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NEW QUESTION: 1

You are configuring a single business process flow in Dynamics 365 for Customer Service. You need to design the business process flow.

What should you do?

- A. Merge peer branches to a single stage when merging branches.
- B. Span the process across 10 unique entities.
- C. Combine multiple conditions in a rule by using both the AND and OR operators.
- D. Use 40 steps per stage.

Answer: ([SHOW ANSWER](#))

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/enhance-business-process-flows-branching>

NEW QUESTION: 2

You view the interactive dashboard in the Microsoft Dynamics 365 Customer Service Hub.

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.

Answer:

NEW QUESTION: 3

You are a Microsoft Dynamics 365 for Customer Service administrator. You create an article for a knowledge base. A reviewer selects articles for review.

You approve some articles and revert some articles to draft status.

For each action, what should you do next? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 4

You view the interactive dashboard in the Microsoft Dynamics 365 Customer Service Hub. 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.

Answer:

NEW QUESTION: 5

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution. After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Email, and then select the queue. Configure autoresponse settings.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: ([SHOW ANSWER](#))

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/automatically-createcase-from-email>

NEW QUESTION: 6

You have an entitlement that allows 15 cases to be opened by phone.

After the 15 cases are opened by phone, you discover that additional cases are being opened by using email, the Internet and Facebook.

You need to ensure that cases can be submitted for the entitlement only by using the phone.

What should you do?

- A. Change the Decrease Remaining On setting.
- B. Add entitlement channels that have a total term of 0.
- C. Create a routing rule.
- D. Set the default entitlement.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 7

You are a customer service manager for a company using Dynamics 365 for Customer Service.

You need to set up queues to manage support. You assign a team to each queue.

What type of queue should you configure?

- A. Personal
- B. Private
- C. Business unit
- D. Public

Answer: B ([LEAVE A REPLY](#))

Explanation

Section: Topic 3, Manage queues, entitlements, and SLAs

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-ac>

NEW QUESTION: 8

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.

Answer:

Explanation

References:

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

NEW QUESTION: 9

You are configuring a single business process flow in Dynamics 365 for Customer Service.

You need to design the business process flow.

What should you do?

- A. Merge peer branches to a single stage when merging branches.
- B. Span the process across 10 unique entities.
- C. Combine multiple conditions in a rule by using both the AND and OR operators.
- D. Use 40 steps per stage.

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/enhance-business-process-flows-branching>

NEW QUESTION: 10

You are a Dynamics 365 for Customer Service administrator.

Your company requires a new phone-to-case business process flow for customer service representatives to follow.

The stages are as follows:

- * Verification
- * Acknowledgement and research
- * Resolution

Customer service representatives must send an email to the customer when a case enters the acknowledgement-and-research stage.

You need to create the required business process flow and components.

Which three 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.

Answer:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-process-flow>

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/workflow-processes>

NEW QUESTION: 11

Hotspot Question

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.

Answer:

NEW QUESTION: 12

Customer service representatives are not able to manually add service-level agreements (SLAs) to a record.

You need to enable on-demand SLAs.

What should you do?

- A. Configure the scope of the workflow
- B. Publish the on-demand SLA
- C. Activate the SLA
- D. Request an administrator to add the SLA field to the entity form

Answer: D (LEAVE A REPLY)

Explanation/Reference:

References:

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

NEW QUESTION: 13

You are a Dynamics 365 for Customer Service system administrator.

You need to create service-level agreements (SLAs) to meet company requirements.

What SLA types should you use? To answer, drag the appropriate SLA types to the correct requirements. Each SLA type 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.

Answer:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-levelagree>

NEW QUESTION: 14

You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type 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.

Answer:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-ac>

NEW QUESTION: 15

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.

Answer:

References:

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

NEW QUESTION: 16

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.

Answer:

Explanation

Graphical user interface, text, application, email Description automatically generated

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>

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NEW QUESTION: 17

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

Answer: ([SHOW ANSWER](#))

Reference:

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

NEW QUESTION: 18

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.

Answer:

Explanation

References:

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

NEW QUESTION: 19

Which two of the following are valid routing rule actions? Each correct answer presents part of the solution.

- A. Route to Queue
- B. Cancel Case
- C. Send Email
- D. Assign to User/Team

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 20

You are configuring a Dynamics 365 for Customer Service instance.

Customer service manager cannot create new entitlements for customer service representatives.

You need to ensure that customer service managers can add new entitlement templates and knowledge base records for customer service representatives.

Which access levels should you apply? To answer, select the appropriate options in the answer area.

NOTE:Each correct selection is worth one point.

Answer:

NEW QUESTION: 21

You use Dynamics 365 for Customer Service.

You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE:Each correct selection is worth one point.

Answer:

NEW QUESTION: 22

You are deploying a Unified Service Desk (USD) application.

