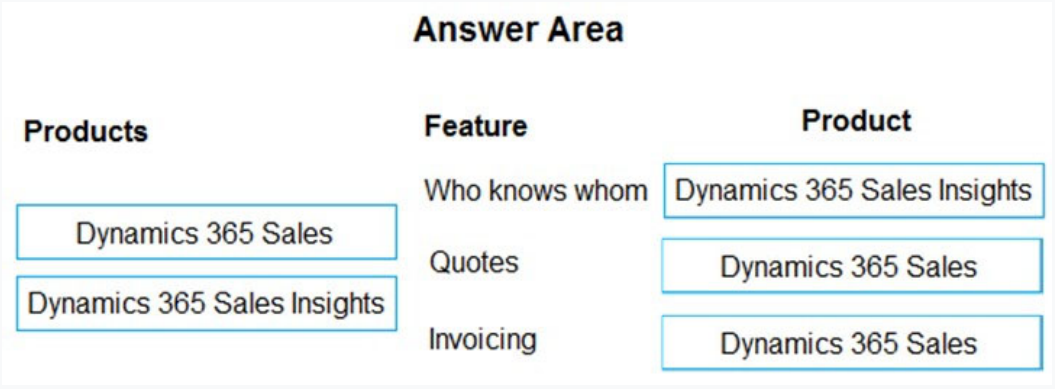
NOTE: Each correct match is worth one point.

Select and Place:



Suggested Answer:





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 8 months ago

All correct...

upvoted 3 times

LucaV6 8 months ago

In June 2022

upvoted 3 times

LeDarius3762 8 months ago

Dynamic Sales Insights Dynamic Sales Dynamic Sales

upvoted 3 times

HaCha 8 months ago

confirmed

upvoted 3 times

mmokut Most Recent 8 months ago

Sales Insights, Sales, Sales

upvoted 2 times

DRAG DROP -

A company uses Dynamics 365 Sales.

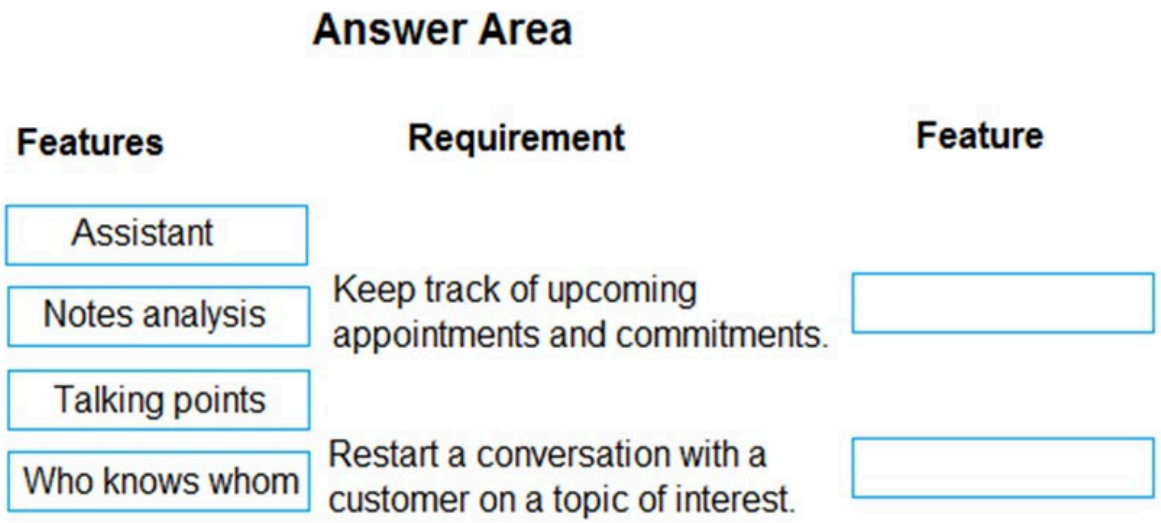
The company plans to use Dynamics 365 Sales Insights.

You need to recommend features that meet the requirements.

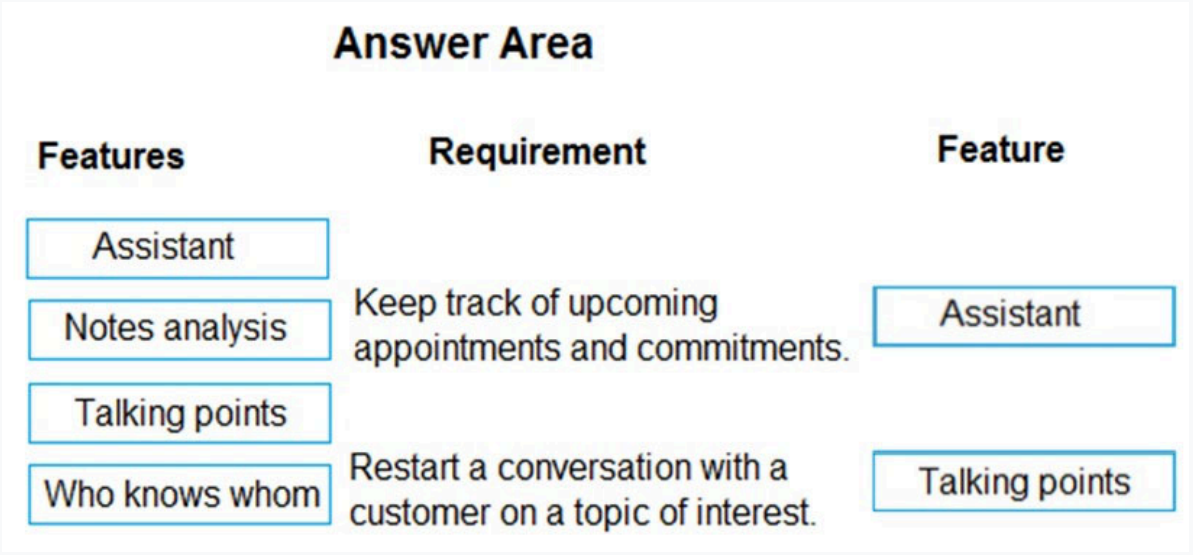
Which feature should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

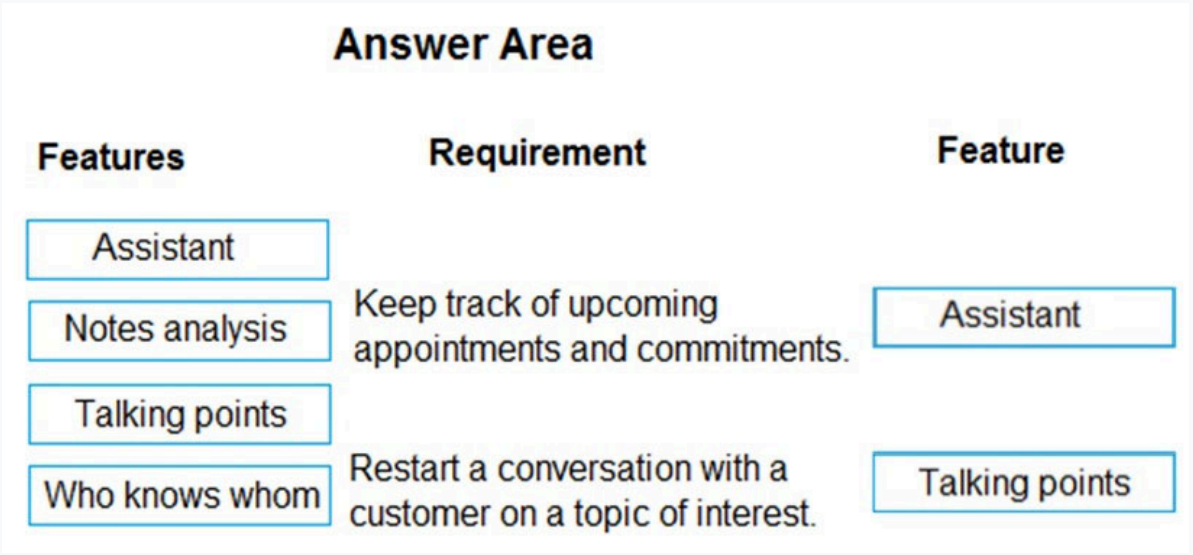
NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:





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 8 months ago

Keep track - Assistant Conversation - Talking

upvoted 8 times

MoneyStacking 8 months ago

Correct, simple and good explanation

upvoted 3 times

Choj 8 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 2 times

TheMaty 8 months ago

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

upvoted 1 times

cormorant Most Recent 8 months 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

Question #19 *Topic 1*

DRAG DROP -

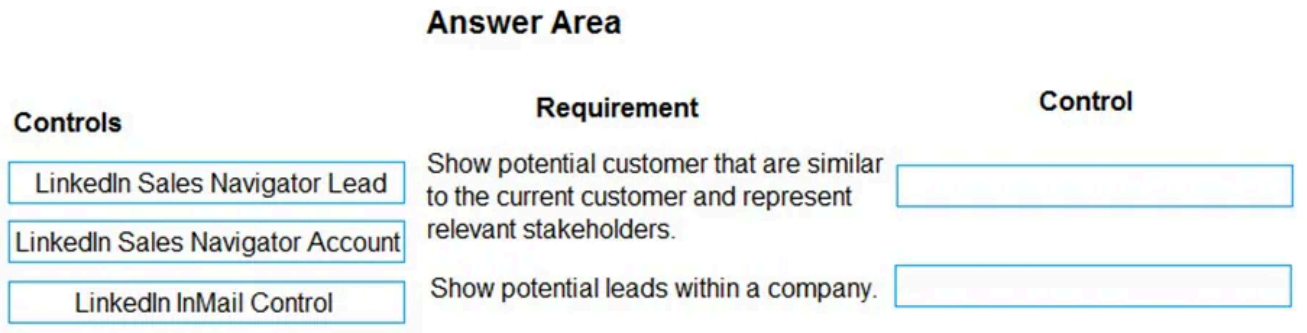
A company plans to implement Dynamics 365 Sales with LinkedIn Sales Navigator.

You need to determine the controls that you should implement.

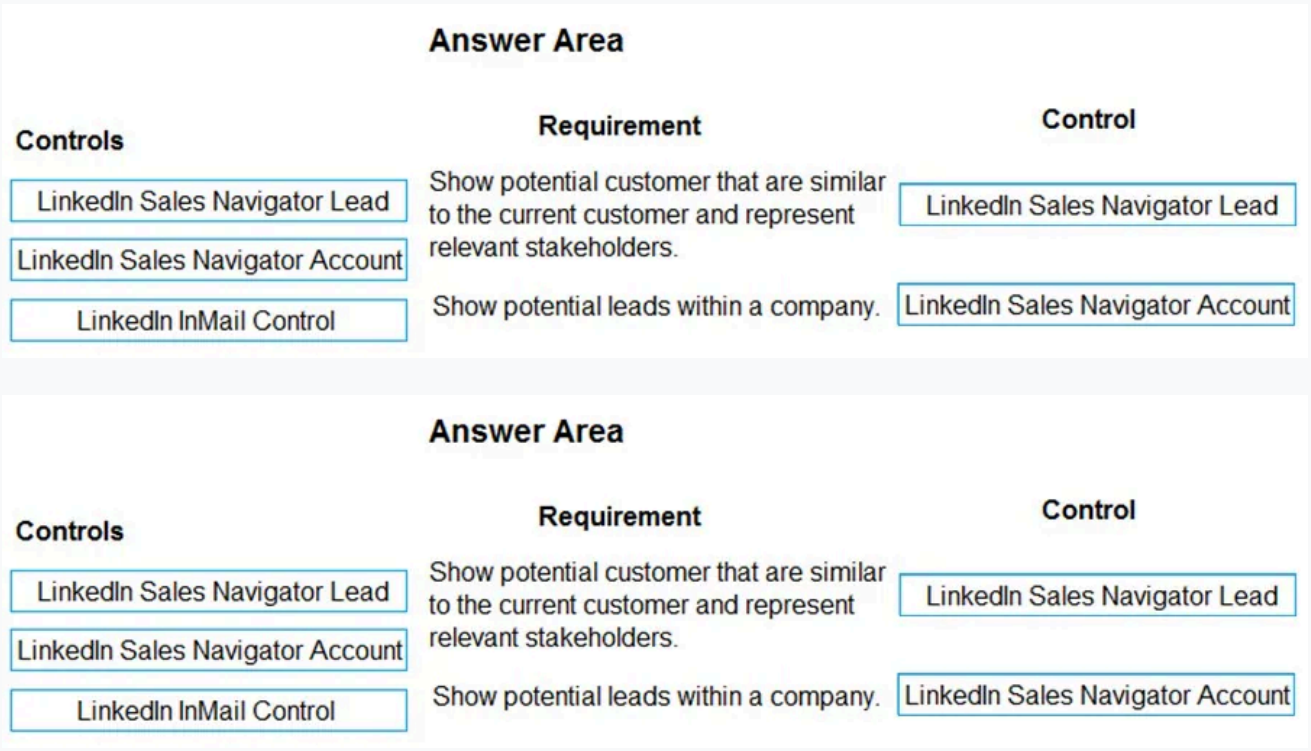
Which controls should you use? To answer, drag the appropriate controls to the correct requirement. Each control may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:



