Exam : MB2-718Title : Microsoft Dynamics 365 Customer Service1 \* You are deploying a Unified Service Desk (USD) application.For which three scenarios can you attach an action call? Each correct answer presents a complete solution.A. A window navigation rule is processed.B. Client diagnostic logging is turned on.C. A threshold is reached in a Microsoft Power BI report.D. An agent script is run, or an answer is clicked.E. A toolbar button is clicked.AnswerA, D, E2 \* Which three actions can you perform by using editable grids? Each correct answer presents a complete solution.A. Update a lookup field to a custom entity.B. Edit records by using mobile clients.C. Group records by a specific column.D. Update a Customer Type lookup field.E. Update the value of an Owner lookup field.AnswerA, B, C3 \* What are the states a knowledge base article can be in?A. Active. Approved, Draft, Inactive, or ScheduledB. Active or InactiveC. Approved, Archived, Discarded, Draft. Expired, or ScheduledD. Approved, Cancelled. Draft Expired. On Hold, or ScheduledAnswerCExplanation:DraftActiveArchivedDiscardedExpiredScheduled4 \* You plan to deploy Unified Service Desk (USD).You need to install all USD components and verify the installation.Which three actions should you perform? Each correct answer presents part of the solution.A. Deploy USD packages to the Microsoft Dynamics 365 instance.B. Install the USD client on a development computer.C. Run the USD client and connect to the Microsoft Dynamics 365.D. In the USD application, configure client diagnostic logging.E. Install computer telephony integration (CTI) adapters.AnswerA, B, C5 \* You use the automatic creation and update rule feature to create case records automatically.Which three source record types are available for automatically creating a case? Each correct answer presents a complete solution.A. social activityB. mailbox alertC. survey activityD. auto postE. booking alertAnswerA, B, E6 \* You have a Microsoft Dynamics 365 environment You implement Field Service. You need to check the work order instructions in the Field Service mobile app. Which tab on the work order contains instructions?A. IncidentsB. OtherC. InfoD. BookingAnswerC7 \* Which two statements regarding case routing are true? Each correct answer presents a complete solution.A. You can add a maximum of five routing rule items to a routing rule setB. A workflow is automatically created for each routing rule.C. A maximum of three routing rule sets can be active at the same time.D. You can route or assign a case to a user, queue, or team.AnswerB, D8 \* You enable feedback for a Voice of the Customer survey. What is the total number of questions allowed for the survey?A. 30B. 40C. 100D. 250AnswerD9 \* Your organization plans to use Voice of the Customer to send surveys to select groups of customers. You need to customize branding colors and logos for the surveys. What should you do?A. Modify Voice of the Customer survey themes.B. Configure system settings.C. Modify Microsoft Dynamics 365 themes.D. Update Voice of the Customer piped data.AnswerA10 \* Which two statements regarding enhanced service-level agreements (SLAs) are true? Each correct answer presents a complete solution.A. Standard SLAs record failure time on the entity record itself.B. You can create SLAs for entities other than the Case entity.C. You can only pause enhanced SLAs.D. You must use an enhanced SLA to define multiple success criteria.AnswerB, C11 \* You need to change the warehouse location for product inventory. What should you do?A. Create a new Product Relationship record.B. Create a new Warehouse record.C. Create a new Inventory Transfer record.D. Create a new Inventory Adjustment record.AnswerC12 \* You implement the Unified Service Desk (USD). Which three statements regarding the debugger is true? Each correct answer presents a complete solution.A. The debugger allows you to review data parameters from static log files.B. The debugger allows you to review real-time data parameters.C. The debugger allows you to review action calls from static log files.D. The debugger is a USD hosted control.E. The debugger allows you to review real-time action calls.F. The debugger is a standalone tool.AnswerA, C, E13 \* You are creating an interactive service hub dashboard.You need to control the display color for data embedded in the chartWhich two field types should you configure? Each correct answer presents a completesolution.A. Floating Point NumberB. Two OptionsC. DecimalD. CurrencyE. Option SetAnswerB, E14 \* Which two security roles are created when you install the Field Service application? Each correct answer presents a complete solution.A. Field Service AdministratorB. Field Service DispatcherC. Field Service RepresentativeD. Field Service Read OnlyAnswerA, B15 \* You assign a case to a user named User A User A is not available to work on the case. The customer service manager moves the case to the queue for User B Which of the following statements is true?A. User A still owns the case, but the case is located in the queue for User B B. The customer service manager now owns the case.C. User B now owns the case.D. The case is not moved to the queue for User B until