

MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

Users must have their own queues that no one else can access.

Users must not be able to view each other's queue.

Users must be able to work from the support queue.

Solution:

Set up each user queue to be public.

Set up level1 and level2 queues to be public and add applicable members.

Set up the support queue to be public.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

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

QUESTION 2

DRAG DROP

You are an Omnichannel supervisor for a company.

The company wants to deploy an Omnichannel Insights dashboard.

You need to set up and monitor KPIs.

In which section is each KPI located? To answer, drag the appropriate sections to the correct KPIs. Each section 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:

Sections

- Agent
- Conversation
- Bot Insights
- Channel

Answer Area

KPI	Section
Top Sentiment Pulse	Section
Bot Resolution Time	Section
Average Customer Sentiment Pulse	Section
Transfer Rate	Section

Correct Answer:

Sections

-
-
-
-

Answer Area

KPI	Section
Top Sentiment Pulse	Agent
Bot Resolution Time	Bot Insights
Average Customer Sentiment Pulse	Channel
Transfer Rate	Conversation

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-insights-dashboard>

QUESTION 3

HOTSPOT

You are implementing Omnichannel for Customer Service for a hospital.

Each customer service agent has a chat capacity of 200.

The implementation requirements are as follows:

Each agent can take no more than two chats at a time.

A new conversation must auto assign to an available agent.

You need to select the conversation options to meet the requirements.

Which options should you configure?

Hot Area:

Answer Area

Workstream

Work Distribution Mode

Capacity

Conversation

	▼
Pull	
Queue	
Push	
Pick	

	▼
50	
100	
200	
300	

Correct Answer:

Answer Area

Workstream

Work Distribution Mode

Capacity

Conversation

	▼
Pull	
Queue	
Push	
Pick	

	▼
50	
100	
200	
300	

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/unified-routing-work-distribution>

QUESTION 4

You are a Dynamics 365 for Customer Service administrator.

Members of the customer support staff must not be available on public holidays in the year 2021.

You need to configure holiday schedules.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Action

Create a new schedule.

	▼
Add a holiday	
Place the SLA on hold	

Configure schedule settings.

	▼
Activate the schedule	
Specify an end date	

Correct Answer:

Answer Area

Requirement

Action

Create a new schedule.

	▼
Add a holiday	
Place the SLA on hold	

Configure schedule settings.

	▼
Activate the schedule	
Specify an end date	

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-holiday-schedule>

QUESTION 5

You have been tasked with creating a phone call activity. You want to make sure that the activity appears on the case record timeline. Which of the following is the field that should be modified during the process?

- A. Owner
- B. Regarding

C. Attachments

D. Notes

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/basics/add-phone-call-task-email-appointment-activity-case-record>

QUESTION 6

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

You want to make sure that the design allows for questions to be shown or hidden according to answer selected.

You include the Tagging feature in the design.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

Reference: <https://www.inogic.com/blog/2016/10/display-survey-questions-conditionally-for-voice-of-customer-in-dynamics-crm-2016/>

QUESTION 7

HOTSPOT

You need to select which setting needs to be configured for each setup.

Which settings should you select? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Setup

Setting

Ticket routing

	▼
Workstream	
Rating Model	
Bookable Resource Characteristic Type	
Resource Category	

Representative specialty

	▼
Workstream	
Rating Model	
Bookable Resource Characteristic Type	
Resource Category	

Spanish

	▼
Workstream	
Rating Model	
Bookable Resource Characteristic Type	

Correct Answer:

Answer Area

Setup

Setting

Ticket routing

	▼
Workstream	
Rating Model	
Bookable Resource Characteristic Type	
Resource Category	

Representative specialty

	▼
Workstream	
Rating Model	
Bookable Resource Characteristic Type	
Resource Category	

