MB-230 Q&As

Microsoft Dynamics 365 Customer Service

Pass Microsoft MB-230 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.leads4pass.com/mb-230.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft Official Exam Center

- **Instant Download** After Purchase
- **100% Money Back** Guarantee
- **365 Days** Free Update
- **800,000+** Satisfied Customers

QUESTION 1

A company implements Dynamics 365 Customer Voice.

When the company deploys an application at the end of a project, users are unable to distribute surveys.

You need to assign users to the appropriate role so they can distribute the survey. You must adhere to the principle of least privilege.

To which role should you assign the users?

A. Omnichannel supervisor

B. Scheduler

C. Productivity tools user

D. Survey sender

Correct Answer: D

Explanation:

Users must at least have the Survey Sender role to send the survey through Dynamics 365 apps.

Reference:

https://learn.microsoft.com/en-us/dynamics365/customer-voice/send-survey-from-dynamics-365

QUESTION 2

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

You have been given the task of managing several lists of cases.

You want to create a list of cases that are open for a month.

Which of the following actions should you take?

A. You should create a system view.

B. You should create a public view.

C. You should create a personal view.

D. You should create a shared view.

Correct Answer: C

Reference: https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-edit-views

---

QUESTION 3

You are configuring Dynamics 365 Customer Service workspaces.

Users want to use minimal keystrokes and easy-to-use navigation to open multiple sessions.

You need to configure the simplified navigation experience.

What should you do?

A. Run the simplified navigation settings code in the browser console window within Dynamics 365 Customer Service.

B. Enable the appropriate features in the Power Platform admin center of the Dynamics 365 Customer Service environment.

C. Configure the settings in the Agent Experience area of the Customer Service Hub.

D. Configure the settings in the administration console.

Correct Answer: D

Customize Customer Service workspace

You can use your browser\\'s developer tools to customize some aspects of the Customer Service workspace.

Turn on the enhanced multisession workspace (preview) With Customer Service workspace open, press the F12 key to open the developer tools window.

In the console window, type the following command and press Enter:

Xrm.Utility.getGlobalContext().saveSettingValue("msdyn_MultiSessionLayoutImpr ovements",true)

Refresh the app page.

Note: If you turn on the enhanced multisession workspace, the enhanced experience applies in both Customer Service workspace and Omnichannel for Customer Service.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#turn-on-the-enhanced-multisession-workspace-preview

https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#simplify-navigation-in-customer-service-workspace

