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Microsoft Dynamics 365 for Customer Service

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QUESTION: 57

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer. You need to create a customer service satisfaction survey and embed it on a website. Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Copy the portal web link and paste it into your website.
- B. Copy the URL from the Anonymous link field and paste it into your website.
- C. On the Voice of the Customer survey, select Run in iFrame.
- D. Copy the HTML code from the iFrame URL field and paste it on your website.

Answer: C, D

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-ofcustomer/distribute-survey>

QUESTION: 58

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer. You must display the question: Have you used the product before? If the response is Yes, you must display additional questions concerning the product. If the answer is No, you must display a different set of questions concerning other products. You need to select a survey feature to use. Which survey feature should you use?

- A. Answer tag
- B. Response routing
- C. Piping
- D. List of ratings
- E. Basic

Answer: B

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/designadvancedsurvey# design-interactive-surveys-by-using-response-routing>

QUESTION: 59

You send surveys to customers who have opened cases within the past month. You need to send a summary of the survey results to individuals who do not have a Dynamics 365 license. What are two possible ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Run the summary report. Export the report to Microsoft Excel. Send the Excel file to the users.
- B. Run the survey summary report. Send a link to the report from within Dynamics 365.
- C. Create a dashboard of the survey summary reports and share the dashboards with the users.
- D. Create a view with the data, and then email a link.
- E. Run the survey summary report. Print the report to a PDF file. Send the PDF file to the users.

Answer: A, E

QUESTION: 60

You are creating surveys for Voice of the Customer (VoC). You need to configure VoC to ensure that recipients can unsubscribe to surveys. Which two survey features should you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Add an Unsubscribe check box after each question.
- B. Set the Allow unsubscribe setting to Yes.
- C. Give users the option to unsubscribe from different features of the survey.
- D. Configure the survey to display when Dynamics 365 customers receive email and enable the Unsubscribe option.

Answer: B, D

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/designadvancedsurvey# add-the-unsubscribe-option-to-a-survey>

QUESTION: 61

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice

of the Customer (VoC). You need to ensure that VoC survey responses trigger an escalation in support. Which workflow should you use?

- A. VoC – Process Survey Response
- B. VoC – Close Survey Activity
- C. VoC – Process NPS Response
- D. VoC – Process Face Response

Answer: A

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/plansurvey>

QUESTION: 62

HOTSPOT

You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys. You need to determine which survey question feature is needed to complete the design of the survey. Which survey features should you use? To answer, select the appropriate survey type in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Scenario

Create a theme for the survey with the company logo and colors.

Create a different set of follow-up questions depending on the answer the candidate selects.

Hide questions depending on the answer the candidate selects.

Populate the second question with answers from the first question.

Survey type

	▼
Basic survey	
Response routing	
Piping	
Tagging	

	▼
Basic survey	
Client-side routing	
Response routing	
Piping	

	▼
Basic survey	
Response routing	
Client-side routing	
Tagging	

	▼
Piping	
Response routing	
Client-side routing	
Tagging	

Answer:

Exhibit

Scenario

Create a theme for the survey with the company logo and colors.

Create a different set of follow-up questions depending on the answer the candidate selects.

Hide questions depending on the answer the candidate selects.

Populate the second question with answers from the first question.

Survey type

	▼
Basic survey	
Response routing	
Piping	
Tagging	

	▼
Basic survey	
Client-side routing	
Response routing	
Piping	

	▼
Basic survey	
Response routing	
Client-side routing	
Tagging	

	▼
Piping	
Response routing	
Client-side routing	
Tagging	

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/designadvancedsurvey>

QUESTION: 63

You are creating a survey using Voice of the Customer. You need to embed the survey into a website and make it available to your customer. What should you do?

- A. Create the website. Add the URL to the Dynamics 365 site in your website.
- B. Create your Dynamics 365 portal. Display the Voice of the Customer page from within the main website page.
- C. Create a webpage on the website. Add the URL to link the Voice of the Customer Questions from Dynamics 365.
- D. Create an iFrame URL. Copy the HTML code to an iFrame in your website.
- E. Add the iFrame URL to your website.

Answer: D

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-ofcustomer/distribute-survey>

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