

MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

Your company makes use of Dynamics 365 for Customer Service.

You need to assign a case in the queue that is currently routed to you to a different user because you have booked time off work.

You delete the case.

Does the action achieve your objective?

- A. Yes, it does
- B. No, it does not

Correct Answer: B

QUESTION 2

A company is implementing Omnichannel for Customer Service.

The company separates agents into teams for billing, new product inquiries, support, and warranty. The new product team currently handles text messages, emails, and live chats from the company website.

The company plans to release a new product. Before the new product launch, the company wants to add the ability to manage conversations coming in from Facebook and Twitter.

You need to configure the system with the least amount of effort.

What should you do?

- A. Create a new resource characteristic.
- B. Create a routing rule.
- C. Create a new work stream for each channel.
- D. Add the new channel to the existing work stream.

Correct Answer: D

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams>

QUESTION 3

You are a customer service representative working with cases in Dynamics 365 for Customer Service.

You need to manage multiple lists of cases.

Which actions should you perform? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Case scenario	Value
Create a list of cases that are one month old.	<div style="border: 1px solid #ccc; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Create a system view</div><div style="padding: 2px;">Create a personal view</div></div>
View multiple lists on a single screen.	<div style="border: 1px solid #ccc; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Configure the group by on an editable grid</div><div style="padding: 2px;">Create an interactive experience dashboard</div></div>

Correct Answer:

Answer Area

Case scenario	Value
Create a list of cases that are one month old.	<div style="border: 1px solid #ccc; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Create a system view</div><div style="padding: 2px; background-color: #d9ead3;">Create a personal view</div></div>
View multiple lists on a single screen.	<div style="border: 1px solid #ccc; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Configure the group by on an editable grid</div><div style="padding: 2px; background-color: #d9ead3;">Create an interactive experience dashboard</div></div>

QUESTION 4

DRAG DROP

A service manager discovers a high number of cases in the agent queues. Cases are created manually but can be reassigned using a workflow or custom API.

The manager needs to know whether cases are getting duplicated because of simultaneous case creation or simultaneous case assignment.

You need to identify the number of cases that are created in each scenario.

How many cases are created? To answer, drag the appropriate cases created options to the correct simultaneous

actions. Each cases created option may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Cases created	Answer Area	Case created
One for each agent	Simultaneous action	
One for both agents	Two agents creating a case	
	A workflow assigning a case to two agents	
	A custom API assigning a case to two agents	

Correct Answer:

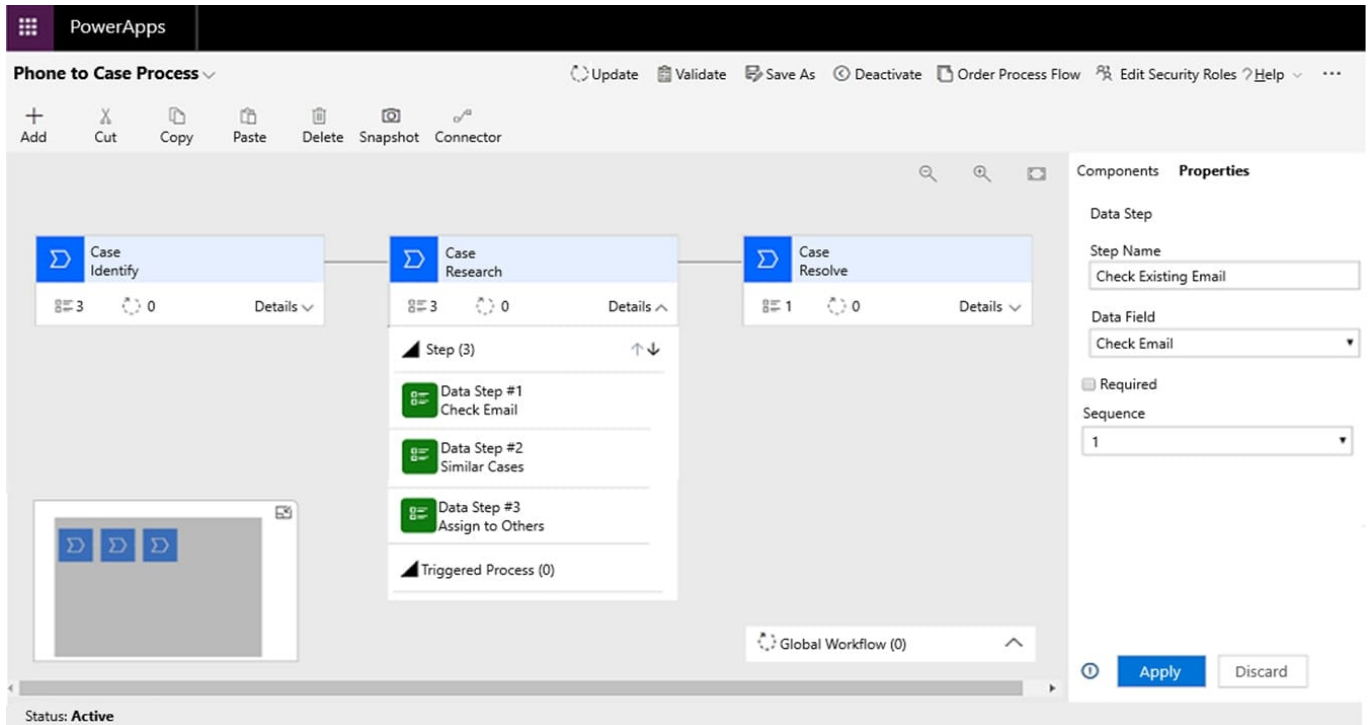
Cases created	Answer Area	Case created
One for each agent	Simultaneous action	One for each agent
One for both agents	Two agents creating a case	One for each agent
	A workflow assigning a case to two agents	One for each agent
	A custom API assigning a case to two agents	

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases>

QUESTION 5

HOTSPOT

You are modifying the phone-to-case process in Dynamics 365 Customer Service. You create a flow by using PowerApps as shown in the exhibit. (Click the Exhibit tab.)



You must modify the business process flow to include the check-email step at the beginning of the research stage.

Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question

Answer Choices

You need to change the step name from **Check Email** to **Check Existing Email** and ensure that the change displays in the process. What should you select?

	▼
Apply	
Add	
Validate	

Where can you configure the Check email field?

	▼
Properties	
Add	
Components	

Which type of process is this?

	▼
Business process flow	
Workflow	
Dialog	
Microsoft Flow	

Correct Answer:

Answer Area

Question

Answer Choices

You need to change the step name from **Check Email** to **Check Existing Email** and ensure that the change displays in the process. What should you select?

	▼
Apply	
Add	
Validate	

Where can you configure the Check email field?

	▼
Properties	
Add	
Components	

Which type of process is this?

	▼
Business process flow	
Workflow	
Dialog	
Microsoft Flow	

Reference: <https://docs.microsoft.com/en-us/power-automate/create-business-process-flow?context=/dynamics365/context/sales-context#edit-a-business-process-flow>

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