For which three scenarios can you attach an action call? Each correct answer presents a complete solution.

- A. An agent script is run or an answer is clicked.
- B. A threshold is reached in a Microsoft Power BI report.

- C. Client diagnostic logging is turned on.
- D. A window navigation rule is processed.
- E. A toolbar button is clicked.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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 private.

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

Set up the support queue to be private.

Does the solution meet the goal?

A. Yes

B. No

Answer: A ([LEAVE A REPLY](#))

Reference:

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

NEW QUESTION: 24

You are a Dynamics 365 for Customer Service administrator. The organization has multiple business process flows for warranty management.

You need to manage business process flows.

What should you configure? To answer, select the appropriate configuration in the answer area.

NOTE:Each correct selection is worth one point.

Answer:

NEW QUESTION: 25

You are a system administrator for Dynamics 365 for Customer Service.

All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.

You need to configure cases.

What should you do?

- A.** Set the closure preference setting to Don't allow parent case closure until all child cases are closed.
- B.** Set the closure preference setting to Don't allow parent case closure until all child cases are closed. In Settings, navigate to Customizations. On the case entity, update the Incident-Incident Resolution case relationship field mapping to include the fields.
- C.** Create a business rule.
- D.** Add the product and case type fields as fields that child cases will inherit from the parent case. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.

Answer: D (LEAVE A REPLY)

Section: Topic 2, Manage cases and the knowledge base

NEW QUESTION: 26

You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search.

You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to:

- * Elevator
- * Motor
- * Sizing

How should you configure the search? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results>

NEW QUESTION: 27

You manage a Dynamics 365 for Customer Service environment. You create and activate a routing rule.

You need to modify the routing rule to target a queue instead of a user. You navigate to routing rule sets.

What should you do first?

- A.** Deactivate the routing rule.
- B.** Select Edit to the command bar.
- C.** Use Lookup to specify the Add to queue value.

D. Toggle the radio button for Route from user/team to queue.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 28

You are a customer service manager using Dynamics 365 for Customer Service.

You need to restrict support to the products that a customer has purchased.

What should you do?

- A. Add the products to the case
- B. Add the products to the customer's entitlement
- C. Add the product to the account
- D. Add the products to the customer

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 29

You are a Dynamics 365 for Customer Service administrator.

Your company provides standard support contracts for 20 hours of email support. Phone is offered as a premium service in allotments of 10 incidents.

You need to set up an entitlement template for the standard support.

What should you configure?

- A. Set the value of the Total terms field for an entitlement to 20.

Set the entitlement channel option to

Set the value of the Total terms field to

Add the Phone option. Set the value of the Total Terms field to

- B. Set the value of the Total terms field for an entitlement to

Set the entitlement channel option to . Set the value of the Total terms field to 0.

Add the Phone option.

Set the value of the Total Terms field to

- C. Set the value of the Total terms field for an entitlement to 20.

Set the entitlement channel option to Phone.

Set the value of the Total terms value to 20.

- D. Set the value of the Total terms field for an entitlement to 20.

Set the entitlement channel option to Email. Set the value of the Total terms field to 20.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 30

A client plans to implement a case resolution process.

Which field types does the Case Resolution form use? To answer, select the appropriate options in the answer area.

NOTE:Each correct selection is worth one point.

Answer:

NEW QUESTION: 31

You are a system administrator for Dynamics 365 for Customer Service.

All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.

You need to configure cases.

What should you do?

- A.** Set the closure preference setting to Don't allow parent case closure until all child cases are closed.
- B.** Set the closure preference setting to Don't allow parent case closure until all child cases are closed. In Settings, navigate to Customizations. On the case entity, update the Incident-Incident Resolution case relationship field mapping to include the fields.
- C.** Create a business rule.
- D.** Add the product and case type fields as fields that child cases will inherit from the parent case. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.

Answer: D ([LEAVE A REPLY](#))

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NEW QUESTION: 32

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

You need to configure VoC to ensure that recipients can unsubscribe to surveys.

Which two survey features should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A.** Add an Unsubscribe check box after each question.
- B.** Set the Allow unsubscribe setting to Yes.
- C.** Give users the option to unsubscribe from different features of the survey.
- D.** Configure the survey to display when Dynamics 365 customers receive email and enable the Unsubscribe option.

Answer: B,D ([LEAVE A REPLY](#))

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey#add-the-unsubscribe-option-to-a-survey>

NEW QUESTION: 33

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.

Answer:

NEW QUESTION: 34

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Clone the satisfaction survey and customize the questions.

Does the solution meet the goal?

A. Yes

B. No

Answer: A (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basic-survey#clone-or-import-an-existing-survey>

NEW QUESTION: 35

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.