Spanish

	▼
Workstream	
Rating Model	
Bookable Resource Characteristic Type	

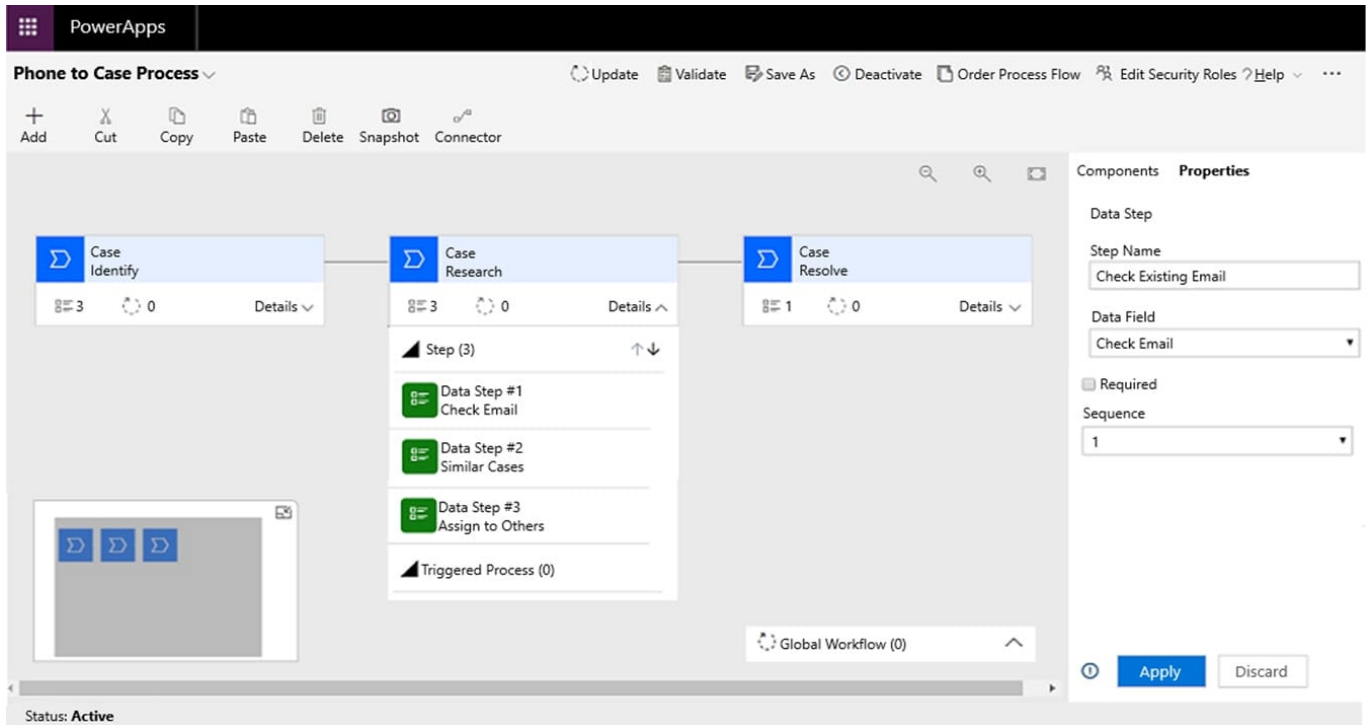
Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-skill-routing-create-rating-model>

QUESTION 8

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>

QUESTION 9

You need to consider the underlined segment to establish whether it is accurate.

When categorizing cases via queues, cases should be categorized as Products.

- A. No adjustment required.
- B. Services
- C. Managed solutions
- D. Unmanaged solutions

Correct Answer: A

QUESTION 10

You manage a Dynamics 365 for Customer Service environment. You create and activate a routing rule. You need to modify the routing rule to a target a queue instead of a user. You navigate to routing rule sets. What should you do first?

- A. Use Lookup to specify the Add to queue value.
- B. Select Edit to the command bar.
- C. Toggle the radio button for Route from user/team to queue.
- D. Deactivate the routing rule.

Correct Answer: D

QUESTION 11

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

You want to make sure that the design allows for questions to be shown or hidden according to answer selected.

You include Client-side routing in the design.

Does the action achieve your objective?

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

Correct Answer: A

Reference: <https://www.inogic.com/blog/2016/10/display-survey-questions-conditionally-for-voice-of-customer-in->

dynamics-crm-2016/

QUESTION 12

You use multiple workspaces within Dynamics 365 Customer Service insights.

You need to switch workspaces.

What should you do?

- A. Select Dashboard filters and then select a filter.
- B. Navigate to <https://csi.ai.dynamics.com> and then share a workspace.
- C. Select My workspaces and then select a workspace.
- D. Select View and then select a workspace view.

Correct Answer: C

Explanation: As an owner of a workspace, you launch sharing of a workspace by going to the My workspaces panel, hovering your mouse over the workspace name, and then selecting the share icon to open a dialog. From there, you add

any users from your company's Azure Active Directory. Any viewers will receive an email notifying them with a link to the workspace.

Reference:

<https://cloudblogs.microsoft.com/dynamics365/it/2019/06/13/new-in-dynamics-365- customer-service-insights-share-workspaces-train-ai-model-with-renamed-topics/>

QUESTION 13

HOTSPOT

A computer repair company employs technicians. Some technicians fix hardware issues and some fix software issues.

A case is opened for each customer call. Technicians are sent to customers

Correct Answer:

Answer Area

Requirement	Option
Configure the dispatcher security role.	<ul style="list-style-type: none">Schedule Manager and Customer Service Schedule AdministratorCustomer Service Scheduler and SchedulerCustomer Service Schedule Administrator onlyScheduler only
Schedule the software and hardware technicians.	<ul style="list-style-type: none">ServicesQueuesFacilitiesRouting rules

QUESTION 14

You are a Dynamics 365 Customer Service representative.

You need to take the appropriate action when creating new cases to ensure that the automated routing rule is applied.

What should you use?

- A. Add to queue
- B. Run workflow
- C. Save and route
- D. Share

Correct Answer: A

Routing rules define how conversations are routed to different queues. Each routing rule has a condition and a destination queue. If the rule condition is evaluated as True, then the conversation is routed to the destination queue.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-rules>

QUESTION 15

DRAG DROP

A company wants to use Power Virtual Agents chatbots to enable customers to solve their own issues whenever possible. You create knowledge base articles.

You must ensure that the new articles are available through the chatbot.

You need to define the steps to integrate knowledge management with the chatbot.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions	Answer Area
Create a topic for the chatbot and add an action	
Test the Power Automate cloud flow	
Enable file attachments	
Publish knowledge base articles to a portal created in Power Apps	
Set up a routing for users to get the correct queue	
Use a Power Automate template to add a solution to the chatbot	

> <

Correct Answer:

Actions	Answer Area
	Publish knowledge base articles to a portal created in Power Apps
	Create a topic for the chatbot and add an action
Enable file attachments	Use a Power Automate template to add a solution to the chatbot
	Test the Power Automate cloud flow
Set up a routing for users to get the correct queue	

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