User A approves the move.AnswerA16 \* You have access to the desktop version of Microsoft Excel and Excel Online.You need to perform a bulk update of data for 225 contacts.What are two ways to achieve the goal? Each correct answer presents a complete solution.A. Open the data in Excel Online, make updates, and then save changes to Microsoft Dynamics 365.B. Export data as a dynamic pivot table, make updates, and then save changes to Microsoft Dynamics 365.C. Export the data as a static worksheet make updates, and then save changes to Microsoft Dynamics 365.D. Export the data as a static worksheet, make updates, and then import the data back into Microsoft Dynamics 365.AnswerA, D17 \* You create a queue and assign it to a team. Which type of queue is created?A. PersonalB. SystemC. EscalationD. SharedAnswerD18 \* You use the interactive service hub to manage cases.Users report that they have difficulty finding a specific knowledge base article when they initiate a search from within a case.You need to ensure that search returns relevant results.What are two possible ways to achieve the goal? Each correct answer presents a complete solution.A. Relate the article to one or more categories.B. Relate the article to a more relevant subject.C. Update the article description.D. Add additional keywords.AnswerA, C19 \* You have a Microsoft Dynamics 365 environment and you are using Unified Service Desk (USD) in a call center scenario. Users must be able to ask their customers questions that will trigger defined follow on actions. You need to provide users with guidance for their customer interactions. What should you use?A. agent scriptsB. knowledge managementC. CRM dialogsD. CRM workflowsAnswerA20 \* You need to install and configure the Unified Service Desk (USD) client What should you do?A. Import the USD client as a solution.B. You must manually install the client.C. Deploy the USD client from the Microsoft Dynamics 365 server.D. Enable the USD client from System Settings.AnswerB21 \* You create and activate an entitlement for a customer. The entitlement is set to decrease allotment on case creation. The customer opens a case and you observe that the issue is caused by a bug on the software.You need to ensure the customer allotment is not affected by this case.What should you do?A. Delete the case.B. Cancel the case.C. Use the Do Not Decrement Entitlement Terms action.D. Use the Apply Routing Rule action.AnswerC22 \* A user named User1 creates a knowledge base article. No other action has been taken.User1 must modify the article.You need to direct User1 to the view where the article is displayed.To which view should you direct User1?A. Scheduled ArticlesB. Unapproved ArticlesC. Draft ArticlesD. Inactive ArticlesAnswerC23 \* You implement the Unified Service Desk (USD). You plan to implement actions and replacement parameters. Which three symbols are valid replacement keys? Each correctanswer presents a complete solution.A. ^B. -C. +D. $E. ~AnswerA, C, D24 \* You configure an organization to use entitlements. No customization has been applied.You need to associate an entitlement with a case record.Which option is displayed in the entitlement lookup field on the case record?A. only active entitlements associated with the case customerB. all active entitlements associated with the customer and contactC. only active entitlements associated with the case contactD. all entitlements associated with the customer and contactAnswerB25 \* You are a customer service agent that uses Unified Service Desk (USD). You search for a customer. You select a customer record from the search results and open the customer record.How many sessions are created?A. 0B. 1C. 2D. 3AnswerC26 \* You install Microsoft Dynamics 365.Which three knowledge base article templates are available? Each correct answer presentsa complete solution.A. Solution to a ProblemB. Standard KB ArticleC. Case EscalationD. Coverage DatesE. ProcedureAnswerA, B, E27 \* You plan to create surveys for a multinational company that manages hotels. You must create a unique survey for each hotel location. Which statement is true?A. You can capture up to 10,000 survey responses per day.B. You can store unlimited survey responses over time.C. You can publish a maximum of 200 surveys.D. All surveys must use the same theme.AnswerC28 \* Which two of the following are valid routing rule actions? Each correct answer presents part of the solution.A. Cancel CaseB. Send EmailC. Assign to User/TeamD. Route to QueueAnswerC, D29 \* You pick a case from a queue.You determine that you cannot resolve the case, and plan to release the case back to the queue.What effect does releasing the case to the queue have on record ownership?A. Ownership remains unchanged.B. Ownership is assigned based on the current routing rule.C. Ownership is reverted to the previous owner.D. Ownership of the record is assigned to the queue owner.AnswerC30 \* Under which two circumstances will a routing rule be applied to a case without user intervention? Each correct answer presents a complete solution.A. a case is created as the result of a record creation ruleB. a case was created before the routing rule was activatedC. a case is created by using a convert to case actionD. a case is created manuallyAnswerA, C31 \* You create an entitlement for a customer. In the channels section of the entitlements page, you add email and assign 75 percent of the allocation to email.Which of the following statements is true?A. 75 percent of cases created by the customer must be created by using email. Remaining cases cannot be created until another channel is added to the entitlementB. 