Answer:

Reference:

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

NEW QUESTION: 36

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution. After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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: For a new action named Ready for review, disable the As a business process flow action step option.

Does the solution meet the goal?

A. Yes

B. No

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

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.

Answer:

References:

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

NEW QUESTION: 38

You have a Microsoft Dynamics 365 environment and you are using Unified Service Desk (USD) in a call center scenario. Users must be able to ask their customers questions that will trigger defined follow on actions.

You need to provide users with guidance for their customer interactions.

What should you use?

A. agent scripts

B. CRM dialogs

C. CRM workflows

D. knowledge management

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 39

You are a Dynamics 365 for Customer Service administrator.

You must track time against enhanced service-level agreements (SLAs).

You need to add a timer.

Which three 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.

Answer:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add-timer-forms-tracktim>

NEW QUESTION: 40

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

Answer: B,D,E ([LEAVE A REPLY](#))

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

NEW QUESTION: 41

You have a Microsoft Dynamics 365 environment.

You implement Field Service.

You need to check the work order instructions in the Field Service mobile app.

Which tab on the work order contains instructions?

- A. Incidents
- B. Booking
- C. Info
- D. Other

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 42

You are customizing a Dynamics 365 for Customer Service implementation.

The call center manager requires a visual representation that includes the number of resolved cases by month for each call center agent. The chart must be visible to all users within the service area.

You need to create the chart.

Which three 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.

Answer:

NEW QUESTION: 43

A company implements Dynamics 365 for Customer Service. You are assigned a case.

You accidentally close the case before completing your work.

You need to ensure that you can continue to work on the case.

What should you do?

A. Change the status reason to In Progress

B. Reassign the case

C. Reactivate the case

D. Clone the case

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 44

Customer service representatives are not able to manually add service-level agreements (SLAs) to a record.

You need to enable on-demand SLAs.

What should you do?

A. Configure the scope of the workflow

B. Publish the on-demand SLA

C. Activate the SLA

D. Request an administrator to add the SLA field to the entity form

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 45

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.

Answer:

Reference:

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

NEW QUESTION: 46

Your organization uses enhanced service level agreements (SLA's).

You need to create a view that displays the SLA failure and succeeded time for data related to a case.

Which entity should you use to select the fields?

- A. SLA Item
- B. enhanced SLA C
- C. SLA KPI Instance
- D. SLA

Answer: C ([LEAVE A REPLY](#))

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NEW QUESTION: 47

A client plans to implement a case resolution process.

Which field types does the Case Resolution form use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 48

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Clone the satisfaction survey and customize the questions.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: ([SHOW ANSWER](#))

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basicsurvey#clone-or-import-an-existing-survey>

NEW QUESTION: 49

Drag and Drop Question

You manage Dynamics 365 for Customer Service.

You need to create a list of holidays and ensure that existing service-level agreements (SLAs) observe those holidays.

Which three 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.

Answer:

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-customer-service-schedule-define-work-hours>

NEW QUESTION: 50

You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type 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.

Answer:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-ac>

NEW QUESTION: 51

You release an item from a queue.

What is the outcome?

- A. The current routing rule is applied.
- B. The value from the Worked By field is removed.
- C. The record is returned to the originating queue.
- D. The record is removed from the current queue and placed in the user's personal queue.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 52

You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search.

You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to:

Elevator

Motor

Sizing

How should you configure the search? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results>

NEW QUESTION: 53

Hotspot Question

You are a Dynamics 365 for Customer Service administrator. The organization has multiple business process flows for warranty management.

You need to manage business process flows.

What should you configure? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 54

A company has the following business units:

- * Call center
- * Customer service
- * Digital response
- * Escalation

The security roles have not been modified. The customer service business unit is the parent of all other business units. Each business unit has its own queues. Customer service cases are routed to the appropriate individuals by using the queues.

You need to ensure that a specific user within the customer service business unit can read all queues within the parent and child business units.

Which security role should you assign to the user?

- A. Customer service manager
- B. Scheduler
- C. Customer service representative
- D. System customizer

Answer: A (LEAVE A REPLY)

Section: Topic 1, Perform Configuration

NEW QUESTION: 55

You are a Dynamics 365 for Customer Service system administrator.

You need to create service-level agreements (SLAs) to meet company requirements.

What SLA types should you use? To answer, drag the appropriate SLA types to the correct requirements. Each SLA type 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.

Answer:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-level-agree>

NEW QUESTION: 56

You plan to create an entitlement template.

You need to identify which types of records can be associated to the template.

What are the possible record types that you can associate to the template? Each correct answer presents a complete solution.

- A. contacts
- B. products
- C. service level agreement (SLA)
- D. account

Answer: A,B,C,D ([LEAVE A REPLY](#))

NEW QUESTION: 57

A company has the following business units:

Call center

Customer service

Digital response

Escalation

The security roles have not been modified. The customer service business unit is the parent of all other business units. Each business unit has its own queues. Customer service cases are routed to the appropriate individuals by using the queues.