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

HaCha Highly Voted 8 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 20 times

Aepbacchus Highly Voted 8 months ago

Microsoft acquired LinkedIn, so not that unusual :)

upvoted 9 times

Marski 8 months ago

Unusual MS question.

upvoted 2 times

MoneyStacking Most Recent 8 months ago

Perfect, there is no better explanation.

upvoted 1 times

Question #20 *Topic 1*

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

Suggested Answer: *B, D*
Official Answer: BD

cormorant Highly Voted 8 months ago
just bear in mind that it makes no sense for Insights to be included in ms relationship sales
upvoted 8 times

fkaracan 8 months ago
correct. see : https://docs.microsoft.com/en-us/learn/modules/value-proposition-mrss/1-intro
upvoted 4 times

ceejaybee 8 months ago
Selected Answer: B, D
B and D correct
upvoted 3 times

josephsafiran 8 months ago
When it comes to cost efficient insight apps will not be an option since those are not free to use
upvoted 2 times

mmokut Most Recent 8 months ago
I believe C & D
upvoted 2 times

Question #21 *Topic 1*

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.

Suggested 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.

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 8 months ago

correct

upvoted 6 times

nharaz 8 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 8 months ago

Confirmed

upvoted 2 times

mmokut 8 months ago

It's number 1

upvoted 1 times

cormorant Most Recent 8 months ago

leads are clients to be either qualified or disqualified

upvoted 1 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

Suggested Answer: *A*
Official Answer: A

ceejaybee 8 months ago

Selected Answer: A

A only, the rest are Customer Service or Field Service

upvoted 4 times

HaCha 8 months ago

correct

upvoted 4 times

MoneyStacking 8 months ago

Selected Answer: A

Given answers are correct.

upvoted 1 times

DimpleG 8 months ago

Selected Answer: A

Correct

upvoted 1 times

Marski Most Recent 8 months ago

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

upvoted 1 times

Question #23 *Topic 1*

DRAG DROP -

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

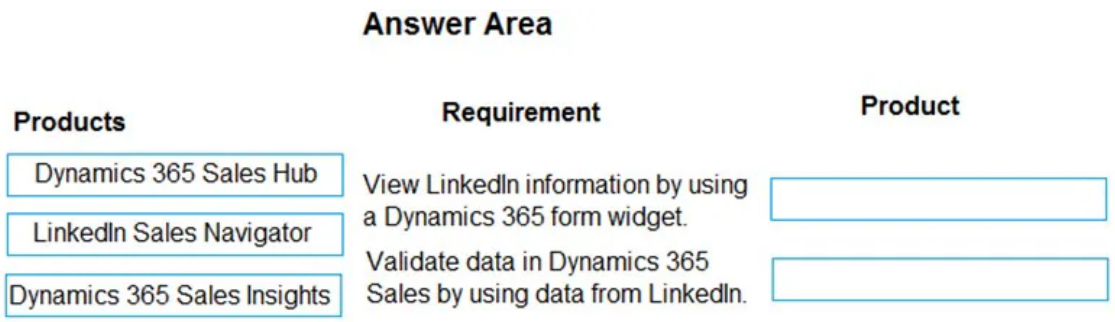
➩ View LinkedIn information from within Dynamics 365 Sales.

➩ Validate Dynamics 365 Sales data by using data from LinkedIn.

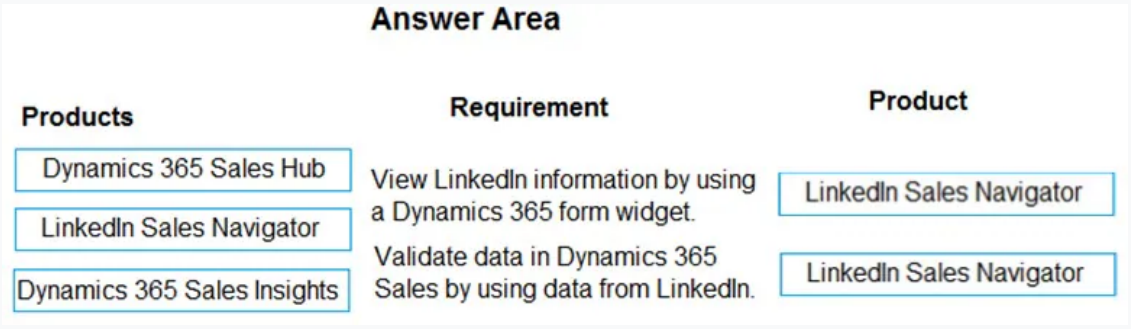
Which products should you use to perform each task? To answer, drag the appropriate products to the correct tasks. Each product may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

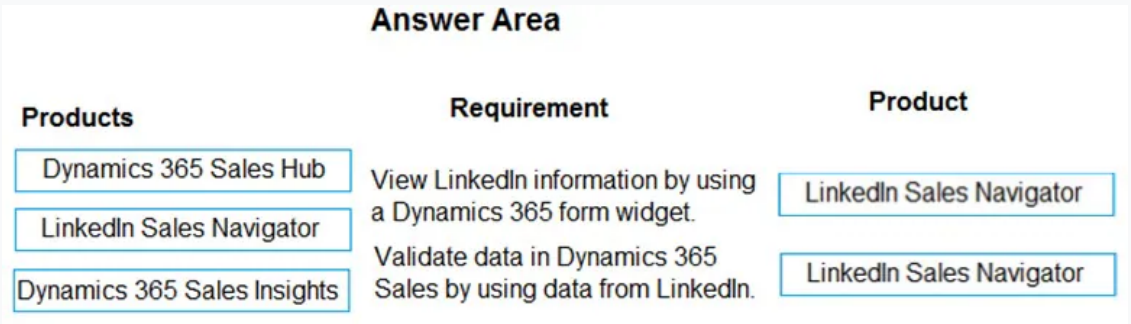
NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:





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 8 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

Aepbacchus 8 months ago

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

upvoted 4 times

OmegaA 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 2 times

LeDarius3762 8 months ago

Both of them are sales navigator

upvoted 1 times

hkcarlos Most Recent 8 months ago

I think both of them are Sales Hub.

upvoted 1 times

Question #24 *Topic 1*

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

Suggested Answer: *A, B*
Reference: https://www.dyn365pros.com/2015/11/11/microsoft-dynamics-crm-4-simple-steps-for-importing-leads-and-contacts/

Official Answer: AB

SD2020 Highly Voted 8 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 8 months ago
Question is not worded right. It should say how do you IMPORT leads into .....
upvoted 6 times

LucaV6 8 months ago
In June 2022
upvoted 2 times

ceejaybee 8 months ago
Selected Answer: A, B
Given answers are correct
upvoted 1 times

pgchand Most Recent 8 months ago
Selected Answer: A, B
Email activities can be converted to lead
upvoted 1 times

Question #25 *Topic 1*

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

Suggested Answer: *B*
Official Answer: B

Drchattss 8 months ago
13/08.....TEST
upvoted 3 times

ceejaybee 8 months ago
Selected Answer: B
B. Out-of-the-box Sales
upvoted 2 times

IamAwesome 8 months ago
I would also go for sales
upvoted 2 times

chreJ 8 months ago
Correct
upvoted 1 times

DimpleG Most Recent 8 months ago
Selected Answer: B
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.

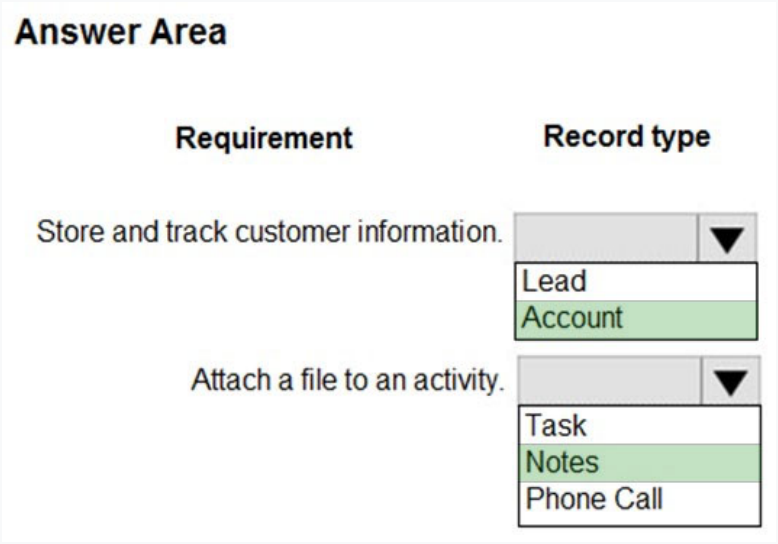
NOTE: Each correct selection is worth one point.

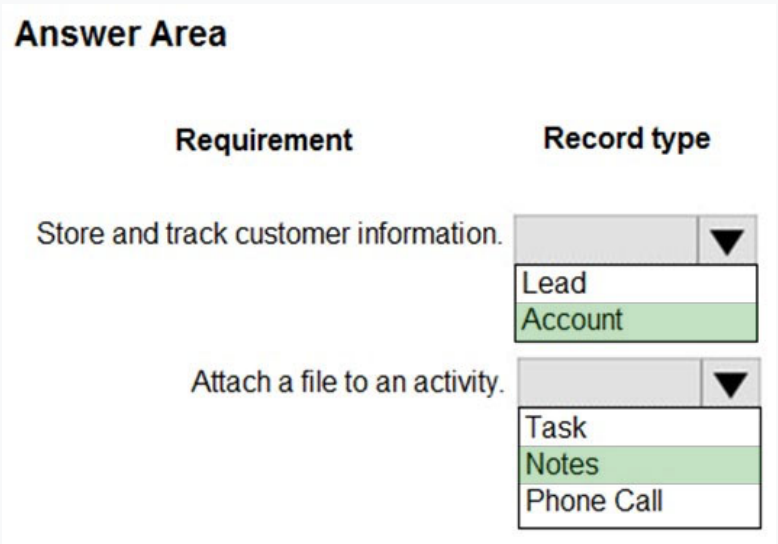
Hot Area:

Answer Area

Requirement	Record type
Store and track customer information.	Lead / Account
Attach a file to an activity.	Task / Notes / Phone Call

Suggested 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 8 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 10 times

HaCha 8 months ago

correct

upvoted 2 times

Jakerboy Most Recent 8 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

Question #27 *Topic 1*

DRAG DROP -

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

You need to export data for each group of users.

Which export options should you recommend?