25 percent of cases created by the customer must be created by using email. The remaining cases may be created with any other channel.C. All cases created by the customer must be created by using email.D. 75 percent of cases created by the customer must be created by using email. The remaining cases may be created with any other channel.AnswerD32 \* You create a service level agreement (SLA) that will fail after seven days. You select a service calendar that uses 24-hour work days and no holidays. Saturday and Sunday are configured to be non-working days.If no action is taken, how many calendar days can pass before the SLA fails?A. 5 daysB. 7 daysC. 9 daysD. 11 daysAnswerC33 \* You have a Microsoft Dynamics 365 environment You implement Field Service.A user named User1 is creating an agreement User1 attempts to set the agreement booking dates and agreement invoice dates but reports that the options are disabled.You need to resolve the issue.What should you do?A. In System Settings, set the Fiscal Year End.B. Set the work order duration.C. Add the Customer Service Representative role to User1.D. Set the agreement status to Active.AnswerD34 \* You need to enable the Map view for the schedule board. What should you do first?A. Enable service territories.B. Enable the connection to Bing Maps.C. Enable Custom Geolocation.D. Select a resource details view.AnswerB35 \* What is a limitation of the Field Service mobile app?A. Windows 10 phones do not support the app.B. You cannot work offline.C. GPS locations are not available.D. You cannot create follow-ups.AnswerCStill not 100% on this answer, but I know it is not A, B and pretty sure it's not D. I actually think this is no longer a valid question because all are possible now.36 \* You implement the Unified Service Desk (USD). You plan to implement a window navigation rule. Which two statements are true? Each answer represents a complete solution.A. You must populate the form and entity or URL fields for specific rules.B. Rules are evaluated based on the order number,C. You must use the display name to reference the entity in the rule.D. You must configure default rules so that they are evaluated firstAnswerB, D37 \* You need to implement Microsoft Power BI to analyze and visualize data.Which two actions can you perform? Each correct answer presents a complete solution.A. Use iframes to display contentB. Implement custom visualizations.C. Use a file that is stored in Microsoft OneDrive as a data source.D. Display the most recent version of the data always.AnswerA, B38 \* You manage a Microsoft Dynamics 365 deployment for Contoso, Ltd.You need to provide users the URL to their Microsoft Dynamics 365 Online interactive service hub.What is the URL format for the Microsoft Dynamics 365 Online interactive service hub?A. hnps://www.microsoht.com/en-US/crynamics/crm-custo-customer-center/interactive- service-hub-user-s-guide.aspx#bkmk\_AccessB. https://contoso.crm.dynamics.com/XRMServices/2011/Discovery.svcC. https://contoso.crm.dynamics,com/engagementhub.aspxD. https://contoso.crm.dynamics.com/main.aspxAnswerC39 \* You create a service-level agreement (SLA). For which two of the following key performance indicators (KPIs) can you create actions? Each correct answer presents a complete solution.A. Escalate ByB. Resolve ByC. First Response ByD. Close ByAnswerB, C40 \* You are creating a new survey with the Voice of the Customer Survey designer.Which two statements regarding the Voice of the Customer Survey designer are true?Each correct answer presents a complete solution.A. The Complete page must always display last.B. The Welcome page must always display first.C. Surveys can have up to three pages.D. Surveys can contain unlimited questions.AnswerA, B41 \* You are attempting to resolve a case.For which situation will the system display a prompt before reaching the Case Resolution window?A. The case has a service-level agreement (SLA) that was not met.B. The case has an open activity.C. The customer will exceed their entitlement allotmentD. The case has an open parent case.AnswerB42 \* Which of the following records can you convert into a case?A. taskB. queueC. leadD. opportunityAnswerA43 \* You have a Microsoft Dynamics 365 environment You implement Field Service.You need to set up a service task type.Which three fields, components, or relationships are available when you create a new service task type? Each correct answer presents a complete solution.A. DescriptionB. NotesC. Field AgentD. Estimated DurationE. Work Order DurationAnswerA, B, D44 \* You ship a replacement part to a customer.The customer reports that they receive the incorrect part.You need to initiate a process to return the product to the warehouse.What should you do?A. Create a new return merchandise