You need to ensure that a specific user within the customer service business unit can read all queues within the parent and child business units.

Which security role should you assign to the user?

- A. Scheduler
- B. System customizer
- C. Customer service representative

D. Customer service manager

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 58

You manage Dynamics 365 for Customer Service.

You need to configure automatic case creation for emails received by customers who have a support contract.

What should you do?

- A. Configure service level agreements to be on hold until a call can be made to the customer.
- B. Create an automatic record creation and update rule. Set the source type to email. Configure the rule to send automatic email responses to customers when records are created.
- C. Create an automatic record creation and update rule. Set the source type to service activity. Configure the rule to send automatic email responses to customers when records are created.
- D. Create an automatic record creation and update rule. Set the source type to email. If a valid entitlement exists, configure the rule to create a case.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

You install Microsoft Dynamics 365.

Which three knowledge base article templates are available? Each correct answer presents a complete solution.

- A. Solution to a Problem
- B. Standard KB Article
- C. Case Escalation
- D. Coverage Dates
- E. Procedure

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 60

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.

Answer:

Explanation

References:

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

NEW QUESTION: 61

You are implementing Dynamics 365 for Customer Service.

You need to set up available working hours to help desk representatives who have varying schedules.

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

NOTE: Each correct selection is worth one point.

Answer:

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NEW QUESTION: 62

Drag and Drop Question

You are a Dynamics 365 for Customer Service administrator. You are using Voice of the Customer and are reviewing survey A survey responder marked 10 percent for overall satisfaction.

You need to ask additional questions based on the response.

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.

Answer:

Explanation:

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

NEW QUESTION: 63

Drag and Drop Question

You are a Dynamics 365 for Customer Service administrator.

You need to import cases from a file without applying routing rules.

Which three 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.

Answer:

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rules-automatically-route-cases>

NEW QUESTION: 64

Hotspot Question

You are using Dynamics 365 for Customer Service. You have existing routing rules.

You need to create a routing rule for cases and bulk-import cases.

Which actions should you perform? To answer, select the appropriate action in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 65

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Clone the satisfaction survey and customize the questions.

Does the solution meet the goal?

A. Yes

B. No

Answer: ([SHOW ANSWER](#))

Section: Topic 4, Configure Voice of the Customer

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basic-survey#clone-or-import-an-existing-survey>

NEW QUESTION: 66

You are a Dynamics 365 system administrator.

Your customer service team must define goal metrics to track and measure all resolved cases.

You need to create a goal metric with a rollup field.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-goal-metric>

NEW QUESTION: 67

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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: For a new action named Ready for review, disable the As a business process flow action step option.

Does the solution meet the goal?

A. Yes

B. No

Answer: B ([LEAVE A REPLY](#))

Section: Topic 1, Perform Configuration

NEW QUESTION: 68

You are a Dynamics 365 Customer Service administrator. You are creating a customer service schedule.

You need to ensure that the schedule shows the correct time zone for available customer service hours.

What should you do?

A. Set the time zone in each customized schedule.

B. Allow the system to automatically convert to each user's time zone when a user signs in.

C. Set the time zone in Dynamics 365 personal options.

D. Set the time zone to GMT (Coordinated Universal Time) to enable conversion when you sign in.

Answer: A ([LEAVE A REPLY](#))

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-customer-service-schedule-definework-hours>

NEW QUESTION: 69

Hotspot Question

A company implements Dynamics 365 for Customer Service.

Which status reason is used for each case status? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 70

Drag and Drop Question

You are a Dynamics 365 system administrator.

Your customer service team must define goal metrics to track and measure all resolved cases.

You need to create a goal metric with a rollup field.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-goal-metric>

NEW QUESTION: 71

You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search.

You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to:

* Elevator

* Motor

* Sizing

How should you configure the search? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results>

NEW QUESTION: 72

You use Dynamics 365 for Customer Service.

You need to create business process flows.

Which three entities can you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Goal

B. Case

- C. Letter
- D. Social activity
- E. Rollup queries

Answer: ([SHOW ANSWER](#))

Section: Topic 1, Perform Configuration

NEW QUESTION: 73

You are a Dynamics 365 for Customer Service administrator.

You need to import cases from a file without applying routing rules.

Which three 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.

Answer:

- 1 - Add a column named Route Case to the import file
- 2 - Add the value No for casea that must not be routed
- 3 - Save and import the import file

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rulesautomatically-route-cases>

NEW QUESTION: 74

A company uses Dynamics 365 Customer Service. The company purchases Omnichannel for Customer Service.

The company wants the following requirements implemented without the need to license additional software:

The system must automatically ask questions before the chat begins.