---

QUESTION 4

DRAG DROP

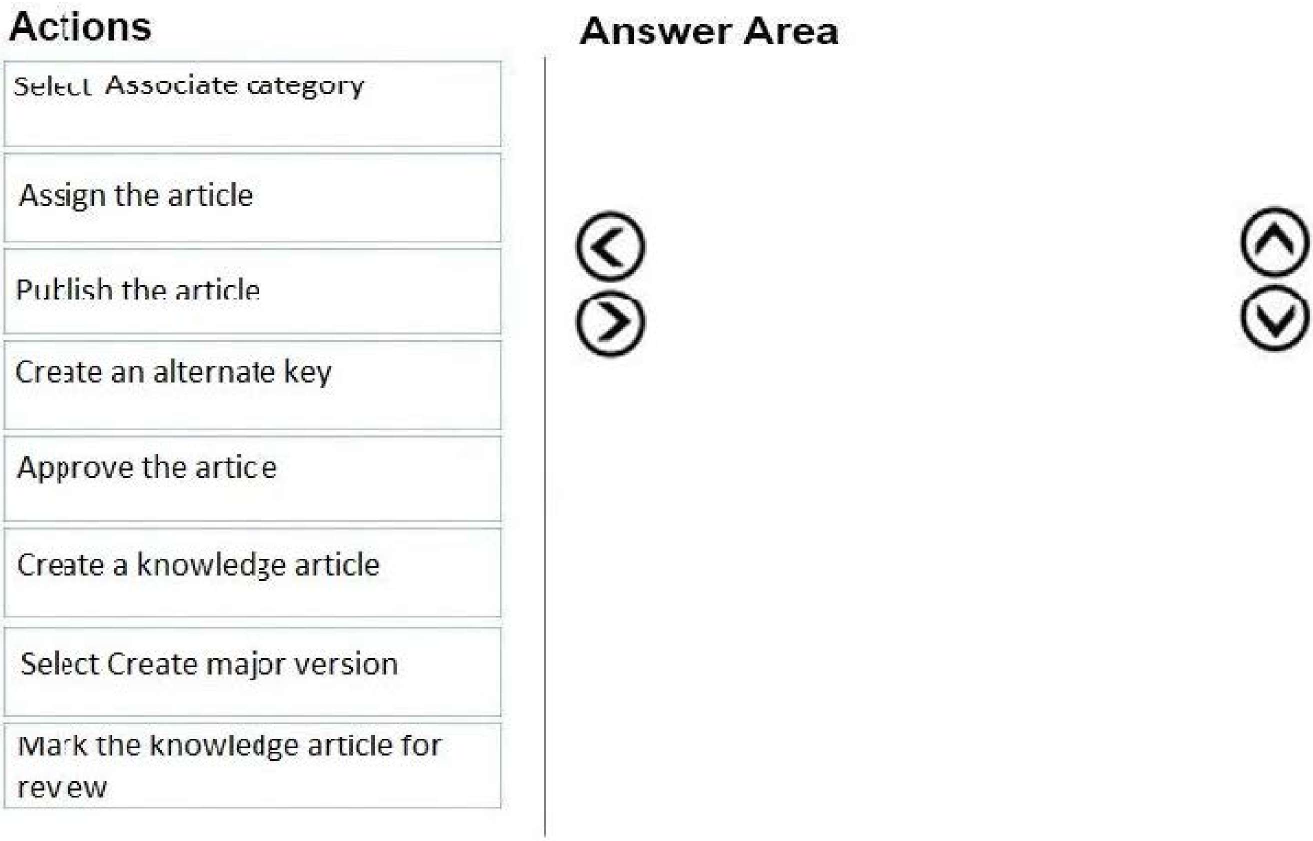
A customer uses Dynamics 365 for Customer Service.

Customer service representatives must be able to create knowledge base articles.