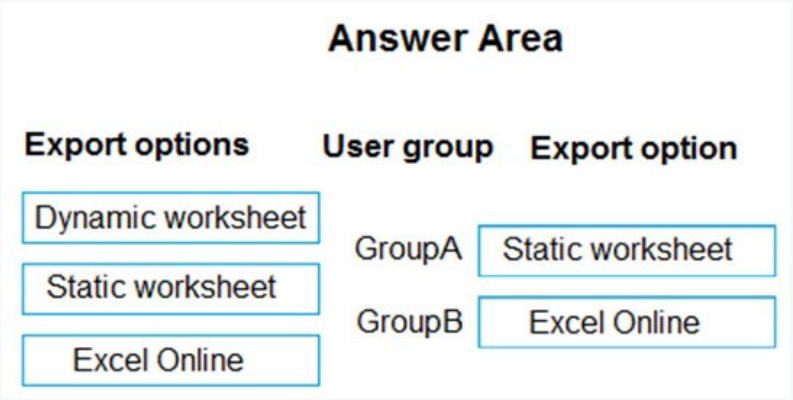
To answer, drag the appropriate export options to the correct user groups. Each export option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

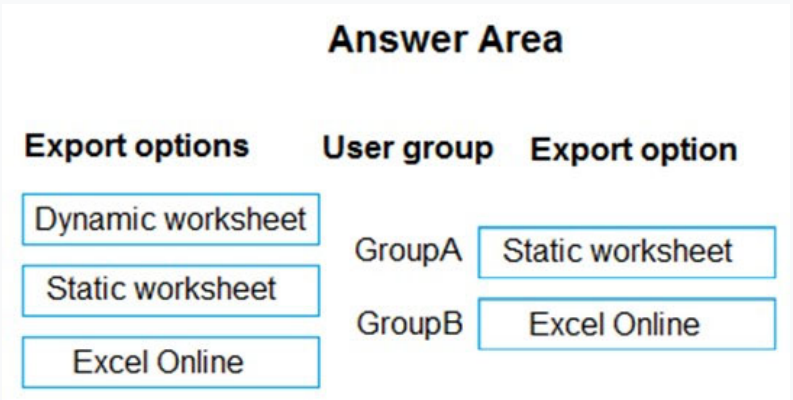
NOTE: Each correct selection is worth one point.

Select and Place:

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.

Suggested Answer:





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

LeDarius3762 Highly Voted 8 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 8 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 8 months ago

13/08.....TEST

upvoted 3 times

MiZi 8 months ago

duplicated question

upvoted 1 times

HaCha Most Recent 8 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

Suggested Answer: *D*
Official Answer: D

Snow_28 8 months ago

Selected Answer: D

Answer D is the right answer.

upvoted 3 times

Forminer Most Recent 8 months ago

Selected Answer: D

D is correct

upvoted 3 times

Question #29 *Topic 1*

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

Suggested Answer: *D*
Official Answer: D

nharaz Highly Voted 8 months ago
D is Correct In the Opportunity form, Forecast Category appears above Description
upvoted 6 times

OmegaA 8 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

ceejaybee 8 months ago
Selected Answer: D
D is correct
upvoted 3 times

powerplatformstar 8 months ago
correct
upvoted 3 times

LucaV6 Most Recent 8 months ago
In June 2022
upvoted 2 times

Question #30 *Topic 1*

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

Suggested Answer: *B, C*
Official Answer: BC

Mac0li 8 months ago

Selected Answer: B, C

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

SamarS 8 months ago

correct

upvoted 4 times

nharaz 8 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

oclerio 8 months ago

Selected Answer: B, C

B and C

upvoted 2 times

ceejaybee Most Recent 8 months ago

Selected Answer: B, C

B and C correct

upvoted 2 times

Question #31 *Topic 1*

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

Suggested Answer: *C*
Official Answer: C

DimpleG Highly Voted 8 months 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 8 months 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

DimpleG 8 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. On a sales scenario, this insight is crucial to identify the potential decision-makers for a deal.
upvoted 4 times

baroo1 8 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

ArunPrem Most Recent 8 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

Question #32 *Topic 1*

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.

Suggested Answer: *C, D*
Official Answer: CD

Nkuwee1 8 months ago

Selected Answer: C, D

Correct

upvoted 2 times

Gourav_msft 8 months ago

Selected Answer: C, D

C,D are correct options

upvoted 1 times

MoneyStacking 8 months ago

Selected Answer: C, D

Given answers are correct!

upvoted 1 times

DimpleG Most Recent 8 months ago

Selected Answer: C, D

Correct

upvoted 1 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.

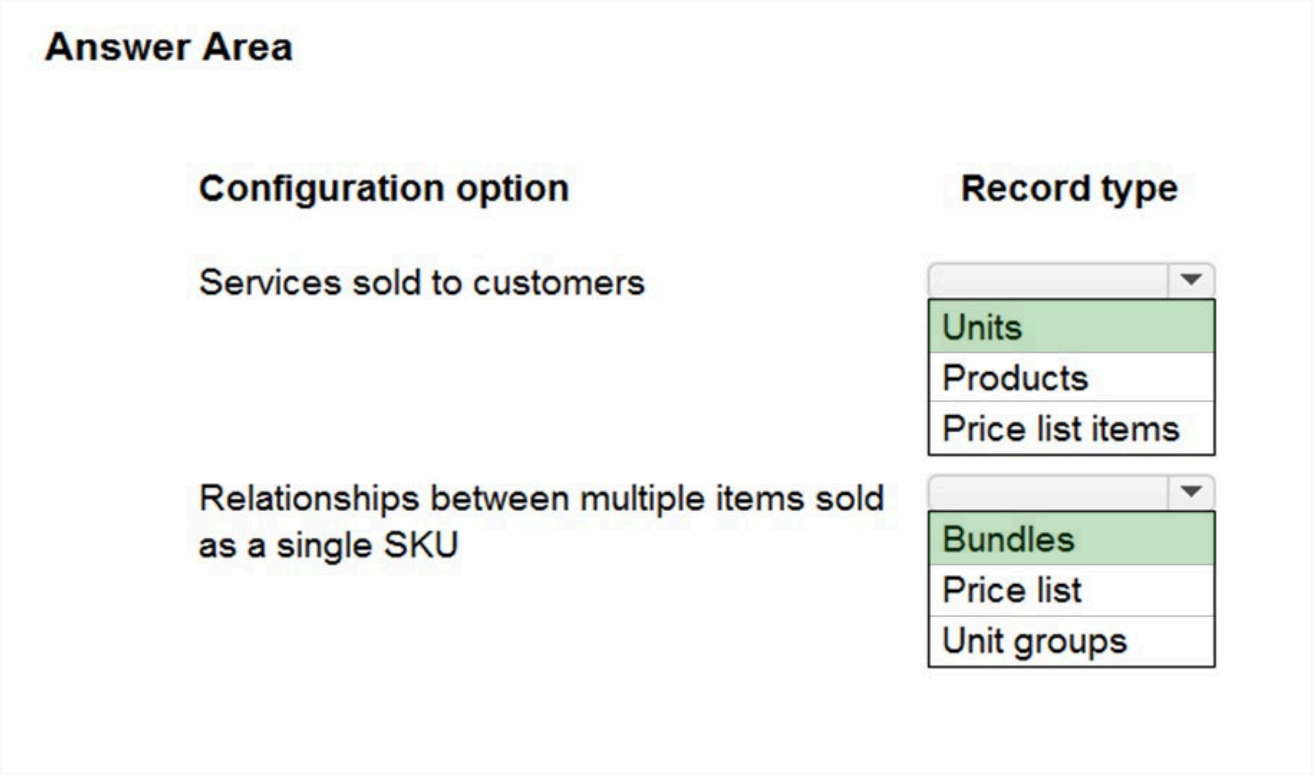
NOTE: Each correct selection is worth one point.

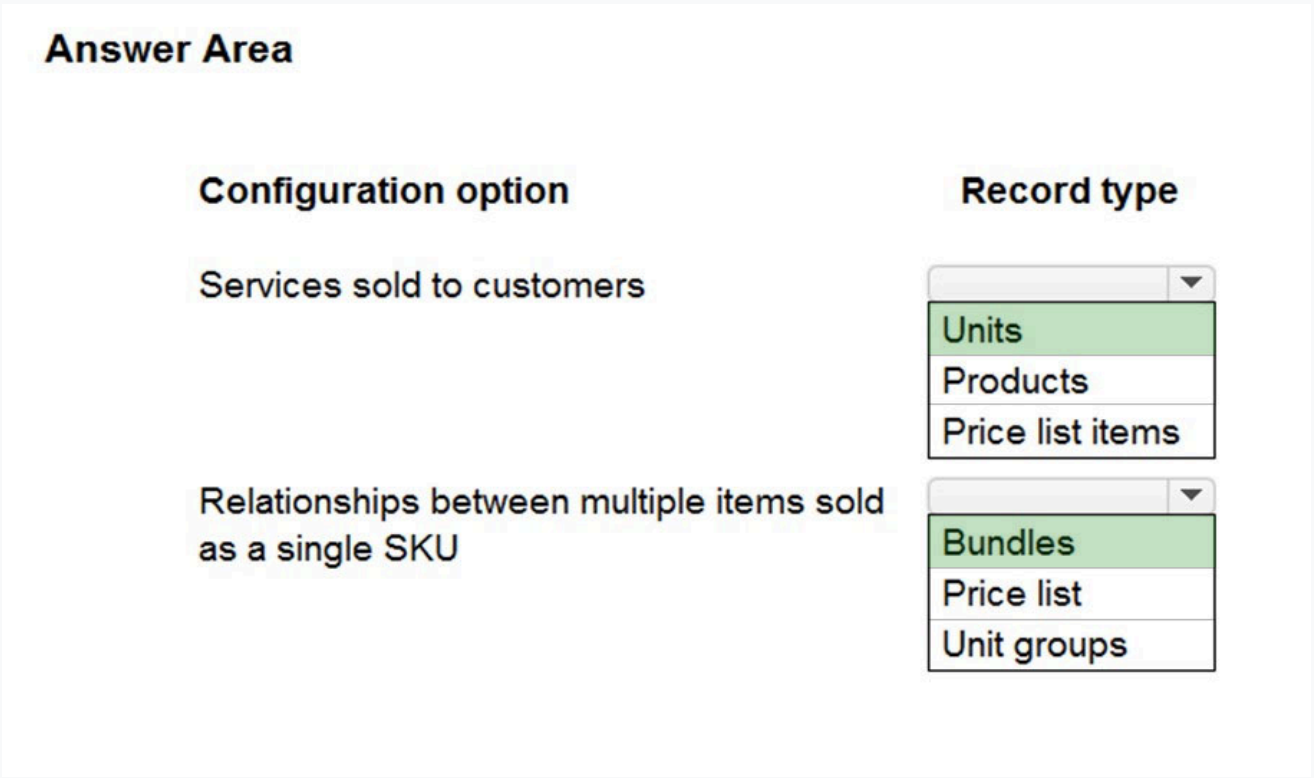
Hot Area:

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

Suggested Answer:





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 8 months ago

First answer should be Products , no ?

upvoted 11 times

jrsccardoso 8 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 8 months 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 4 times

Candy2002 8 months ago

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

upvoted 2 times

ArunPrem Most Recent 8 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

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	Yes	No
Phone call activities can be synchronized with Microsoft Outlook.	○	○
Custom activity tables can be created.	○	○
Timelines are a customizable way to display activity history.	○	○

Suggested Answer:

Answer Area

Statements	Yes	No
Phone call activities can be synchronized with Microsoft Outlook.	○	○
Custom activity tables can be created.	○	○
Timelines are a customizable way to display activity history.	○	○

Answer Area

Statements	Yes	No
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 - 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

Acrious 8 months ago

Correct, but I do not like how #3 uses the word customized.. its OOB

upvoted 1 times

MoneyStacking 8 months ago

Given answers are correct!

upvoted 1 times

Kii Most Recent 8 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.	○	○
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.	○	○
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	○	○

Suggested Answer:

Answer Area

Statements	Yes	No
When you qualify a lead, you must manually add the contact if it does not exist.	○	○
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.	○	○
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	○	○

Answer Area

Statements	Yes	No
When you qualify a lead, you must manually add the contact if it does not exist.	○	○
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.	○	○
You must save notes and attachments from a lead and attach them to an opportunity when the opportunity is created.	○	○

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. 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

Shariiveer 8 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 4 times

OmegaA Most Recent 8 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

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

Suggested Answer: *D*
Official Answer: D

DimpleG 8 months ago

Selected Answer: D

Correct

upvoted 2 times

MoneyStacking Most Recent 8 months ago

Selected Answer: D

Given answer is correct!

upvoted 1 times

Question #37 *Topic 1*

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

Suggested Answer: *D*
Official Answer: D

sunil121212 Highly Voted 8 months ago
Open in excel online
upvoted 12 times

GlennBunter Highly Voted 8 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

Smruti20 8 months ago
Open in excel online
upvoted 3 times

Rohit1993 8 months ago
Selected Answer: A
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

HotDurian Most Recent 8 months ago
Selected Answer: A
Answer is correct. Question states "must use Export to Excel"
upvoted 3 times

Question #38 *Topic 1*

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

A. Analyze customer sentiment from multiple sources.

B. Respond to and resolve customer issues by using social media.

C. Use mixed reality applications to assist technicians performing work in the field.

D. Use IoT devices and AI to predict when a customer's equipment will need service.

Suggested Answer: *D*
Official Answer: D

Bielas007 Highly Voted 8 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 13 times