authorization (RMA) record.B. Create a new return to vendor (RTV) record.C. Create a new Agreement record.D. Create a new Inventory Adjustment record.AnswerA45 \* You are creating a new knowledge base article about a known product defectAfter publishing the article, you discover an inaccuracy.You need to correct the issue while maintaining a traceable history of what was published.What should you do?A. Use the update article option.B. Revert the article to draft status, fix the error, and then republish the article.C. Delete and recreate the article.D. Publish a minor revision to the article.AnswerA46 \* You need to provide quick ad-hoc analysis of data from within the Microsoft Dynamics 365environment Which Export to Excel option should you use?A. Excel OnlineB. static worksheetC. dynamic worksheetD. dynamic pivot tableAnswerA47 \* Which of the following capabilities is only available when using enhanced SLAs?A. pause an SLAB. use security roles to control SLA creationC. track Key Performance Indicators (KPIs)D. define failure actionsAnswerA48 \* You have a Microsoft Dynamics 365 environment that has no customization. You are working in the interactive service hub with a single-stream dashboard for cases.Which option can you use to filter cases?A. Business process stageB. TitleC. ProductD. CategoryAnswerB49 \* Your organization uses the interactive service hub to manage cases.You need to interact with records in a stream that displays active cases.Which two actions can you perform? Each correct answer presents a complete solution.A. Add to QueueB. Email a LinkC. Send Direct EmailD. Do Not Decrement Entitlement TermsAnswerA, D50 \* You create a Voice of the Customer survey.You need to configure an automatic response each time a customer completes the survey.Which feature, or component should you use?A. ruleB. piped dataC. linked questionD. Microsoft Azure Content Delivery Network (CDN)AnswerA51 \* You create and activate an entitlement. The start and end dates for the entitlement are in the future. What is the status of the entitlement?A. Not startedB. On HoldC. PendingD. WaitingAnswerDExplanation: If the start and end date of the entitlement fall in the future, the status of the entitlement is set to Waiting. On the start date, the status automatically changes to Active . If the end date is in the past, the entitlement is set to Expired.52 \* You implement the Unified Service Desk (USD). Which three of the following objects are events? Each correct answer presents a complete solution.A. RealignwindowB. BrowserDocumentCompleteC. DesktopReadyD. SessionClosingE. FireEventAnswerC, D, E53 \* You use the Field Service application.You need to track users and equipment that are available for scheduling.Which resource type should you use?A. Bookable ResourceB. Warehouse ResourceC. Resource GroupD. Web ResourceAnswerA54 \* You are creating a new single-stream dashboard. You plan to filter the dashboard based on cases. Which two components can you add to the dashboard? Each correct answer presents a complete solution.A. a tile that shows the count of open activitiesB. a stream that contains a public queue of casesC. a chart based on open activitiesD. a stream that shows a view of open activitiesAnswerA, C55 \* Which queue type is created when you add a user to Dynamics 365?A. SystemB. PersonalC. EscalationD. SharedAnswerB56 \* You have a Microsoft Dynamics 365 environment. You implement Field Service. You need to update a work order to indicate that you are traveling to the client Which field in the Field Service mobile app should you update?A. Booking StatusB. Start TimeC. Actual Arrival TimeD. System StatusAnswerD57 \* You are using the knowledge base article search from the service area.Which two search options are available? Each correct answer presents a completesolution.A. LanguageB. TitleC. Date CreatedD. SubjectAnswerB, D58 \* You have a Microsoft Dynamics 365 environment. You implement Field Service and create a Field Service Agreement for a specific accountWhere should you define the preferred resource?A. Schedule Board SettingB. Booking SetupC. Field Service SettingsD. Scheduler Field Service slot text templateAnswerB59 \* The time period for a goal was not set correctly. You need to ensure that a user can correct the goal. What should you do?A. Change the manager for the goal.B. Add a new goal metric.C. Add a child goal with the correct time period that is owned by the user.D. Add a parent goal with the correct time period that is owned by the user.AnswerA60 \* Which two actions can you perform by using entitlement channels? Each correct answer presents a complete solution.A. Specify the number of customers allowed to use each channel.B. Restrict users from creating cases by using specified channels.C. Restrict the number of child cases allowed for each parent case with a specified channel.D. Specify the number of cases allowed for each channel.AnswerA, B61 \* You create a service level agreement (SLA) for cases where the case priority is critical. The SLA must display a warning after 15 minutes and fail after 30 minutes.You create a normal priority case at 16:00. You change the priority to critical at 16:15. If no action is taken, how many minutes will elapse before the SLA fails?A. 15 minutesB. 