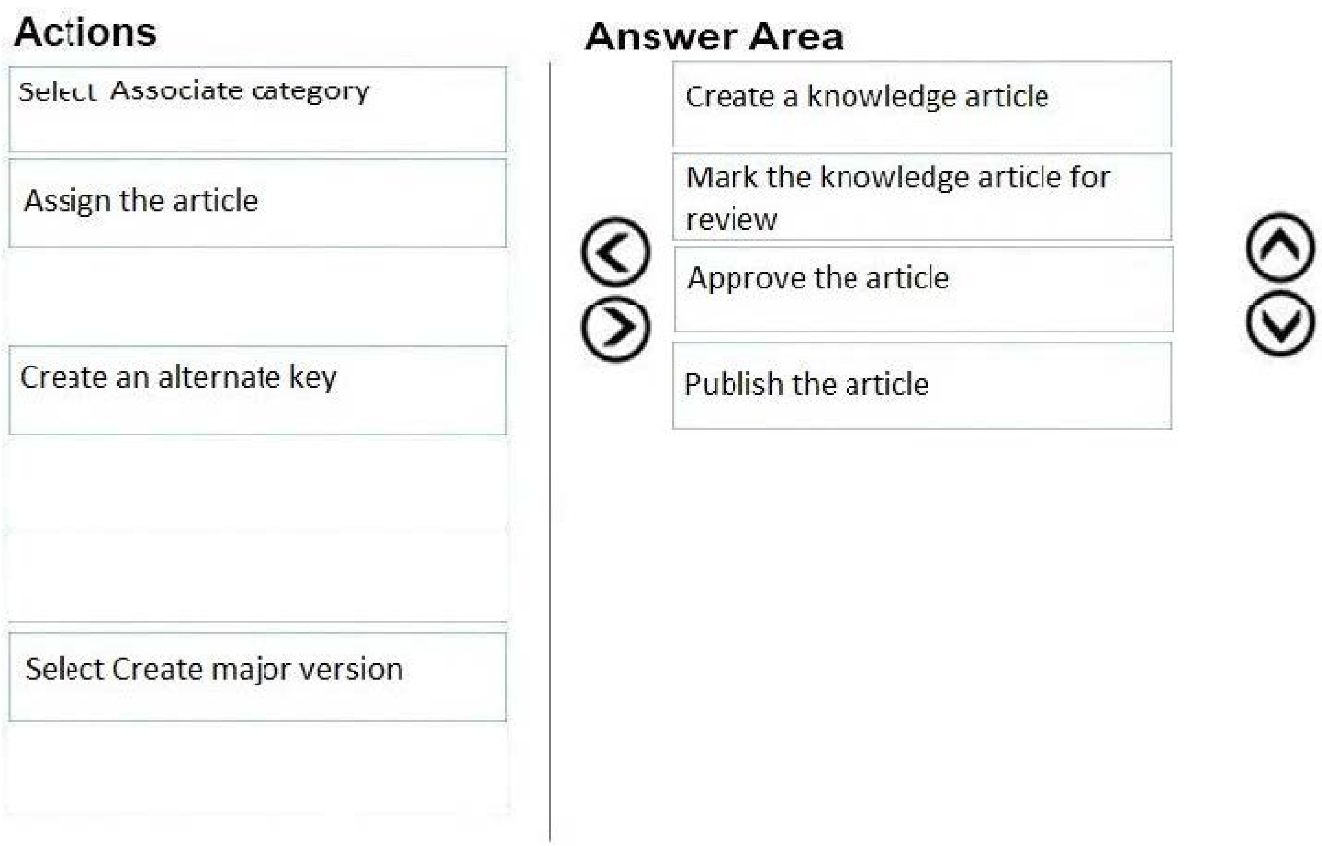
You need to ensure that all knowledge base articles are submitted for review and approval before they are made available to use.

Which four actions must be performed 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:



Correct Answer:



References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hub-user-guide-knowledge-article

QUESTION 5

You are customizing a Dynamics 36S Customer Service implementation for a company.

The company\\'s support center wants to open a chat channel in a Power Apps portal for their partners.

You need to add a chat widget in the portal.

What should you do?

A. Copy the code snippet from the chat form and paste it in the web template of the portal home page.

B. Copy the code snippet from the workstream form and paste it in the Chat Widget Code in Content Snippets.

C. Copy the code snippet from the workstream form and paste it in the web template of the portal home page.

D. Copy the code snippet from the char form and paste it in the Chat Widget Code in Content Snippets

Correct Answer: D

QUESTION 6

HOTSPOT

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	Survey type
Create a theme for the survey with the company logo and colors.	Basic survey Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	Basic survey Client-side routing Response routing Piping
Hide questions depending on the answer the candidate selects.	Basic survey Response routing Client-side routing Tagging
Populate the second question with answers from the first question.	Piping Response routing Client-side routing Tagging

Correct Answer:

Answer Area

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	Basic survey Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	Basic survey Client-side routing Response routing Piping
Hide questions depending on the answer the candidate selects.	Basic survey Response routing Client-side routing Tagging
Populate the second question with answers from the first question.	Piping Response routing Client-side routing Tagging