StefanB29 8 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

AzCloudDev 8 months ago
Selected Answer: D
D correct
upvoted 2 times

MiZi 8 months ago
Selected Answer: D
D is correct
upvoted 2 times

dkh2207 Most Recent 8 months ago
D is correct
upvoted 2 times

Question #39 *Topic 1*

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

Suggested Answer: *D*
Official Answer: D

ceejaybee 8 months ago

Selected Answer: D

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

upvoted 4 times

pgchand 8 months ago

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

upvoted 4 times

TheMaty 8 months ago

Selected Answer: D

To renew a canceled or expired entitlement, open the entitlement, and then on the command bar, select Renew. A new entitlement will be created, and its status is set to "Draft", while the canceled or expired entitlement will remain as is. https://learn.microsoft.com/en-us/dynamics365/customer-service/administer/create-entitlement-define-support-terms-customer

upvoted 1 times

Mattt 8 months ago

Selected Answer: B

Waiting status indicates that the entitlement has expired and is waiting for renewal.

upvoted 1 times

powerplatformstar Most Recent 8 months ago

yes thats correct.

upvoted 1 times

Question #40 *Topic 1*

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

Suggested Answer: *C*
Official Answer: C

MiZi Highly Voted 8 months ago
Selected Answer: C
C is a correct answer (case)
upvoted 8 times

BigM 8 months ago
Selected Answer: C
Answer is definitely C
upvoted 2 times

mongro 8 months ago
correct
upvoted 2 times

cormorant 8 months ago
Selected Answer: C
answer is c, for case
upvoted 1 times

ceejaybee Most Recent 8 months ago
Selected Answer: C
C - Case
upvoted 1 times

Question #41 *Topic 1*

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

Suggested Answer:

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
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

rob0707 Highly Voted 8 months ago

"Avoid having your service level agreements (SLAs) affected when your service organization is closed by creating a holiday schedule and adding it 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 5 times

mongro 8 months ago

correct

upvoted 3 times

bilalmaqsood 8 months ago

Correct

upvoted 2 times

MoneyStacking Most Recent 8 months ago

Given answers are correct!

upvoted 1 times

Question #42 *Topic 1*

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.	○	○
Agents can only participate in one session at a time.	○	○
Supervisors can monitor agent conversations only when an agent invites the supervisor to the conversation.	○	○

Suggested Answer:

Answer Area

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

Answer Area

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

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

Ana20 8 months ago

yes, no, no

upvoted 3 times

MoneyStacking 8 months ago

Given answers are correct!

upvoted 2 times

nrading 8 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 8 months ago

correct,guys

upvoted 2 times

Hareem Most Recent 8 months ago

correct

upvoted 2 times

Question #43 *Topic 1*

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

Suggested Answer: *A, C*
Official Answer: AC

MiZi 8 months ago
Selected Answer: A, C
correct
upvoted 4 times

mongro 8 months ago
correct
upvoted 3 times

bilalmaqsood 8 months ago
Correct
upvoted 2 times

Hareem 8 months ago
AC Correct
upvoted 2 times

MoneyStacking Most Recent 8 months ago
Selected Answer: A, C
Given answers are correct!
upvoted 1 times

Question #44 *Topic 1*

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	○	○
Knowledge articles are available to others immediately after an agent creates and saves them.	○	○
Seasonal articles can be removed from circulation after a certain date.	○	○

Suggested Answer:

Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	●	○
Knowledge articles are available to others immediately after an agent creates and saves them.	○	●
Seasonal articles can be removed from circulation after a certain date.	●	○

Answer Area

Statement	Yes	No
Knowledge article authors can attach pictures to knowledge articles	●	○
Knowledge articles are available to others immediately after an agent creates and saves them.	○	●
Seasonal articles can be removed from circulation after a certain date.	●	○

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

Mosal_39 Highly Voted 8 months ago

Articles are only visible after publishing. All correct answers.

upvoted 10 times

nrading Highly Voted 8 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

bilalmaqsood 8 months ago

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

upvoted 3 times

EReb 8 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 Most Recent 8 months 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

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.

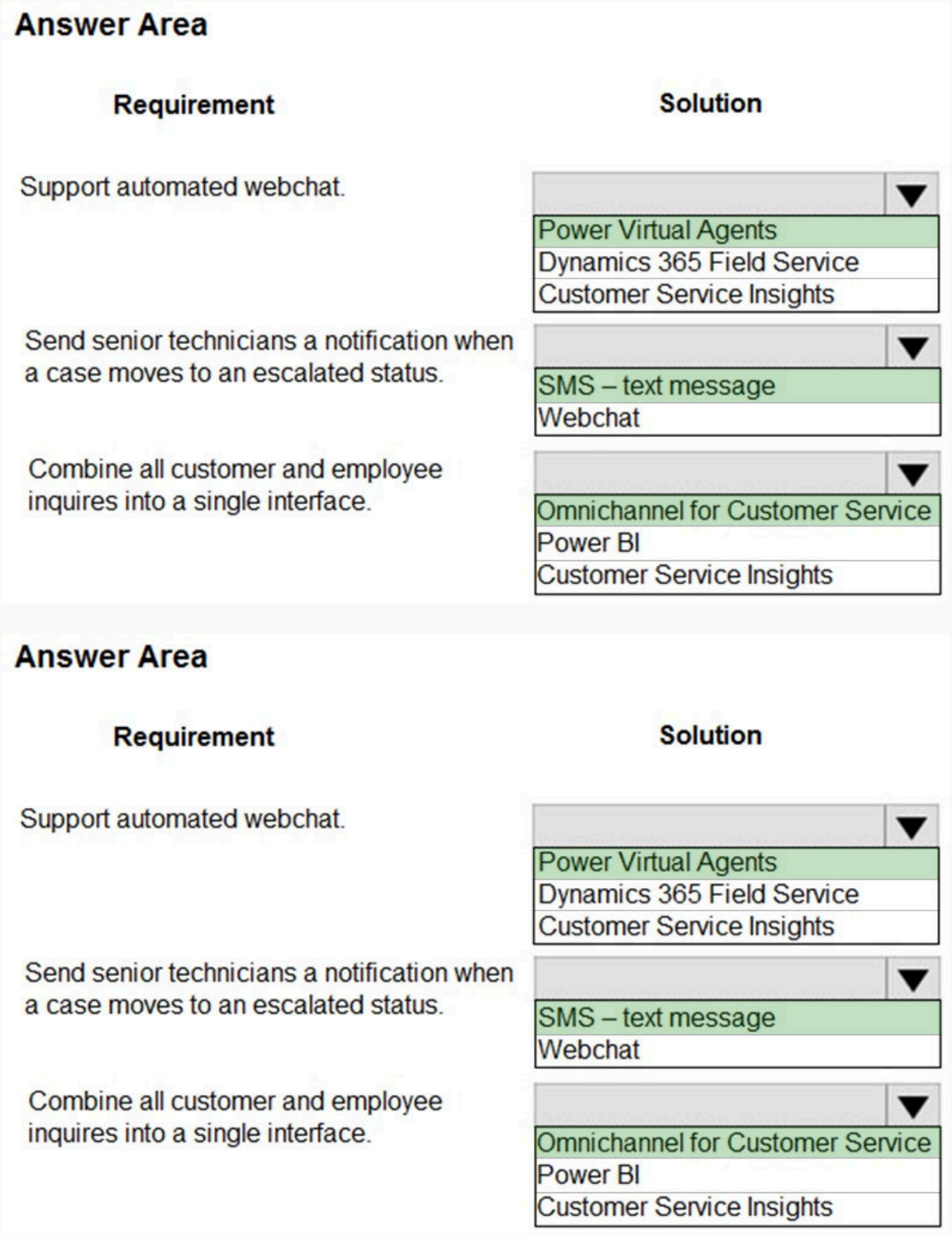
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Solution
Support automated webchat.	Power Virtual Agents Dynamics 365 Field Service Customer Service Insights
Send senior technicians a notification when a case moves to an escalated status.	SMS – text message Webchat
Combine all customer and employee inquires into a single interface.	Omnichannel for Customer Service Power BI Customer Service Insights

Suggested Answer:



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

DimpleG Highly Voted 8 months 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

OmegaA Highly Voted 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

vladodias 8 months ago

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

upvoted 4 times

DimpleG 8 months ago

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

upvoted 4 times

FabiZamora93 Most Recent 8 months 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

Question #46 *Topic 1*

DRAG DROP -

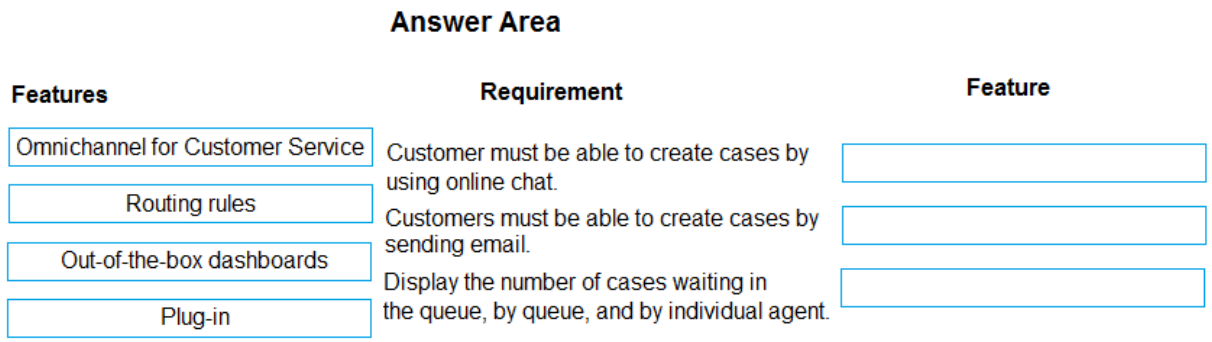
A company is implementing Dynamics 365 Customer Service.

You need to recommend features that will meet the requirements.

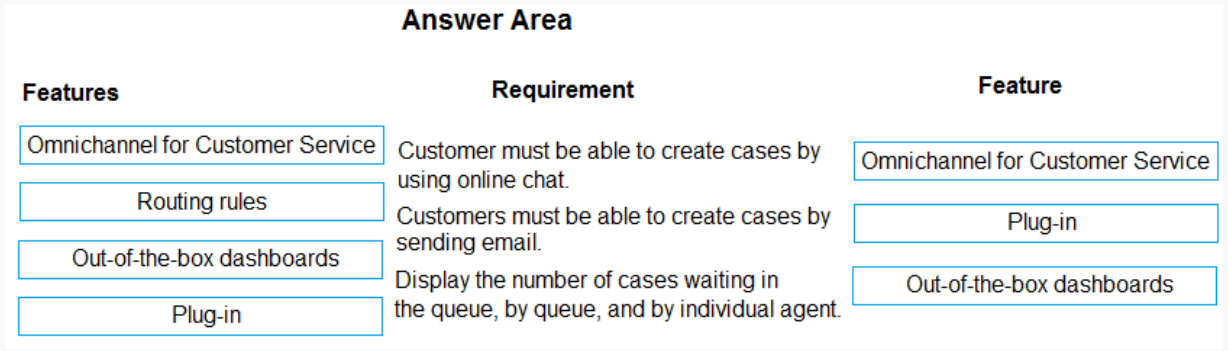
Which features should you recommend? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

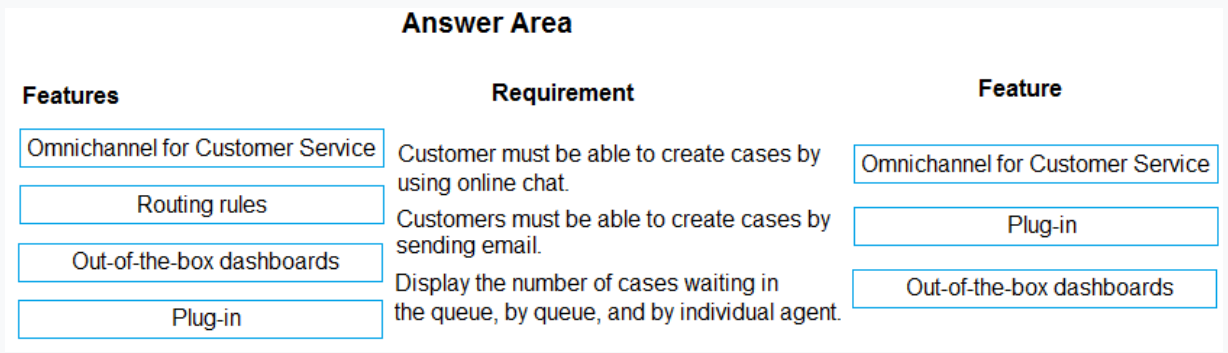
NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:





5A33D Highly Voted 8 months ago

Answers : [Omni, Routing , Out of the Box]

upvoted 25 times

SnottyPudding Highly Voted 8 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

fkaracan 8 months ago

no. plugin is correct

upvoted 4 times

CalebXin 8 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

pgchand Most Recent 8 months ago

Selected Answer: I

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

Question #47 *Topic 1*

HOTSPOT -

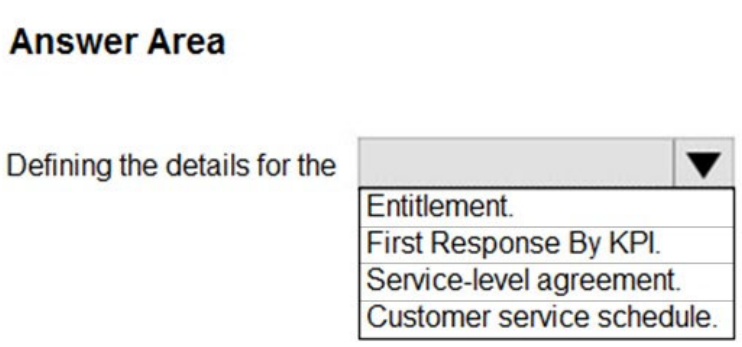
A company provides roadside assistance for disabled automobiles.