30 minutesC. 145 minutesD. 60 minutesAnswerB62 \* You use the interactive service hub for your daily work. You identify a knowledge base article that can assist with an open case for a customer.You need to send the article to the customer. What should you do?A. Create a new email record and set the regarding object to the knowledge base article.B. Use Microsoft Skype for Business to send a link to the customer.C. Send a link to the customer by using Email a link.D. Search the knowledge base from within the case and use the Link Article and Email Content option.AnswerC63 \* Which three statements regarding Voice of The Customer are true. Each correct answer presents a complete solution.A. The survey definition is stored in Microsoft Azure. The survey response is temporarily stored in Azure Service Bus then later retrieved and stored in Microsoft Dynamics 365. Survey responses are deleted from Azure Service Bus after they are stored in Microsoft Dynamics 365.B. Collateral, such as themes and images, can be stored as web resources and included in solutions.C. Surveys can be included in solutions.D. Each new environment requires the creation of configuration records.E. Each survey contains three forms.AnswerB, D, E64 \* What are Field Service Agreements?A. frameworks for automatically generating work orders and invoicesB. methods to help users verify what the customers are eligible for and create cases for customersC. methods to allow users to organize, prioritize, and monitor the progress of their workD. deflations for the level of service or support that your organization agrees to offer to a customerAnswerA65 \* You manage a Microsoft Dynamics 365 deployment You need to enable editable grids for an entity. What should you do?A. Customize the entity.B. Use the System Customizer tool.C. Configure the Microsoft Dynamics CRM for Outlook add-in.D. Modify the system settings.AnswerA66 \* Your organization has a custom entity.You need to ensure that the custom entity is available from the interactive service hub. Which setting for the entity should you modify?A. Enable for knowledge managementB. Enable for mobileC. Enable for interactive experienceD. Enable for SLAAnswerC67 \* You deploy Unified Service Desk (USD). You configure a toolbar container hosted control.You need to ensure that the hosted control is aligned to a specific part of the screen by using the Realign Window action.Which three parameters can you configure? Each correct answer presents a completesolution.A. screenB. resolutionC. leftD. client typeE. topAnswerA, C, EExplanation: https://msdn.microsoft.com/en-us/library/dn864884.aspx68 \* You have two similar cases. One case is named Case1 and the other is named Case2Each case has a different parent case. You attempt to merge Case1 into Case2. What is the result to the merge process?A. Case1 is merged into Case2 Activities and notes are combined under Case2.B. The cases will not merge. Both cases will become child cases of the parent for Case2C. The cases will not merge. Each case will remain parented to their original records.D. Case1 is merged into Case2 Activities and notes are combined under Case1.AnswerA69 \* You implement the Unified Service Desk (USD). Which two statements are true when creating a hosted control?A. Fields that display on a form vary depending on the hosted control type.B. You can set a default action for the control.C. There are five total hosted control types available.D. The owner for the hosted control cannot be changed.AnswerA, B70 \* You need to search for a specific knowledge base article by number.Which two options can you use? Each correct answer presents a complete solution.A. Service AreaB. Relevance SearchC. Categorized SearchD. Article Template Quick FindAnswerA, C71 \* You are working with the Field Service mobile app in online mode.Which two statements regarding data synchronization are true? Each correctA. The user can choose when data synchronization occurs.B. Data continuously synchronizes with the server.C. You do not need to manually synchronize your device.D. Information is downloaded to your device.AnswerA, D72 \* Which two statements regarding the Unified Service Desk (USD) debugger are true? Each correct answer presents a complete solution.A. Yellow highlights are used to indicate a warning regarding an action call.B. Red highlights are used to indicate the failure of an eventC. You can view a replacement parameter list.D. You can run an action call on demand.AnswerA, B73 \* What are three functions of the Unified Service Desk (USD) Global Manager hosted control? Each correct answer presents a complete solution.A. Provide process flows to respond to agent request for help.B. Manage data for the session.C. Interpret window navigation rules.D. Provide escalation alerts to manage agents who need help.E. Provide data to the toolbar components and agent scripts.AnswerB, C, E74 \* You need to merge eight similar cases. Which of the following statements is true?A. You can merge all eight cases at the same time.B. You can only merge the cases if a parent/child relationship exists between the cases.C. You can only merge two