Credit card information that a customer enters in a chat must not be visible to the agent.

You need to configure the options to meet the requirements.

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

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-pre-chat-survey>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/data-masking-settings>

NEW QUESTION: 75

You manage Dynamics 365 for Customer Service.

You need to create a list of holidays and ensure that existing service-level agreements (SLAs) observe those holidays.

Which three 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.

Answer:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-customerservice-s>

NEW QUESTION: 76

You manage a Dynamics 365 for Customer Service environment.

The entitlement for a customer ended last month. The customer must renew the entitlement and use the same parameters as the expired entitlement.

You need to create the entitlement for the customer.

What should you do?

- A. Delete the old entitlement. Create a new entitlement template.
- B. Make a copy of the old entitlement. Activate the copy.
- C. Create a new template with the dates and terms. Activate the template.
- D. In the old entitlement, zero out the remaining terms and the total terms. Activate the entitlement.
- E. Add the new end date to the current entitlement and set new terms. Activate the entitlement.

Answer: ([SHOW ANSWER](#)**)**

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NEW QUESTION: 77

You create and activate an entitlement for a customer. The entitlement is set to decrease allotment on case creation. The customer opens a case and you observe that the issue is caused by a bug on the software.

You need to ensure the customer allotment is not affected by this case.

What should you do?

- A. Cancel the case.
- B. Delete the case.
- C. Use the Do Not Decrement Entitlement Terms action.
- D. Use the Apply Routing Rule action.

Answer: A ([LEAVE A REPLY](#)**)**

NEW QUESTION: 78

You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.

You need to link the article to the case and share the article with the customer.

What is the solution for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within-record-dynamics-365>

NEW QUESTION: 79

A customer has three cases in process and two cases for the current calendar year.

You need to determine how many cases the customer has left on their entitlement.

How many cases are left?

A. 20

B. 22

C. 23

D. 25

Answer: C ([LEAVE A REPLY](#))

Reference:

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

NEW QUESTION: 80

Hotspot Question

You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.

You need to link the article to the case and share the article with the customer.

What is the solution for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within-record-dynamics-365>

NEW QUESTION: 81

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

Answer: A,B ([LEAVE A REPLY](#))

Reference:

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

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

NEW QUESTION: 82

You are a Dynamics 365 Customer Service administrator.

You need to add a new status reason to the case entity.

What are two possible ways to accomplish the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Navigate to Cases in the Customer Service Hub app. Open a record, edit the form, and then edit the Status reason field.
- B. Modify the existing solution and the case entity. Edit the status reason and add an additional status reason value.
- C. Create a new solution and add the existing Case entity. Select Status Reason and add a new value.
- D. Modify the existing solution. Add another entity named Status. Then, create a status reason field with additional options.

Answer: ([SHOW ANSWER](#))

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-status-reason-transitions-casemanagement>

NEW QUESTION: 83

You enable feedback for a Voice of the Customer survey.

What is the total number of questions allowed for the survey?

- A. 100
- B. 40
- C. 250
- D. 30

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 84

You are creating a new survey with the Voice of the Customer Survey designer.

Which two statements regarding the Voice of the Customer Survey designer are true? Each correct answer presents a complete solution.

- A. The Complete page must always display last.
- B. The Welcome page must always display first.
- C. Surveys can have up to three pages.
- D. Surveys can contain unlimited questions.

Answer: A,B (LEAVE A REPLY)

<https://neilparkhurst.com/2018/02/01/mb2-718-certification-microsoft-dynamics-365-customer-service-voice-of-the-customer-part-one/>

NEW QUESTION: 85

You are a Dynamics 365 for Customer Service administrator. You are using Voice of the Customer and are reviewing survey A survey responder marked 10 percent for overall satisfaction.

You need to ask additional questions based on the response.

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.

Answer:

Explanation

References:

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

NEW QUESTION: 86

You are using Dynamics 365 for Customer Service. You have existing routing rules.

You need to create a routing rule for cases and bulk-import cases.

Which actions should you perform? To answer, select the appropriate action in the dialog box in the answer area.

NOTE:Each correct selection is worth one point.

Answer:

NEW QUESTION: 87

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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 private.

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

Answer: B (LEAVE A REPLY)

Reference:

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

NEW QUESTION: 88

Case Study 2 - Lamna Healthcare

Background

Lamna Healthcare Company provides health care services to communities across the region. The company provides telehealth services only and does not offer in-person appointments. The company has staff that speak English and Spanish.

The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.

Current environment. Services

Lamna provides two types of appointments: wellness and sick. A doctor and a nurse are scheduled for each sick appointment. A doctor or a nurse are scheduled for wellness appointments.

Current environment. Employees

General

Employees are located in the Pacific and Eastern time zones.