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.

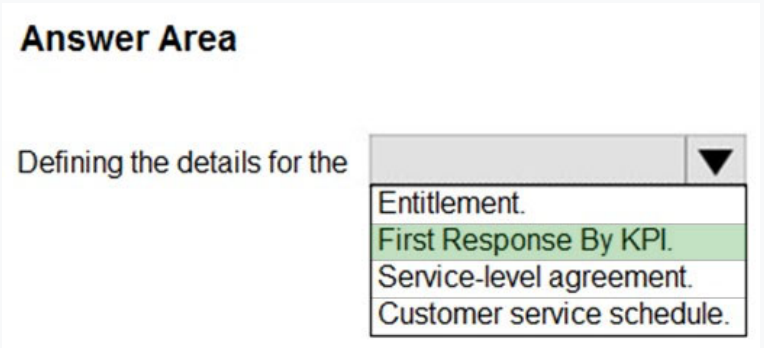
For what type of object should you define details? To answer, select the appropriate option in the answer area.

Hot Area:



Suggested Answer:





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

KiranReddyG Highly Voted 8 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 8 months ago

this is correct , read question carefully.

upvoted 5 times

Ha9ia 8 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

Mooooosa 8 months ago

https://learn.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements?tabs=customerserviceadmincenter

upvoted 2 times

cr_microsoft Most Recent 8 months ago

https://learn.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements?tabs=customerserviceadmincenter#create-sla-kpis

upvoted 2 times

Question #48 *Topic 1*

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.

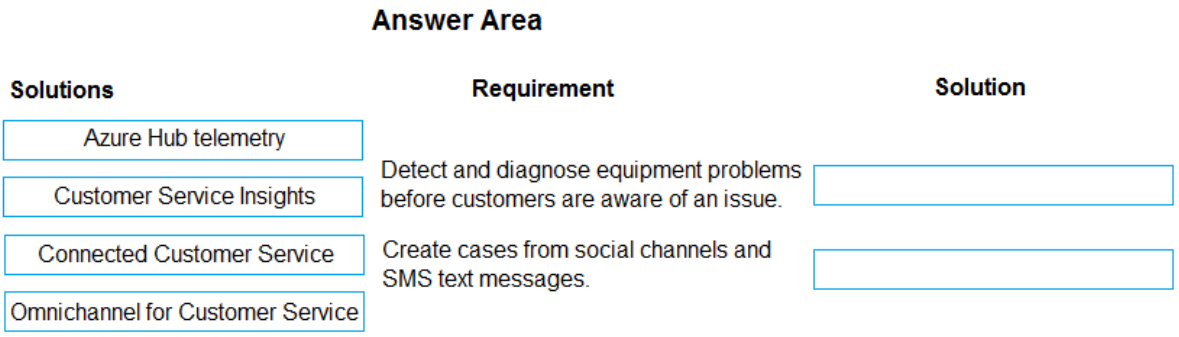
✑ Use context-specific knowledge articles to solve customer issues quickly.

What should you recommend?

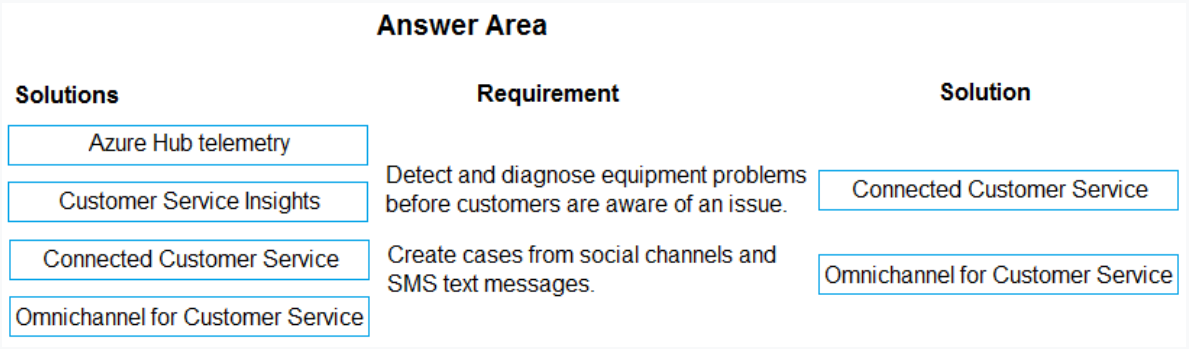
To answer, drag the appropriate solutions to the correct requirements. Each solution may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

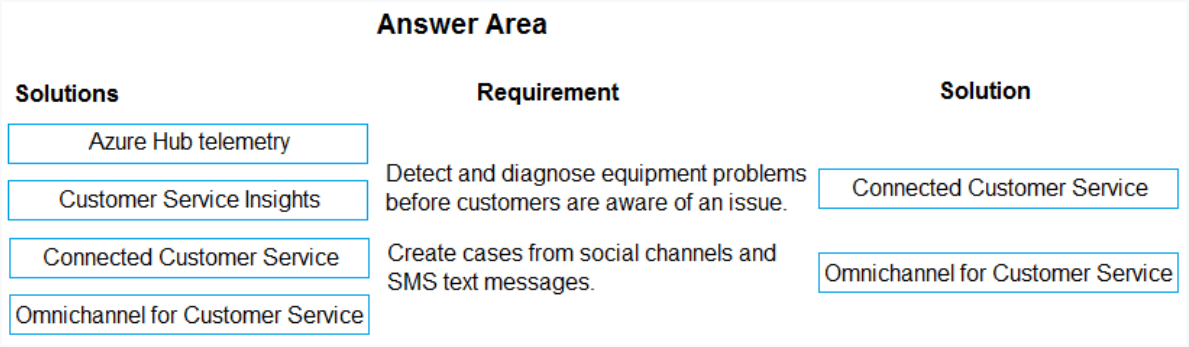
NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:





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

Haidardba Highly Voted 8 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 8 months ago

Third requirement is missing in the answer section.

upvoted 6 times

DebajitKiran 8 months ago

3rd question : Use context-specific knowledge articles to solve customer issues quickly. - Customer service insights

upvoted 4 times

5A33D 8 months ago

Correct answers : Connected means checking constantly and Social media is Omni C

upvoted 4 times

LucaV6 Most Recent 8 months ago

I think miss a question..the third one

upvoted 3 times

Question #49 *Topic 1*

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

Suggested Answer: *B*
Official Answer: B

nadeem1992 Highly Voted 8 months ago
Task should be the correct answer
upvoted 16 times

HoihoiRST 8 months ago
It must be B. an entitlement is not a timeline activity
upvoted 4 times

SD2020 8 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

Ana20 8 months ago
Selected Answer: B
B is correct
upvoted 3 times

MaNuCaNu Most Recent 8 months ago
Selected Answer: B
correct answer is B : TASKs
upvoted 3 times

Question #50 *Topic 1*

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	○	○
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	○	○
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	○	○

Suggested Answer:

Answer Area

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	◉	○
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	◉	○
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	○	◉

Answer Area

Statement	Yes	No
You can combine data from Customer Voice and Dynamics 365 Customer Service without using a Microsoft Dataverse connector	◉	○
You can use a Microsoft Dataverse connector to share data between Dynamics 365 Finance and Dynamics 365 Customer Service	◉	○
Power BI can connect to Dynamics 365 Customer Service data without using a Microsoft Dataverse connector	○	◉

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 8 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 12 times

Tanveer8818 Highly Voted 8 months 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

Just_Nick 8 months ago

Its Yes because its running with the same Backend.

upvoted 3 times

Marski 8 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

DynamicsDan Most Recent 8 months 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 2 times

Question #51 *Topic 1*

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

Suggested Answer: *C*
Official Answer: C

LucaV6 8 months ago
In June 2022
upvoted 3 times

Ana20 8 months ago
Selected Answer: C
Correct
upvoted 2 times

MoneyStacking 8 months ago
Selected Answer: C
Given answer is correct!
upvoted 1 times

MoneyStacking Most Recent 8 months ago
Selected Answer: C
Sorry, selected is answer must be C
upvoted 1 times

Question #52 *Topic 1*

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	○	○
You can use text messaging to communicate with customers when you implement Omnichannel for Customer Service	○	○
When you purchase licensing for Dynamics 365 Customer Service you can use all OmniChannel options without additional costs	○	○

Suggested Answer:

Answer Area

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

Answer Area

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

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

Salesguruhk Highly Voted 8 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 22 times

UriTG Highly Voted 8 months ago

Acording 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

cormorant 8 months ago

"when you purchase licensing for Dynamics 365 Customer service you can use all Omnichannel options without aditional costs,." now that would be too generous of microsoft. bill gates would certainly be displeased

upvoted 6 times

ArunPrem 8 months ago

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

upvoted 2 times

pgchand Most Recent 8 months ago

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

upvoted 2 times

Question #53 *Topic 1*

DRAG DROP -

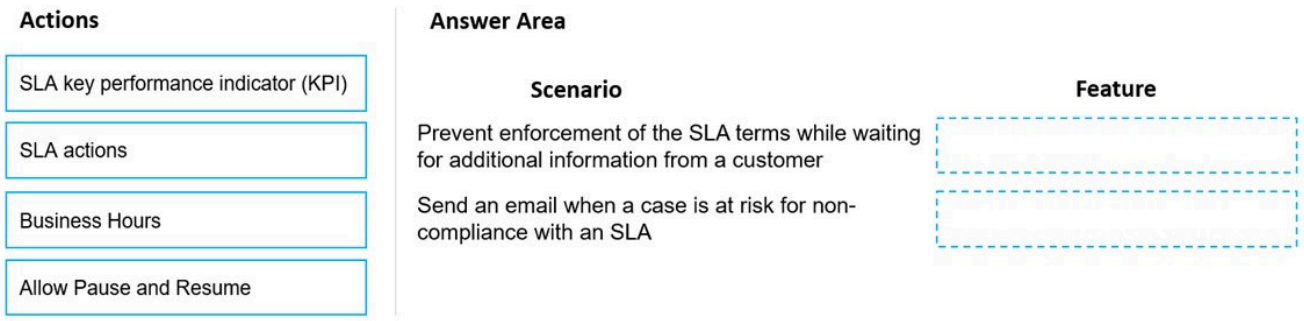
You use Dynamics 365 Customer Service. You plan to configure service-level agreements (SLAs) for cases.

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.