cases at a time.D. You can only merge the cases if all related activities are closed.AnswerC75 \* Which three of the following are valid survey response actions?A. Restart SurveyB. Toggle VisibilityC. Auto-PopulateD. End SurveyE. Chain SurveyAnswerB, D, E76 \* You have a Microsoft Dynamics 365 environment. You implement Field Service. You need to ensure that users can interact with Field Service on a mobile device. What should you do?A. Implement the Resco Mobile CRM Woodford app.B. Import the Field Service solution.C. Download the Windows Mobile Software Development Kit (SDK).D. Configure the Microsoft Dynamics 365 mobile app.AnswerA77 \* A customer returns a defective product You plan to ship the product back to the vendor for credit You need to initiate the return process to the vendor. Which type of record should you create?A. return to vendor (RTV)B. return merchandise authorization (RMA)C. Inventory AdjustmentD. return merchandise authorization (RMA) receiptAnswerA78 \* You are a customer service agent in a call center. All customer service agents use Unified Service Desk (USD) to respond to calls.You need to respond to two calls from two different customers at the same time. What should you do?A. Create one session for each customer.B. Create two sessions and use connections to create a relationship between them.C. Create one session and add each customer to a separate section on the form.D. Create one session and add each customer to the related customer sub grid.AnswerA79 \* Which statement defines a User Interface Integration (UII) action?A. the data sent to the actionB. the signature of the action to be performedC. the action to be performedD. the trigger for an actionAnswerBhttps://msdn.microsoft.com/en-us/library/dn864883.aspx80 \* Your organization uses enhanced service level agreements (SLA's).You need to create a view that displays the SLA failure and succeeded time for data related to a case.Which entity should you use to select the fields?A. SLAB. enhanced SLAC. SLA KPI InstanceD. SLA ItemAnswerC81 \* You have the Customer service representative security role. You apply a filter to the active case system view. You need to save the view. What should you do?A. Create a personal view.B. Save the filtered view.C. Pin the view.D. Use Save As and give the view a new name.AnswerD82 \* A company plans to send out customer surveys. When a customer responds that they are not likely to recommend the company to a colleague, you need to display another question to gather additional information.You need to configure the environment. What should you do?A. Modify piped data.B. Use a response routing rule.C. Add a business rule.D. Create an action rule.AnswerB83 \* Which two statements regarding Microsoft Power BI dashboards are true? Each correct answer presents a complete solution.A. Visualizations can display up to 5,000 records.B. You can use Microsoft One Drive for Business as a data connection.C. You can examine data by using natural language capabilities.D. You can add up to six visualizations.AnswerB, C84 \* You need to create a goal record.For which three fields must you enter data? Each correct answer presents a completesolution.A. Time PeriodB. Actual ValueC. OwnerD. Metric TypeE. Goal MetricAnswer A, B, C 85 \* Your organization's Microsoft Dynamics 365 application is configured with the default setting for parent and child case You need to resolve a parent case.Which statement is true?A. All child cases are automatically resolved when you resolve a parent case.B. You must resolve each child case before you can resolve the parent case.C. You must merge the parent and child cases before resolving the case.D. You can resolve the parent and child cases independently of each other.AnswerB86 \* What are two examples of entitlement allotment options? Each correct answer presents a complete solution.A. Number of ChannelsB. Number of ProductsC. Number of CasesD. Number of HoursAnswerC, D 87 \* A user selects a case from a queue and studies the queue item details for the case. Which two data points are displayed? Each correct answer presents a complete solution.A. the user who owns the caseB. the time spent working on the caseC. the queue the case is related toD. the user working on the caseAnswerC, D88 \* You release an item from a queue.What is the outcome?A. The current routing rule is applied.B. The value from the Worked By field is removed.C. The record is returned to the originating queue.D. The record is removed from the current queue and placed in the user's personal queue.AnswerB89 \* You attempt to delete a queue in Microsoft Dynamics 365. You are not able to delete the queue.What are two possible reasons why you cannot delete the queue? Each correct answer presents a complete solution.A. The queue contains a queue item.B. The queue has a designated email address.C. The queue is referenced by a routing rule.D. The queue has a team owner.AnswerA, C90 \* You plan to combine two cases by using the merge case process. Which option can you specify?A. Set a parent case.B. Assign the case owner.C. Select which case to merge into another case.D. Indicate which fields should be set as the master field from each case record.AnswerC