Case representatives

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

All case representatives work eight-hour shifts. Case representatives typically focus on cases that involve one type of illness. The case representatives may back up others when call volumes are large.

Several case representatives speak both Spanish and English. The only company holidays the case representatives have off are New Year's Eve day and New Year's Day.

Customer satisfaction and escalation

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls. Case managers schedule shifts and are a point of escalation.

Requirements. System and resources

- * Each employee must use the system.
- * Case managers must be users in the system but must not be available for the scheduling rotation or manually assigned.
- * Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Cases

- * The system must support live chats, texting, and Twitter.
- * Case representatives must be able to chat, text, and tweet without exiting the system they use to track calls.
- * Case representatives must be able to chat live only with customers whose calls are routed or assigned to them.
- * Managers must be able to monitor all communication as well as add or delete quick replies.
- * Customer satisfaction representatives must be able to read agent scripts and workflows.
- * A live chat must pop up each time someone fills out the form to register for an appointment. The live chat must automatically be sent to the case representative who is best qualified to answer the question.
- * There are two type of queues: regular and escalated.
- * Tickets must be routed to the most qualified representative for the illness.
- * Tickets assigned to a representative must be automatically placed in that representative's queue.

Requirements. Chat escalation process

- * Each division must have one manager for escalations.
- * Patients who request an escalation from the website must automatically be routed to a chatbot. The patient will answer predefined questions and will be alerted that someone will call them back. Chat transcripts must be sent to the appropriate manager.
- * Only escalations must go to the chat bot.
- * You must create two types of Omnichannel queues: regular and escalated.
- * Only managers must be able to access the Omnichannel Insights dashboard.

Requirements. Managers

- * Managers must be able to review weekly productivity reports for representatives by using Omnichannel Insights dashboards.
- * Managers must be able to monitor patient moods during patients' conversations with representatives.
- * Managers must be able to determine whether a patient is feeling negative during a live chat with a representative.

Requirements. Appointments

- * Representatives must be able to schedule appointments and see everyone's free/busy time during their scheduled working hours.
- * Appointments must be scheduled by representatives in open time slots for nurses and doctors.
- * Nurses and doctors must be booked for 30-minute time slots.
- * Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Analytics

- * You must implement Customer Insights to keep track of how well representatives are managing customers' requests.
- * Analytics must be viewable only in the production environment.
- * You must ensure that only escalation managers can create workspaces and control access to workspaces
- * Case representatives must be rated on knowledge of their primary specialty and their backup specialty.
- * Case representatives must only be able to view workspaces.
- * Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.

You need to configure the system to notify managers about unhappy patients.

What should you do?

- A.** Configure Omnichannel Insights.
- B.** Set a routing rule for escalations.
- C.** Change the value of the Monitor real-time customer sentiment option to Yes.

Answer: C (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-monitor-real-time-customer-sentiment-sessions>

NEW QUESTION: 89

You use Dynamics 365 for Customer Service.

You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 90

You need to identify which actions are available in an enhanced service level agreement (SLA).

What are two possible actions that you can identify? Each correct answer presents a complete solution.

- A.** assigning records
- B.** sending email
- C.** on-demand workflow
- D.** prompt and response

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 91

You are a Dynamics 365 for Customer Service administrator. Your company provides support between 9 a.m.

and 5 p.m.

You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.

You need to enable service-level agreements (SLAs) for accounts.

In which order should you perform the actions? To answer, move all actions from the list to the answer area and arrange them in the correct order.

Answer:

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NEW QUESTION: 92

Drag and Drop Question

You are customizing a Dynamics 365 for Customer Service implementation.

The call center manager requires a visual representation that includes the number of resolved cases by month for each call center agent. The chart must be visible to all users within the service area.

You need to create the chart.

Which three 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.

Answer:

NEW QUESTION: 93

You are working as a functional consultant for Dynamics 365 Customer Service. No changes have been made to security roles.

You need to ensure that customer service representatives can process cases that have service-level agreements (SLAs) and entitlements. You must grant only the minimum privileges required.

How should you configure security? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

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

NEW QUESTION: 94

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer (VoC).

You need to ensure that VoC survey responses trigger an escalation in support.

Which workflow should you use?

- A. VoC - Process Survey Response
- B. VoC - Close Survey Activity
- C. VoC - Process NPS Response
- D. VoC - Process Face Response

Answer: ([SHOW ANSWER](#))

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

NEW QUESTION: 95

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Create custom question types. Add the custom question types to a new survey.

Customize the questions.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 96

You are customizing a Dynamics 365 for Customer Service implementation.

The call center manager requires a visual representation that includes the number of resolved cases by month for each call center agent. The chart must be visible to all users within the service area.

You need to create the chart.

Which three 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.

Answer:

NEW QUESTION: 97

You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search.

You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to:

* Elevator

* Motor

* Sizing

How should you configure the search? To answer, select the appropriate options in the answer area.