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

QUESTION 7

HOTSPOT

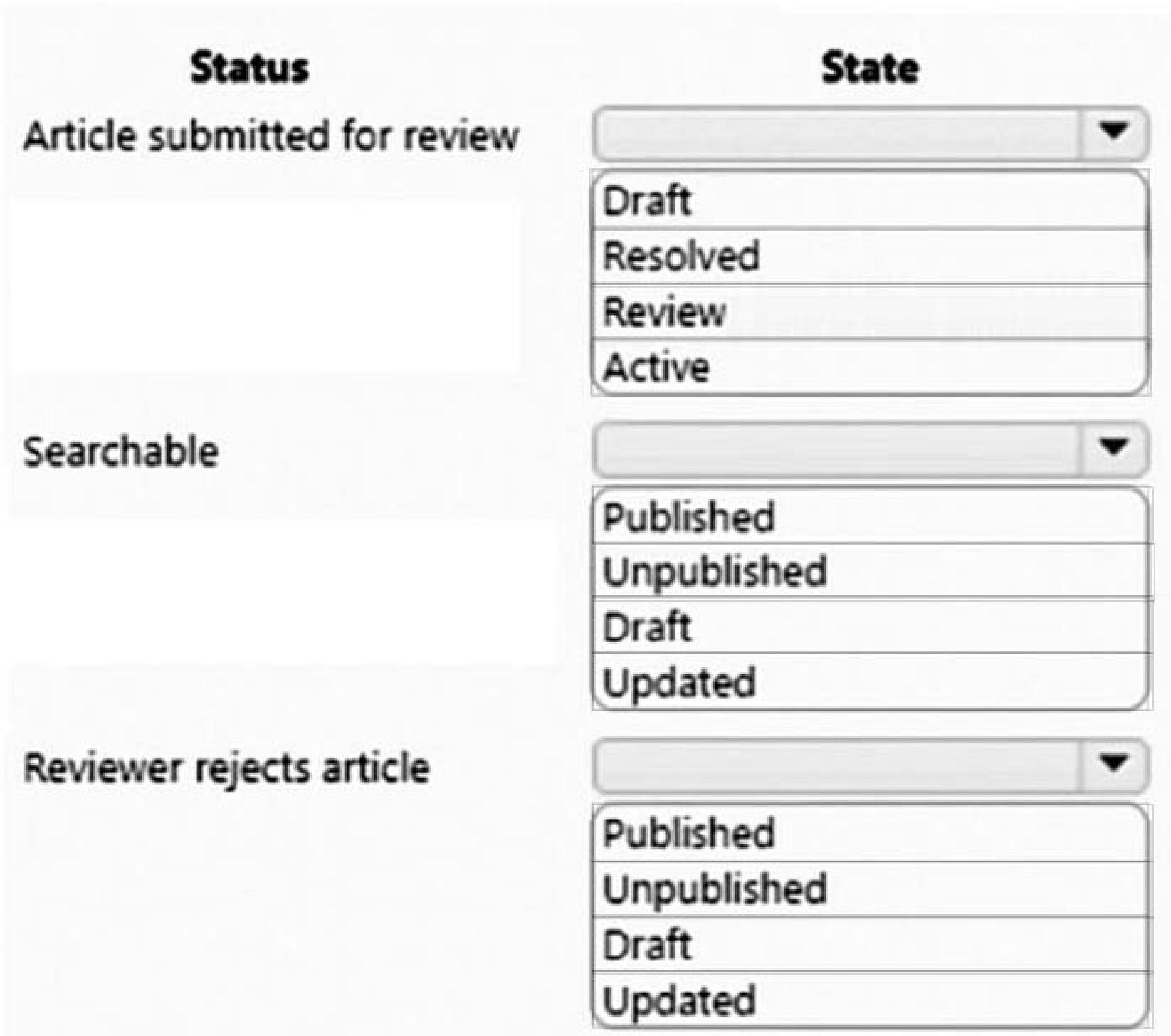
A client wants to use the knowledge base in Dynamics 365 Customer Service.

You need to identify the state of a knowledge base article when an event occurs.