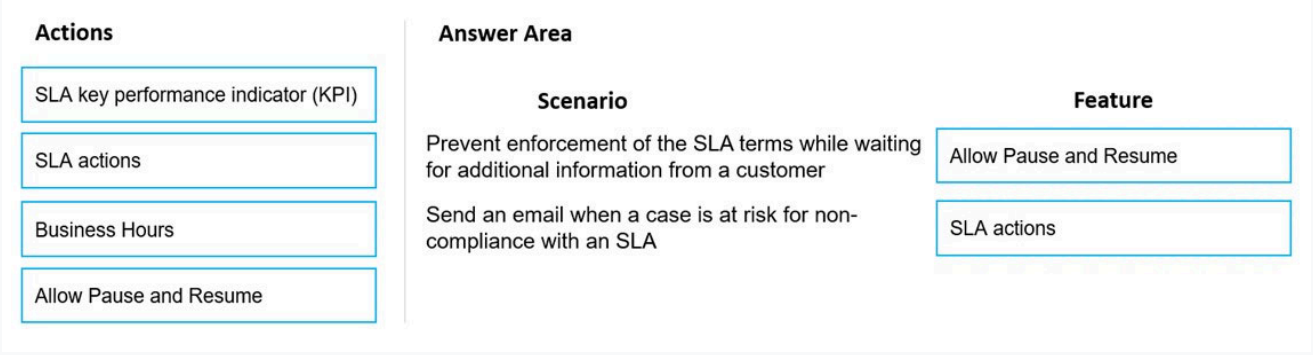
You may need to drag the split bar between panes or scroll to view content

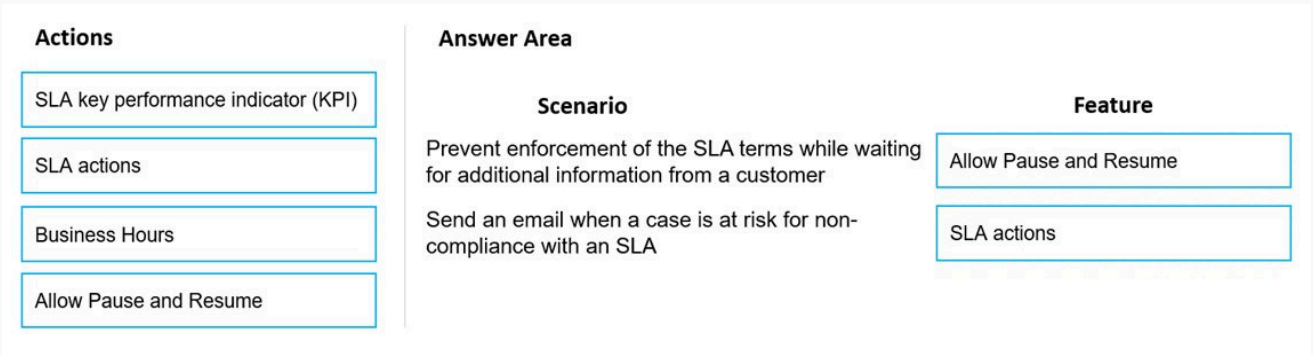
NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:





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

szl0144 8 months ago

correct

upvoted 2 times

LucaV6 8 months ago

In June 2022

upvoted 2 times

SD2020 8 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

MoneyStacking 8 months ago

Correct, While waiting > pause

upvoted 1 times

SamarS Most Recent 8 months ago

Correct

upvoted 1 times

Question #54 *Topic 1*

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.

Suggested Answer: *C*
Reference: https://docs.microsoft.com/en-us/learn/modules/using-dynamics-365-queues-to-manage-case-workloads/4-working-with-queues

Official Answer: C

pgchand 8 months ago
C is correct , it goes back to previous queue
upvoted 3 times

ceejaybee 8 months ago
Selected Answer: C
C is correct
upvoted 2 times

Maddiefhnkk Most Recent 8 months ago
correct
upvoted 1 times

DRAG DROP -

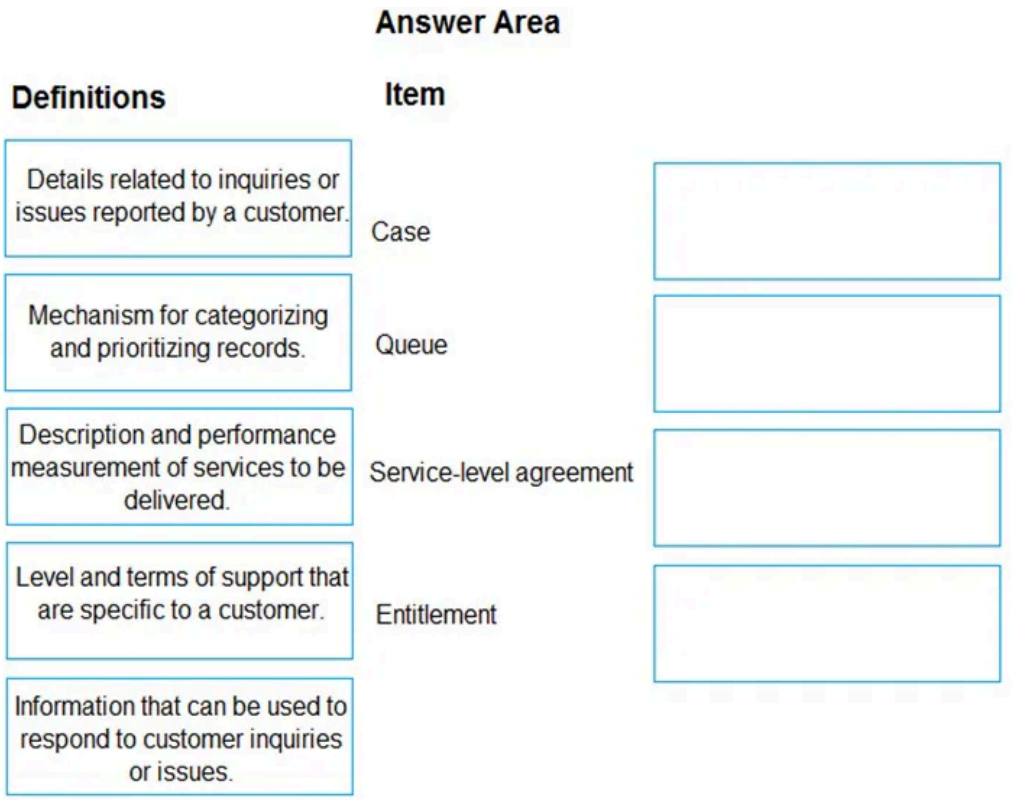
A company plans to implement Dynamics 365 Customer Service.

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:



Suggested 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.		

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 8 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 41 times

O_Anjum Highly Voted 8 months ago

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

upvoted 28 times

EnriqueBA 8 months ago

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

upvoted 5 times

Mikiee 8 months ago

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

upvoted 5 times

CalebXin Most Recent 8 months ago

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

upvoted 4 times

Question #56 *Topic 1*

DRAG DROP -

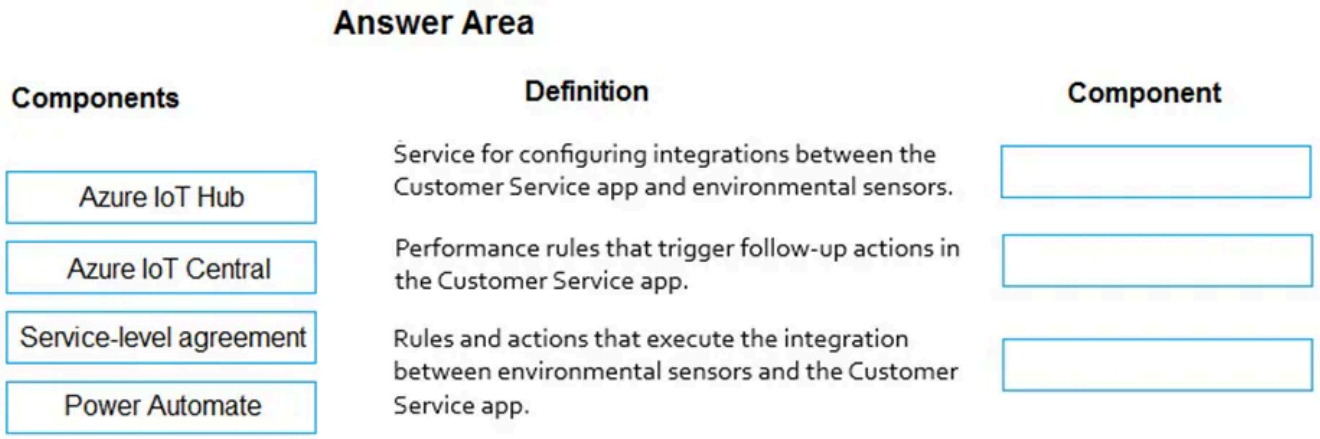
A company manufactures environmental sensors that can be monitored remotely.

Match each component to its definition.

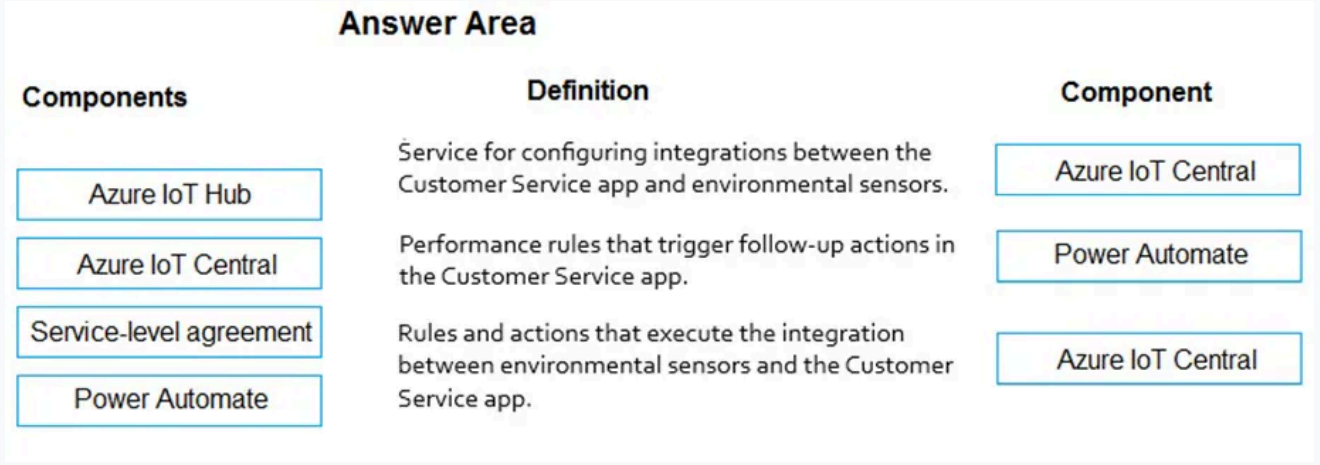
Instructions: To answer, drag the appropriate component from the column on the left to its definition on the right. Each component may be used once, more than once, or not at all. Each correct match is worth one point.

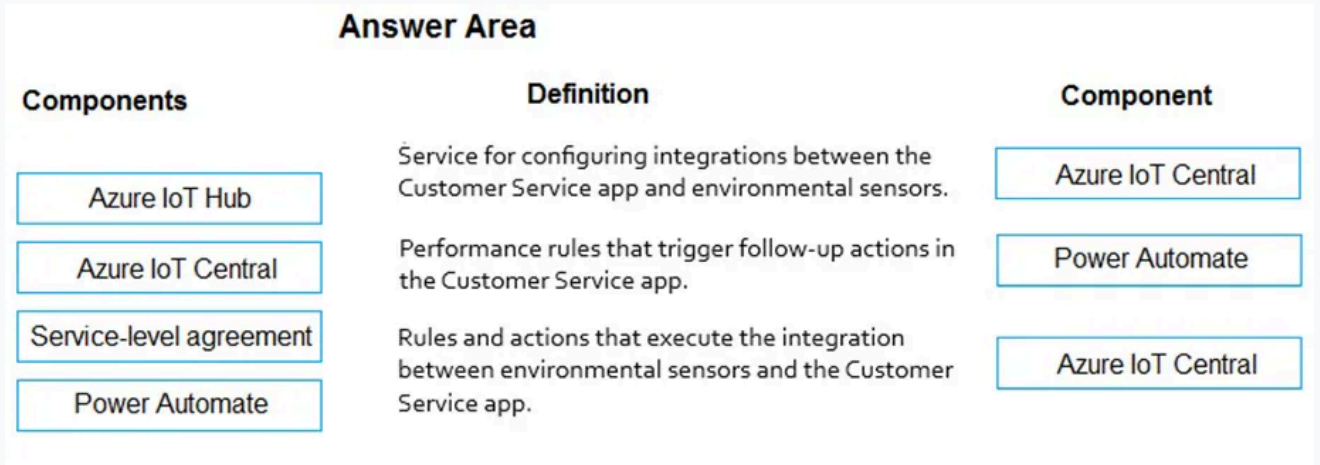
NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:





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

peppertool Highly Voted 8 months ago

Azure IOT central configures rules and actions, thus trigerring 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

Candy2002 Highly Voted 8 months ago

IoT Hub Power Automate IoT Central

upvoted 8 times

OmegaA 8 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 and 3

upvoted 5 times

Camyoseph 8 months ago

Second question should be SLA

upvoted 5 times

ArunPrem Most Recent 8 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. May be 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

Question #57 *Topic 1*

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.	○	○
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	○	○

Suggested Answer:

Answer Area

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	○	○
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	○	○

Answer Area

Statement	Yes	No
You must install the knowledge base solution before the knowledge base feature is available in Dynamics 365 Customer Service.	○	○
Omnichannel for Customer Service is automatically installed when you install Dynamics 365 Customer Service.	○	○

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

Vinny_Die Highly Voted 8 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

pgchand 8 months ago

Both are No

upvoted 2 times

Vitoko 8 months ago

correct

upvoted 1 times

powerplatformstar Most Recent 8 months ago

correct answer.

upvoted 1 times

Question #58 *Topic 1*

DRAG DROP -

A company is implementing Dynamics 365 Customer Service.