NOTE:Each correct selection is worth one point.

Answer:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results>

NEW QUESTION: 98

You are implementing Dynamics 365 for Customer Service.

You need to set up available working hours to help desk representatives who have varying schedules.

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

NOTE:Each correct selection is worth one point.

Answer:

NEW QUESTION: 99

Hotspot Question

You use Dynamics 365 for Customer Service.

You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 100

You are a Dynamics 365 for Customer Service administrator.

Your company is trying to determine whether it needs to use standard or enhanced service-level agreements (SLAs).

You need to configure SLAs based on the requirements.

Which type of SLAs should you use? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 101

You implement the Unified Service Desk (USD).

Which three of the following objects are events? Each correct answer presents a complete solution.

- A. Realignwindow
- B. DesktopReady
- C. BrowserDocumentComplete
- D. SessionClosing
- E. FireEvent

Answer: B,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 102

You are a Dynamics 365 Customer Service administrator.

You need to add a new status reason to the case entity.

What are two possible ways to accomplish the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Navigate to Cases in the Customer Service Hub app.
Open a record, edit the form, and then edit the Status reason field.
- B. Modify the existing solution and the case entity.
Edit the status reason and add an additional status reason value.
- C. Create a new solution and add the existing Case entity.
Select Status Reason and add a new value.
- D. Modify the existing solution.
Add another entity named Status.
Then, create a status reason field with additional options.

Answer: ([SHOW ANSWER](#))

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-status-reason-transitions-case-management>

NEW QUESTION: 103

You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type 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.

Answer:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-activities-cases>

NEW QUESTION: 104

A Dynamics 365 Customer Service organization uses routing rules to escalate cases. Security roles have not been modified or created.

You need to modify the routing rule set that is currently in use and enforce the principle of least privilege.

Which five 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.

Answer:

- 1 - Verify that you have the customer service manager security role.
- 2 - Navigate to Routing rule sets.
- 3 - Deactivate the routing rule set.
- 4 - Edit the routing rule set.
- 5 - Activate the routing rule set.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases>

NEW QUESTION: 105

You view the interactive dashboard in the Microsoft Dynamics 365 Customer Service Hub.

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.

Answer:

NEW QUESTION: 106

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Service activity, and then select the queue.

Does the solution meet the goal?

A. Yes

B. No

Answer: B (LEAVE A REPLY)

Section: Topic 1, Perform Configuration

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NEW QUESTION: 107

You are a Dynamics 365 for Customer Service administrator. The organization has multiple business process flows for warranty management.

You need to manage business process flows.

What should you configure? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 108

You manage Dynamics 365 for Customer Service.

You need to configure automatic case creation for emails received by customers who have a support contract.

What should you do?

A. Create an automatic record creation and update rule.

Set the source type to service activity.

Configure the rule to send automatic email responses to customers when records are created.

B. Create an automatic record creation and update rule.

Set the source type to email.

Configure the rule to send automatic email responses to customers when records are created.

C. Create an automatic record creation and update rule.

Set the source type to email. If a valid entitlement exists, configure the rule to create a case.

D. Configure service level agreements to be on hold until a call can be made to the customer.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 109

You are customizing a Dynamics 365 for Customer Service implementation.

The call center manager requires a visual representation that includes the number of resolved cases by month for each call center agent. The chart must be visible to all users within the service area.

You need to create the chart.

Which three 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.

Answer:

- 1 - Navigate to Settings, and then select solutions. Verify that the case entity is in the solution.
- 2 - In the solution, navigate to the case entity and select Charts
- 3 - Create and configure the chart

NEW QUESTION: 110

You are configuring a Dynamics 365 for Customer Service instance.

Customer service manager cannot create new entitlements for customer service representatives.

You need to ensure that customer service managers can add new entitlement templates and knowledge base records for customer service representatives.

Which access levels should you apply? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 111

You need to ensure that customers cannot open more cases than they are allowed.

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.

Answer:

Explanation

Text, table Description automatically generated with medium confidence

Reference:

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

NEW QUESTION: 112

You send surveys to customers who have opened cases within the past month.

You need to send a summary of the survey results to individuals who do not have a Dynamics 365 license.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create a view with the data, and then email a link.
- B. Run the survey summary report. Send a link to the report from within Dynamics 365.
- C. Run the survey summary report. Print the report to a PDF file. Send the PDF file to the users.
- D. Create a dashboard of the survey summary reports and share the dashboards with the users.
- E. Run the summary report. Export the report to Microsoft Excel. Send the Excel file to the users.

Answer: C,E ([LEAVE A REPLY](#))

NEW QUESTION: 113

You use Dynamics 365 for Customer Service.

You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 114

You are a customer service manager using Dynamics 365 for Customer Service.