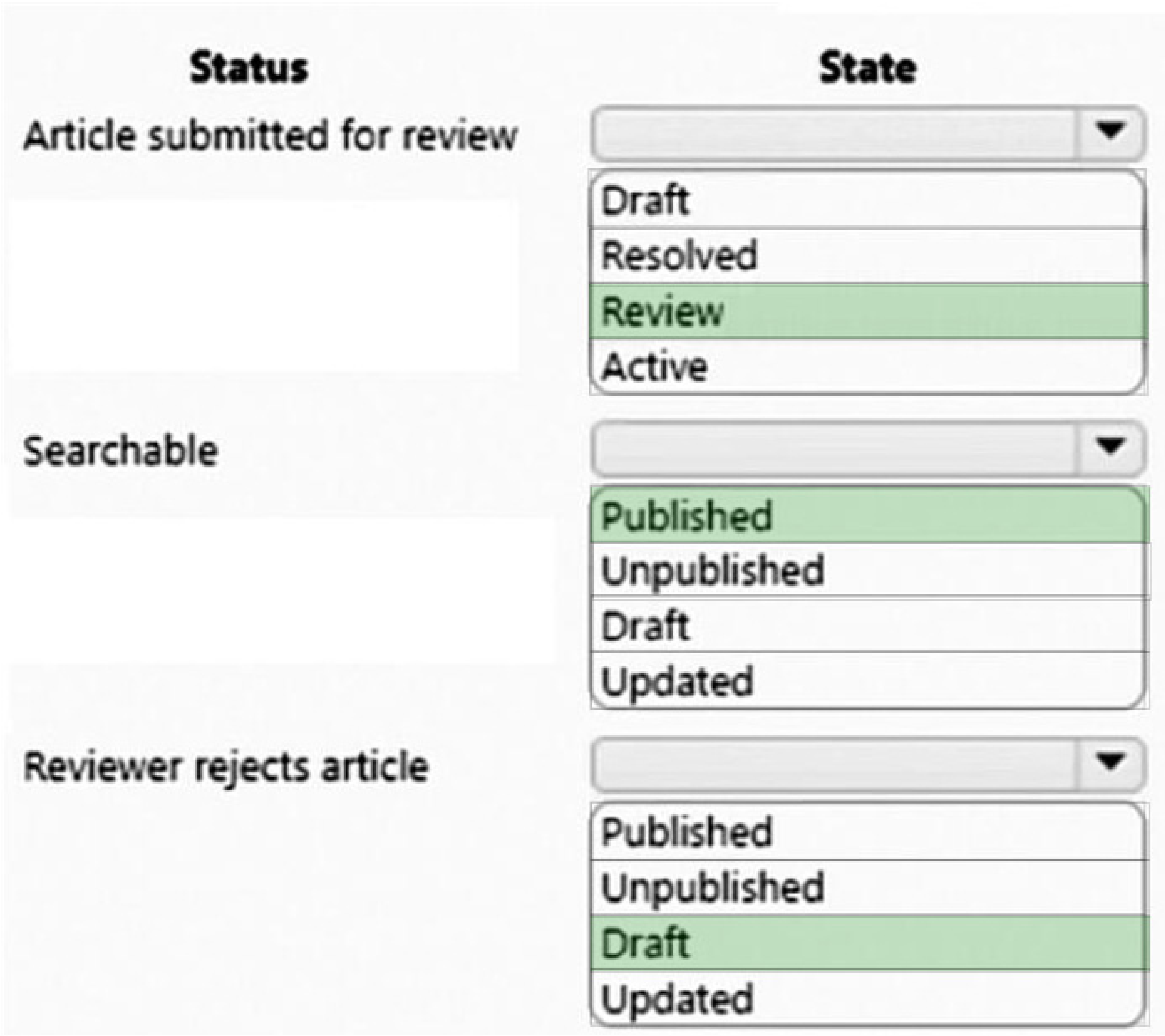
What are the states of the articles? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Box 1: Review

Review - The draft version of the article is sent to reviewers to approve or reject.

Mark a knowledge article for review

To ensure that the content you\\'ve created is accurate, have someone review it.

You can mark an article for review or directly assign it to a specific person or queue. When you mark an article for review, it starts appearing in the knowledge manager\\'s dashboard. The knowledge manager can then assign the article to

specific team members or a queue for review.

Box 2: Published

When you approve the content of an article, it means that the content is ready to be consumed by other customer service reps, and also ready to be published.