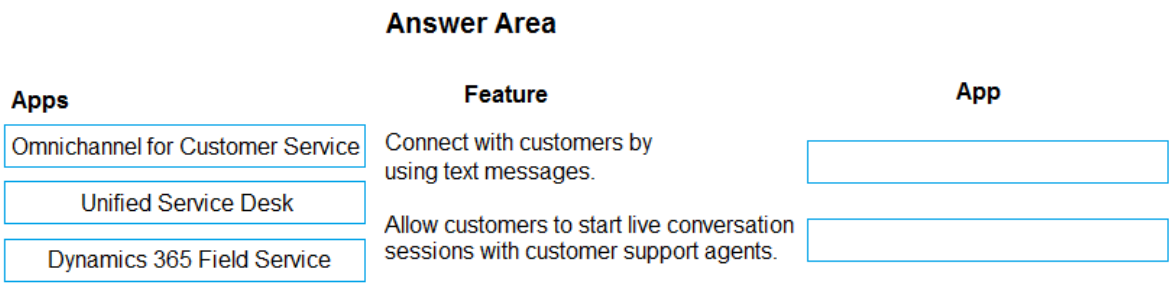
The company wants to enable chat and SMS channels for customers. The company also wants to implement knowledge articles to support resolution of common issues.

You need to recommend which apps the company should implement.

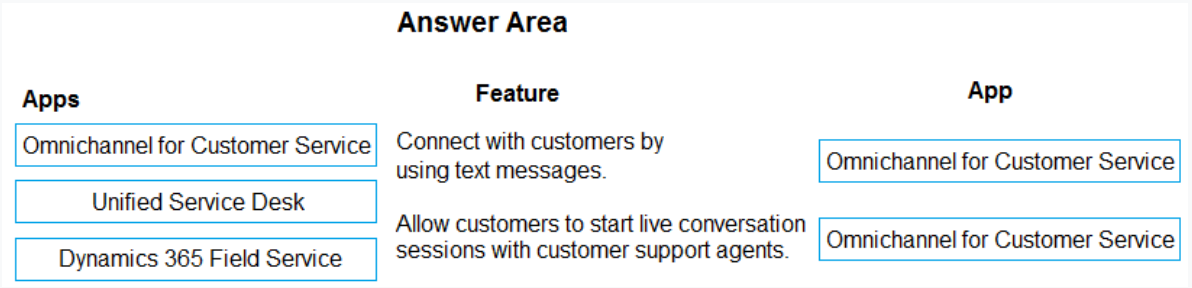
Which app should you recommend? To answer, drag the appropriate apps to the correct features. Each app may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

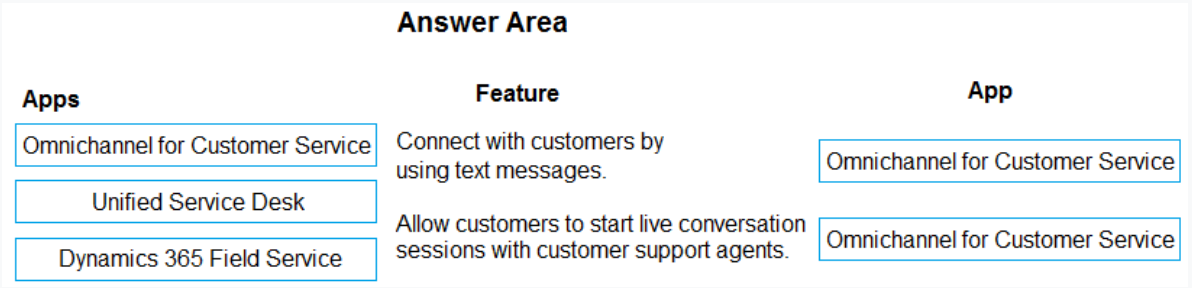
NOTE: Each correct selection is worth one point.

Select and Place:



Suggested Answer:





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

LeDarius3762 8 months ago

Both of them are Omnichannel for Customer Service

upvoted 3 times

LucaV6 8 months ago

In June 2022

upvoted 2 times

MoneyStacking 8 months ago

Given answer is correct!

upvoted 1 times

dim895 Most Recent 8 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.

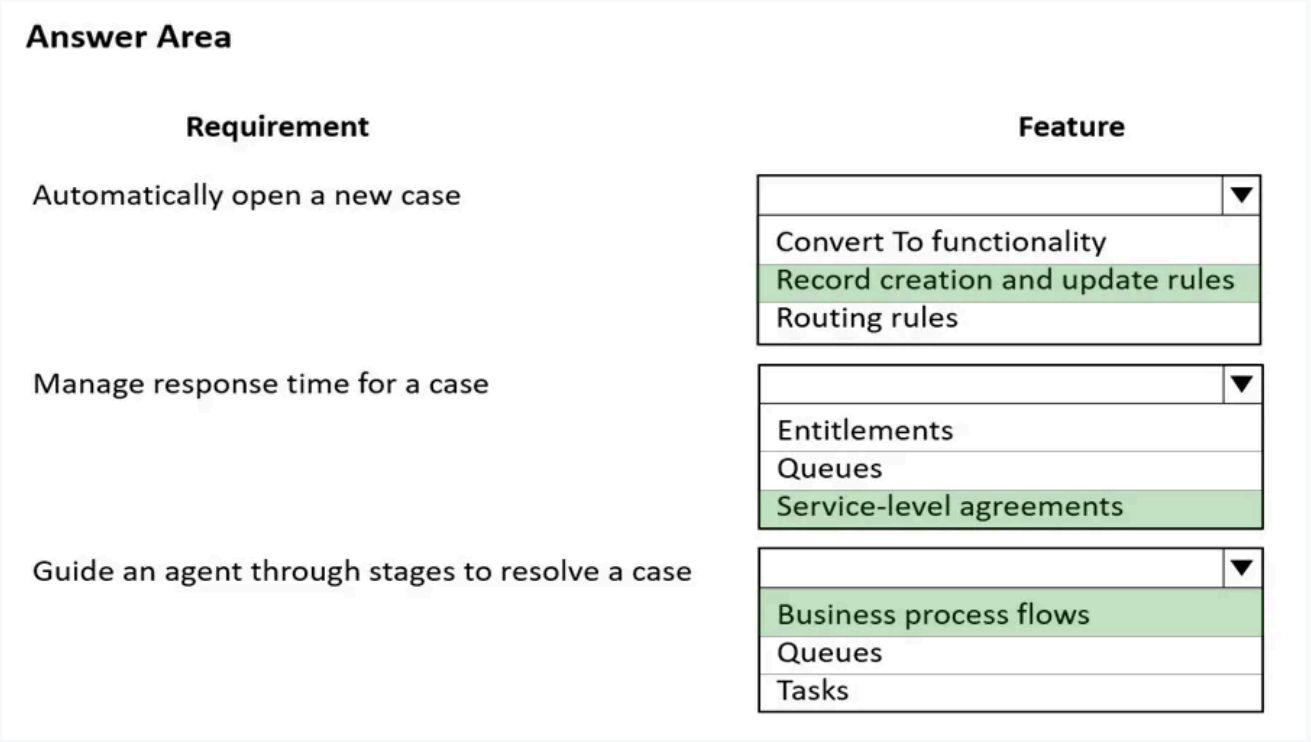
NOTE: Each correct selection is worth one point.

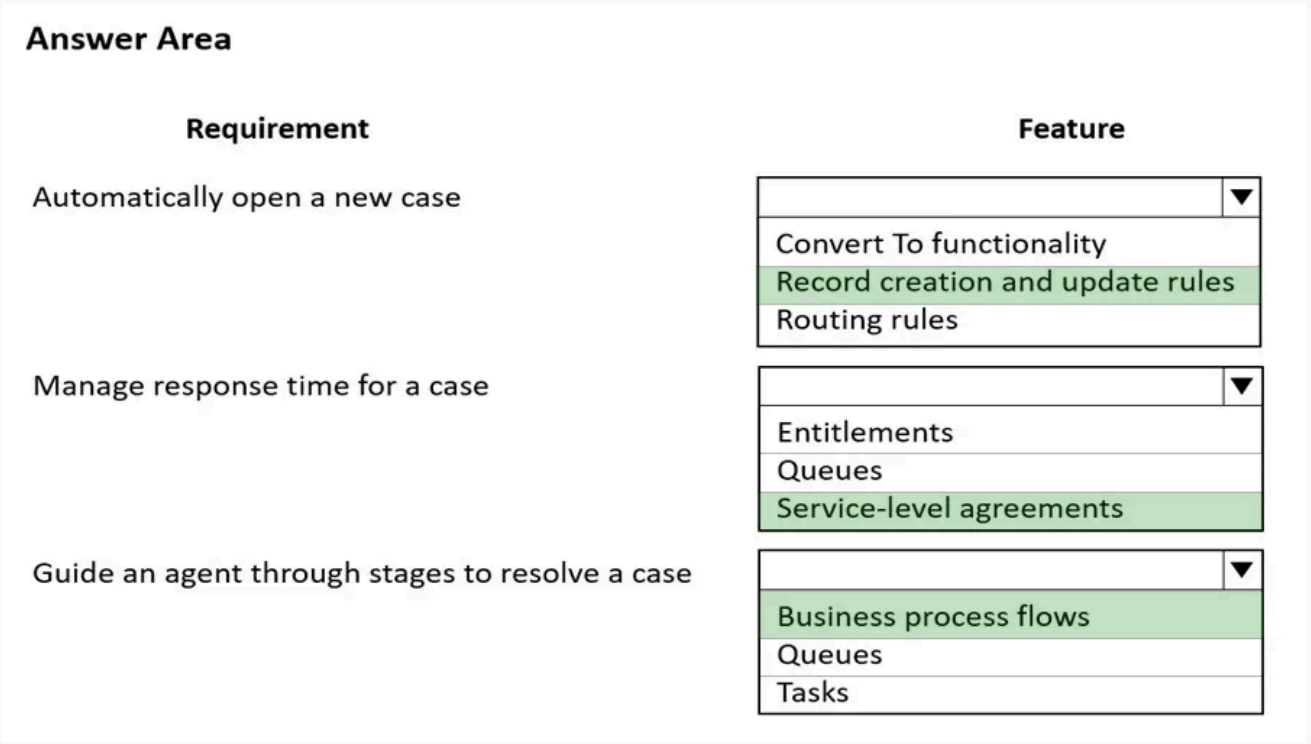
Hot Area:

Answer Area

Requirement	Feature
Automatically open a new case	Convert To functionality Record creation and update rules Routing rules
Manage response time for a case	Entitlements Queues Service-level agreements
Guide an agent through stages to resolve a case	Business process flows Queues Tasks

Suggested Answer:





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 8 months 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 8 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 8 months ago

