DBCLOUD
EXAMS

QUESTIONS & ANSWERS

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Technology Provider: Microsoft
Exam: Microsoft Dynamics 365 Customer Service Functional Consultant
Number of questions in the database: 443
Exam Version: NOV.2026

Topic 1 - Question Set 1

Question #1*Topic 1*

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are configuring a business process flow for a case entity.
All cases must be flagged for review.
You need to complete configuration of the business process flow.
Solution: Set the input parameter type as Option set for the action.
Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: *B*

Respuesta por mayor votación de la comunidad

B (100%)

Question #2*Topic 1*

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are configuring a business process flow for a case entity.
All cases must be flagged for review.
You need to complete configuration of the business process flow.
Solution: For a new action named Ready for review, disable the As a business process flow action step option.
Does the solution meet the goal?

- A. Yes
- B. No

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Correct Answer: *B*

Respuesta por mayor votación de la comunidad

B (100%)

Question #3*Topic 1*

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are configuring a business process flow for a case entity.
All cases must be flagged for review.
You need to complete configuration of the business process flow.
Solution: Create an action that generates a task record that is assigned to the case reviewer and appends the text Ready for review to the case topic.
Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: *A*
References:
https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-action-business-process-flow

Respuesta por mayor votación de la comunidad

A (100%)

Question #4*Topic 1*

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.
You need to automatically create cases from emails sent to the support@contoso.com email address.
Solution: Configure Dynamics 365 to automatically send responses to customers when the record is created.
Does the solution meet the goal?

- A. Yes
- B. No

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Correct Answer: *B*

Question #5*Topic 1*

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.
You need to automatically create cases from emails sent to the support@contoso.com email address.
Solution: Create an automatic record creation and update rule. Set the Source type to Email, and then select the queue. Configure autoresponse settings.
Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: *A*
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/automatically-create-case-from-email

Respuesta por mayor votación de la comunidad

B (100%)

Question #6*Topic 1*

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.
You need to automatically create cases from emails sent to the support@contoso.com email address.
Solution: Create an automatic record creation and update rule. Set the Source type to Service activity, and then select the queue.
Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: *B*

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