On the Business process bar, in the Review stage, in the Review field, select Approve.

The article is now ready to be published.

Box 3: Draft

Draft - The article is in the process of being created. Note: A versioned knowledge article in the Draft state can be modified only by the author or reviser with the contribute access to the knowledge base, owner of a knowledge base, users with

the admin and knowledge_admin role, and ownership group members, if ownership group is added to the article.

QUESTION 8

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/

QUESTION 9

HOTSPOT

You need to configure each escalation scenario.

Which configuration should you use for each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Configuration
Escalation workstreams	One routing rule that includes both escalations and regular tickets Two routing rules: one for escalations and one for regular tickets Code snippet to engage a bot Bot channel from the Microsoft Azure portal
Escalation handling tool	Power Virtual Agents Unified Service Desk Customer Service Insights Customer Insights

Correct Answer:

Answer Area

Scenario	Configuration
Escalation workstreams	One routing rule that includes both escalations and regular tickets Two routing rules: one for escalations and one for regular tickets Code snippet to engage a bot **Bot channel from the Microsoft Azure portal**
Escalation handling tool	**Power Virtual Agents** Unified Service Desk Customer Service Insights Customer Insights

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

QUESTION 10

HOTSPOT

You need to meet the automatic case creation requirements.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Case Action
Email received about a product issue form an existing customer is not creating a new record	Activate a record creation rule Click on convert to a case Activate a record creation plugin Click on new case
Email received from an unknown user about a product issue	Click on convert to case and add account Choose condition parameter needed in record creation rule Choose condition parameter in plug-in Click on new case and type in information

Correct Answer:

Answer Area

Scenario	Case Action
Email received about a product issue form an existing customer is not creating a new record	Activate a record creation rule Click on convert to a case Activate a record creation plugin Click on new case
Email received from an unknown user about a product issue	Click on convert to case and add account Choose condition parameter needed in record creation rule Choose condition parameter in plug-in Click on new case and type in information

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-case-from-email

https://cloudblogs.microsoft.com/dynamics365/it/2017/07/25/convert-email-to-a-case-with-a-few-clicks-in-dynamics-365-app-for-outlook/

QUESTION 11

A company implements Customer Service

You enable Customer Service historical analytics.

You need to identify which feature is enabled automatically when Customer Service historical analytics is enabled.

Which feature should you identify?

