MB-230 Q&As

Microsoft Dynamics 365 Customer Service

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QUESTION 1

You set a default entitlement for a customer.

You need to ensure that the default entitlement is automatically associated with a case.

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 case.

B. Update the customer, contact, or product field on an existing case.

C. Update the description field on an existing case.

D. Add an activity to an existing case.

Correct Answer: AB

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer

https://docs.microsoft.com/en-us/power-platform/admin/system-settings-dialog-box-service-tab

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QUESTION 2

You are responsible for creating surveys via Voice of the Customer (VoC).

You want to make sure that clients who currently receive surveys are able to unsubscribe when they no longer want to receive them.

You set the Allow unsubscribe setting to Yes.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

Reference: https://www.inogic.com/blog/2018/02/exploring-the-unsubscribe-survey-option-in-voice-of-customer-in-dynamics-365-crm/

QUESTION 3

Your company makes use of Dynamics 365 Customer Service with the default settings unchanged.

You want to find like cases in the system using a default search feature.

You make use of Full-text Quick Find.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/admin/configure-quick-find

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QUESTION 4

You need to ensure users can search the knowledge base from a case record.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

Case Study Title (Case Study):Case study

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Overview

The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30

cases available. Half the cases may be opened by phone. The other half may be opened by email.

The company has an existing on-premises software system. The current system no longer meets the company\\'s needs.

The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.

Requirements

Support desk

The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.

You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling

1.

New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.

2.

The system must automatically create a case when email is received by companies that are not in the system.

3.

The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.

4.

Users must be able to initiate routing for manually created cases.

5.

The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.

6.

Main cases must not be closed until all the sub-cases are closed.

7.

Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.

8.

When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base

1.

Users must be able to search the knowledge base when opening a new case form or when checking on cases.

2.

Users must be able to use relevant searches and include any customer entities.

Dashboards

1.

Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.

2.

Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen. Managers must be able to drill down within each area.

3.

Managers need a dashboard that displays weekly statistics for cases and representatives.

4.

Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

Service-level agreements

1.

Most customers must be contacted within 90 minutes of their case being opened.

2.

Some customers can purchase faster service on call backs.

3.

Emails must be sent to support managers when service-level agreements (SLAs) are missed.

4.

Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.

5.

SLA KPIs must be tracked in the system.

6.

SLA KPIs must appear on the case form.

7.

Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.

A. Add Knowledge Base Search control to the dashboard.

B. Check Knowledge Management from the case entity in the solution.

C. Insert the Knowledge Base Search control on the form.

D. Select the Knowledge Base Search control from the entity.

E. Add the Quick Find option to the views.

Correct Answer: BC

QUESTION 5

You are employed as an administrator for your company\\'s Dynamics 365 for Customer Service implementation.

Your company has several business process flows for managing contracts.

You want to specify the default process flow.

You configure the order of the business process flows.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview

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