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

upvoted 1 times

DimpleG Most Recent 8 months ago

Correct

upvoted 1 times

HOTSPOT -

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

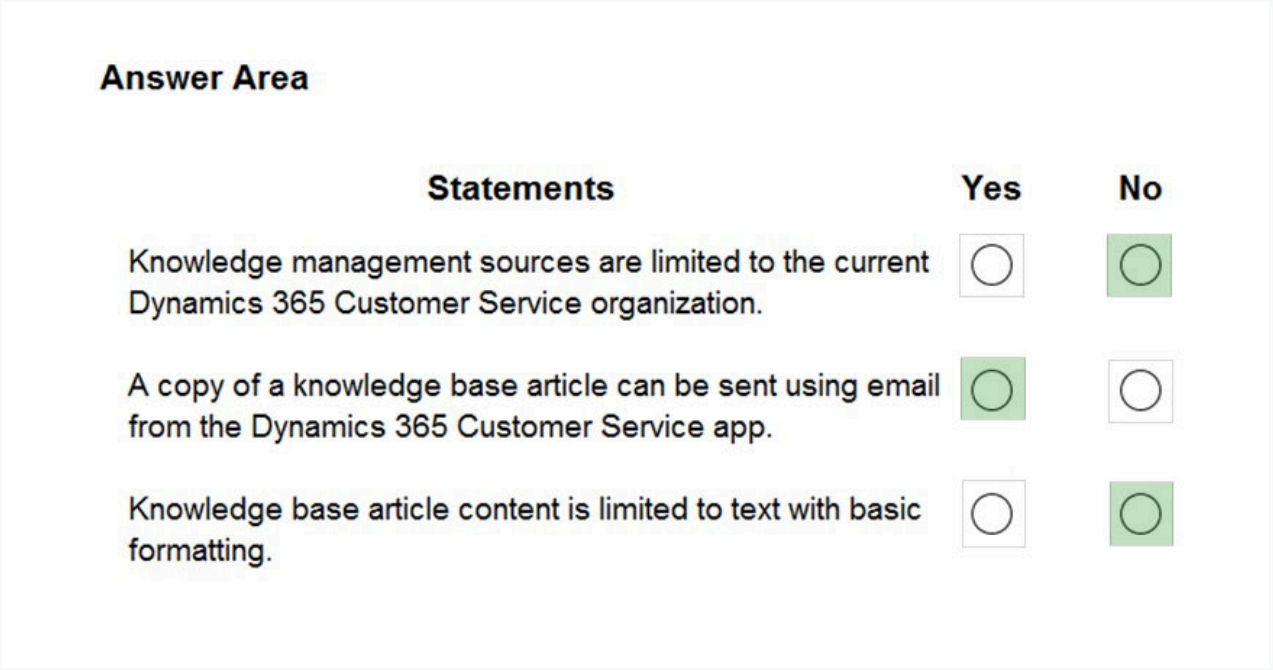
NOTE: Each correct selection is worth one point.

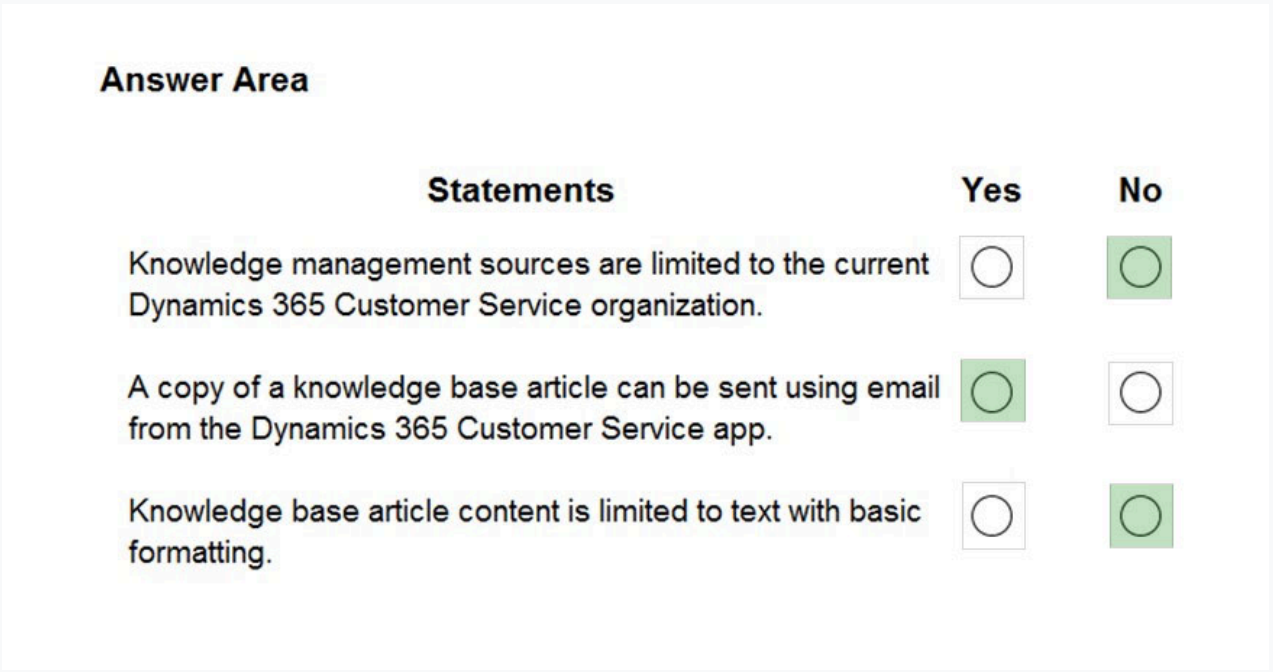
Hot Area:

Answer Area

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

Suggested Answer:





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 8 months ago

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

upvoted 4 times

MoneyStacking Most Recent 8 months 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

Suggested Answer: *B*
Official Answer: B

rfontese Most Recent 8 months 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

Question #62 *Topic 1*

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

Suggested Answer: *A, C*
Official Answer: AC

nraei 8 months 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 cases.
upvoted 2 times

tom314159 8 months ago
Selected Answer: A, C
correct
upvoted 2 times

TheMaty Most Recent 8 months ago
Hours of service – This defines the available support hours (business hours) but does not enforce a limit on case creation.
upvoted 1 times

Question #63 *Topic 1*

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

Suggested Answer: *B*
Official Answer: B

nailedIT 8 months ago

Selected Answer: B, A

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, or 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

Mac0li 8 months ago

Selected Answer: B, A

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 8 months ago

Selected Answer: B

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

upvoted 3 times

mongro Most Recent 8 months ago

correct

upvoted 2 times

Question #64 *Topic 1*

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.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

Suggested Answer:

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.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

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.	○	○
Technicians can be redirected from scheduled appointments when emergencies arise in their area and their existing appointments can be rescheduled.	○	○
You can manually assign lead technicians to oversee large-scale emergency service calls.	○	○

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

LucaV6 8 months ago

In June 2022

upvoted 2 times

szl0144 8 months ago

correct

upvoted 1 times

mongro Most Recent 8 months ago

correct

upvoted 1 times

Question #65 *Topic 1*

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.

Suggested Answer: *B*
Official Answer: B

nailedIT 8 months 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 8 months ago

Selected Answer: B

Correct

upvoted 1 times

szl0144 8 months ago

yes,correct

upvoted 1 times

mongro Most Recent 8 months ago

correct

upvoted 1 times

Question #66 *Topic 1*

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.	Dynamics 365 Field Service / Dynamics 365 Sales / Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	Dynamics 365 Field Service Mobile App / Dynamics 365 Sales / Dynamics 365 Customer Service

Suggested Answer:

Answer Area

Requirement	App
Capture the technician's daily on-site time while performing cable installations.	Dynamics 365 Field Service / Dynamics 365 Sales / Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	Dynamics 365 Field Service Mobile App / Dynamics 365 Sales / Dynamics 365 Customer Service

Answer Area

Requirement	App
Capture the technician's daily on-site time while performing cable installations.	Dynamics 365 Field Service / Dynamics 365 Sales / Dynamics 365 Customer Service
Allow technicians to see a list of the daily work orders on their mobile device.	Dynamics 365 Field Service Mobile App / Dynamics 365 Sales / Dynamics 365 Customer Service

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 8 months ago

correct

upvoted 8 times

Question #67 *Topic 1*

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 ג€" In progress

B. Open ג€" Unscheduled

C. Traveling

D. Open ג€" Scheduled

Suggested Answer: *A*
Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-status-booking-status

Official Answer: A

xoshi23 Highly Voted 8 months 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 note 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 8 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 8 months ago
Answer is correct, when the technician arrived on site, the status will change to Open - In Progress
upvoted 4 times

ApxA 8 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 Most Recent 8 months 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.

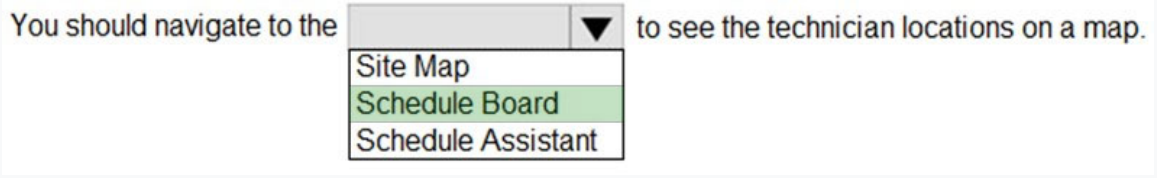
Hot Area:

Answer Area

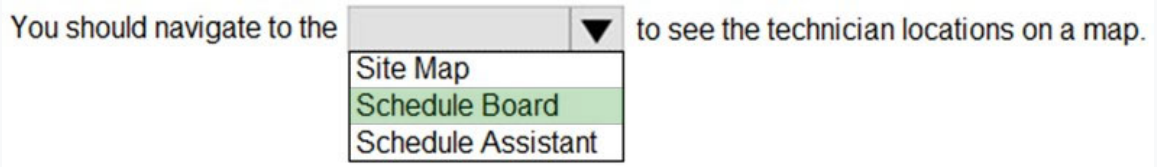


Suggested Answer:

Answer Area



Answer Area



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

nalwd Highly Voted 8 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

MacOli 8 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 8 months ago

correct

upvoted 1 times

powerplatformstar Most Recent 8 months 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.	Universal Resource Scheduling Work Orders Connected Field Services Geofencing
Synchronize offline data when the app starts.	Geofencing Field Service Mobile Integrations Connected Field Services
Monitor air-conditioning equipment to identify mechanical issues	Field Service Mobile Work Orders Connected Field Services Bookable resources

Suggested Answer:

Answer Area

Function	Feature
Assign a work order to a field engineer for next Tuesday at noon.	Universal Resource Scheduling / **Work Orders** / Connected Field Services / Geofencing
Synchronize offline data when the app starts.	Geofencing / **Field Service Mobile** / Integrations / Connected Field Services
Monitor air-conditioning equipment to identify mechanical issues	Field Service Mobile / Work Orders / **Connected Field Services** / Bookable resources

Answer Area

Function	Feature
Assign a work order to a field engineer for next Tuesday at noon.	Universal Resource Scheduling / **Work Orders** / Connected Field Services / Geofencing
Synchronize offline data when the app starts.	Geofencing / **Field Service Mobile** / Integrations / Connected Field Services
Monitor air-conditioning equipment to identify mechanical issues	Field Service Mobile / Work Orders / **Connected Field Services** / Bookable resources

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 8 months ago

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

upvoted 41 times

pgchand Highly Voted 8 months ago

1. Universal Resource Scheduling 2. Field Service Mobile 3. Connected Field Service

upvoted 16 times

Candy2002 8 months ago

1. Universal Resource Scheduling 2. Field Service Mobile 3. Connected Field Service

upvoted 5 times

Vimbsu 8 months ago

Selected Answer: A

@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

JeffreySZ Most Recent 8 months ago

question 1 should be work orders. URS is for arranging the resource, not work orders themselves.

upvoted 3 times

Question #70 *Topic 1*

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

Suggested Answer: *C*
Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/connected-field-service

Official Answer: C

nailedIT 8 months 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

mongro 8 months ago
correct
upvoted 2 times

NateStapleton 8 months ago
Selected Answer: C
correct
upvoted 1 times

DimpleG 8 months ago
Correct
upvoted 1 times

LucaV6 Most Recent 8 months ago
In June 2022
upvoted 1 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	◯	◯
You can schedule an inspection on a machine when the number of hours of operation has hit a major milestone	◯	◯
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	◯	◯