A. Real-time customer sentiment

B. Forecasting

C. AI topic clustering

D. AI suggestions

Correct Answer: A

QUESTION 12

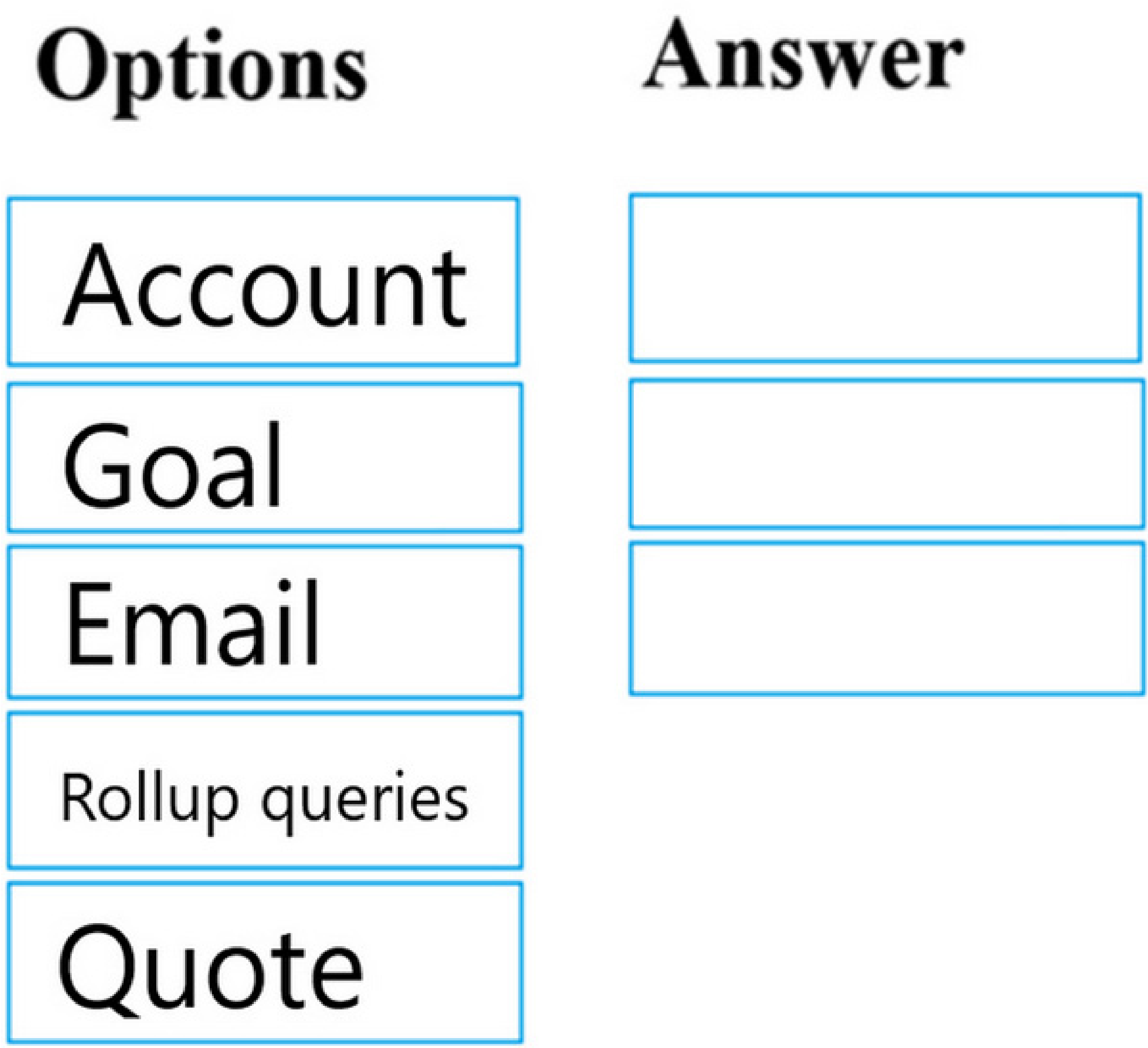
DRAG DROP

Your company makes use of Dynamics 365 for Customer Service.

