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Exam : **MB2-718**

Title : Microsoft Dynamics 365 for Customer Service

Version : Demo

1. Topic 1, Exam Pool 1

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.
Answer: A

2.Which three actions can you perform by using editable grids? Each correct answer presents a complete solution.
A. Update a lookup fie4d 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.
Answer: A,B,C

3.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.
Answer: C

4.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.
Answer: AB

5.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 content
B. 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.

Answer: A,B