



# MB-230<sup>Q&As</sup>

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>

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### QUESTION 2

You are a help desk representative for an organization using Dynamics 365 Customer Service.

Users need to search within the system for similar cases. None of the out-of-the-box settings have been changed.

You need to determine which search features are available for use by default.

Which two search features are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Advanced Find

B. Quick Find

C. Relevance Search

D. Full-text Quick Find

Correct Answer: AB



Reference: <https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization>

<https://docs.microsoft.com/en-us/powerapps/user/search>

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### QUESTION 3

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

You have been tasked with making sure that customer service representatives have the ability to add service-level agreements (SLAs) to a record manually.

You add the SLA field to the entity form.

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/customer-engagement/customer-service/define-service-level-agreements>

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### QUESTION 4

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>

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### QUESTION 5

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

A customer service manager requires the Append access level to add new entitlement templates for customer service representatives.



- A. No adjustment required.
- B. Organization
- C. Business unit
- D. Remove

Correct Answer: B

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#### QUESTION 6

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

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#### QUESTION 7

You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys.

You need to determine which survey question feature is needed to complete the design of the survey.

Which survey features should you use? To answer, select the appropriate survey type in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



## Answer Area

### Scenario

Create a theme for the survey with the company logo and colors.

Create a different set of follow-up questions depending on the answer the candidate selects.

Hide questions depending on the answer the candidate selects.

Populate the second question with answers from the first question.

### Survey type

	▼
Basic survey	
Response routing	
Piping	
Tagging	
	▼
Basic survey	
Client-side routing	
Response routing	
Piping	
	▼
Basic survey	
Response routing	
Client-side routing	
Tagging	
	▼
Piping	
Response routing	
Client-side routing	
Tagging	

Correct Answer:



## Answer Area

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Tagging

▼
Piping
Response routing
Client-side routing
Tagging

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advanced-survey>

### QUESTION 8

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/>

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### QUESTION 9

You need to search for answers to customer claims. Which type of search should you perform?

- A. Timeline
- B. Quick Find
- C. Related
- D. Detail
- E. Case Relationships

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/search-knowledge-articles-csh#knowledge-base-search-control>

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### QUESTION 10

You need to create the SLAs.

Which three SLAs should you create? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. SLA with 24 hours as the failure time and no warning
- B. SLA with 6 hours as the failure time and a one-hour warning
- C. SLA with 6 hours as the failure time and no warning
- D. SLA with one hour as the failure time and no warning
- E. SLA with 24 hours as the failure time and a two-hour warning

Correct Answer: BDE

Plan	Response time
HMO	24 hours
PPO	6 business hours
Gold	1 business hour



An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.

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#### QUESTION 11

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

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#### QUESTION 12

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 Piping 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/>

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#### QUESTION 13

Your company makes use of Dynamics 365 for Customer Service. You employed as a customer service representative.

You have been tasked with detecting and removing duplicate cases.

You decide to merge cases to achieve your goal.

Does the action achieve your objective?

- A. Yes, it does





B. No, it does not

Correct Answer: B

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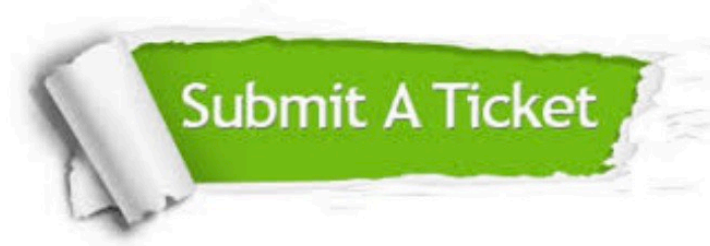
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