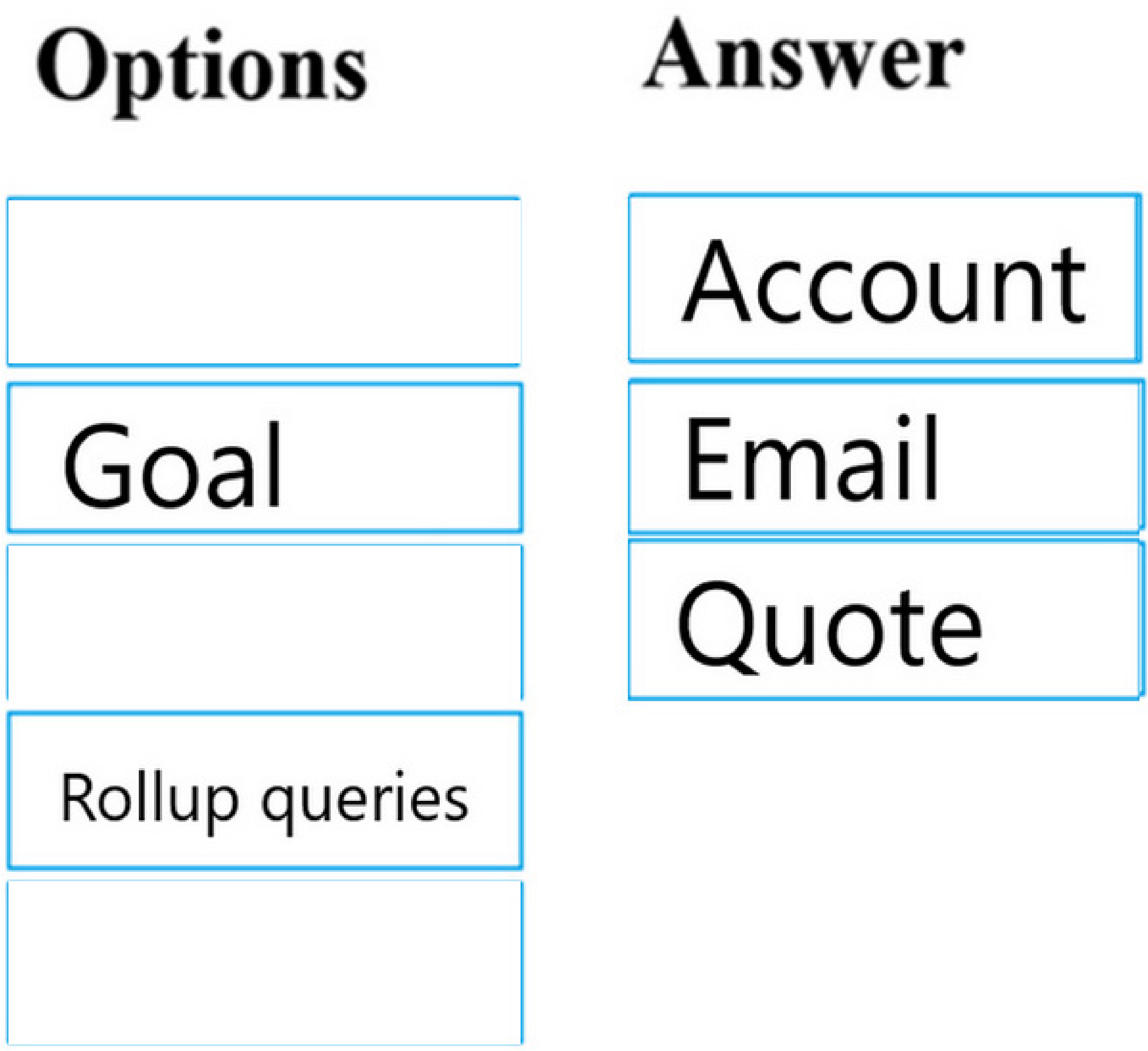
You have been tasked with generating business process flows. You need to make use of the necessary entities.

Which of the following options would you use? Answer by dragging the correct options from the list to the answer area.

Select and Place:



Correct Answer:



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

QUESTION 13

HOTSPOT

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.	Create a system view Create a personal view
View multiple lists on a single screen.	Configure the group by on an editable grid Create an interactive experience dashboard

Correct Answer:

Answer Area

Case scenario	Value
Create a list of cases that are one month old.	Create a system view Create a personal view
View multiple lists on a single screen.	Configure the group by on an editable grid Create an interactive experience dashboard

QUESTION 14

You need to configure the system so that an email is sent to a manager about the SLAs according to the requirements. What should you configure?

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 studyTo 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. Failure Action

B. Warning Action

C. Applicable When

D. Success Criteria

E. Success Action

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

QUESTION 15

You are using Dynamics 365 Customer Service to create and activate entitlements.

Customer service representatives state that the entitlement status is set to Waiting, and they cannot use the entitlement. You must ensure customer service representatives can use the entitlement.

You need to identify the entitlement issue.

What is the cause of the issue?

A. The Products or Contact field values have not been configured before activation.

B. The start date of the entitlement is in the future.

C. The entitlement has expired and is awaiting renewal.

D. The end date of the entitlement has been incorrectly configured to a date that has already passed.

Correct Answer: B

If the start and end date of the entitlement fall in the future, the status of the entitlement is set to Waiting. On the start date, the status automatically changes to Active. If the end date is in the past, the entitlement is set to Expired.

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