You need to restrict support to the products that a customer has purchased.

What should you do?

- A. Add the product to the account
- B. Add the products to the case
- C. Add the products to the customer's entitlement
- D. Add the products to the customer

Answer: C ([LEAVE A REPLY](#))

Section: Topic 3, Manage queues, entitlements, and SLAs

NEW QUESTION: 115

Case Study 1 - Humongous Insurance

Background

Humongous Insurance is contracted to process all insurance claims for a health facility that accepts the following types of health insurance:

- * Health maintenance organization (HMO)
- * Preferred-provider organization (PPO)
- * Gold

Cases are classified as new claims, claim disputes, and follow-ups. Each insured person is entitled to open 25 new cases each calendar year.

Support representatives specialize by and process claims by insurance type.

Humongous Insurance currently accepts claims only by telephone. The call center is open from

06:00 GMT to 24:00 GMT daily. Call center staff work one of the following shifts: 06:00 GMT to 12:00 GMT, 12:00 GMT to 18:00 GMT, and 18:00 GMT to 24:00 GMT.

When a case is received by email, a staff member categorizes the case as email and closes the case immediately.

Current environment

- * Humongous Insurance has three departments to handle claim types: HMO, PPO, and Gold.
- * The company uses handwritten forms to send claims information to the correct department.
- * Each department maintains a workbook to record calls received.

Requirements. Support desk

- * Configure the system to track the number of insurance claims filed each year.
- * Categorize claims by type as they are opened.
- * Configure the system to track staff responsiveness to service-level agreements (SLAs).
- * Ensure that business hours reflect the hours that support staff are scheduled.

Requirements. Case handling

- * All new cases must be automatically placed into a queue based on insurance type after the type is selected.
- * All insurance types need to be automatically moved to the proper queue when the subject is picked.
- * All cases must be created and closed immediately when received.
- * The status reason must be set to Email Sent or Phone Call.
- * Information must be restricted by insurance and phone call type.
- * Managers must be alerted when customers reach their limit of 25 cases for the year.
- * Changes to cases must not be counted against entitlements until the case is closed.

Requirements. Disputes

- * Claim disputes must be categorized as low priority.
- * The status for all disputed cases must be set to Review by a Manager before a disputed case may be closed.

Requirements. Knowledge base

- * A knowledge base must be used as a repository for all answers.
- * Representatives must be able to search the knowledge base when opening a new case for similar claims.
- * Representatives must be able to search across all entities at all times.
- * Searches must check any field in the entity for matches in a single search.
- * Searches must return results in a single list and sort the list so that the most relevant results appear at the top of the list.
- * Representatives must be able to link the knowledge base to cases when applicable.
- * Representatives must create a new knowledge base article if an answer is not found in the existing knowledge base.
- * Representatives must be able to use SQL-like syntax to search the knowledge base.

Requirements. Service-level agreements

When a customer calls to open a claim, the company must respond to the caller within the following time frames:

Requirements. Alerts

- * Cases must be flagged when they are past the SLA threshold.
- * An email alert must be sent to the manager to indicate an SLA noncompliance.
- * An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.
- * Send an email alert to support managers when disputes are ready to be closed.
- * Send an email alert to customers when cases are closed.

Requirements. Issues

- * The current process is all manual and not efficient.
- * There is no easy way to determine whether the company is meeting its SLAs.
- * Representatives are often inconsistent regarding how they handle customers and answer customer questions.
- * There is no accountability for any of the representatives who take calls.

You need to configure the queue for telephone-based cases.

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 routing rule.
- B.** Automatically create or update records.
- C.** Define an SLA and entitlements and set entitlement values for case numbers.
- D.** Create a case from email.
- E.** Configure a status reason transition.

Answer: C,E (LEAVE A REPLY)

NEW QUESTION: 116

You are a Dynamics 365 for Customer Service administrator.

Your company provides standard support contracts for 20 hours of email support. Phone is offered as a premium service in allotments of 10 incidents.

You need to set up an entitlement template for the standard support.

What should you configure?

- A.** Set the value of the Total terms field for an entitlement to 20.
Set the entitlement channel option to Email. Set the value of the Total terms field to 20.
- B.** Set the value of the Total terms field for an entitlement to 20.
Set the entitlement channel option to Email. Set the value of the Total terms field to 0.
Add the Phone option.
Set the value of the Total Terms field to 10.
- C.** Set the value of the Total terms field for an entitlement to 20.
Set the entitlement channel option to Email.
Set the value of the Total terms field to 10.

Add the Phone option. Set the value of the Total Terms field to 10.

D. Set the value of the Total terms field for an entitlement to 20.

Set the entitlement channel option to Phone.

Set the value of the Total terms value to 20.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 117

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.

Answer: ([SHOW ANSWER](#))

Reference:

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

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

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