# MB-230[Q&As]

Microsoft Dynamics 365 Customer Service

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**QUESTION 1**

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

You want to make sure that clients who currently receive surveys are able to unsubscribe when they no longer want to receive them.

You add an unsubscribe link to the email message.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

Reference: https://www.inogic.com/blog/2018/02/exploring-the-unsubscribe-survey-option-in-voice-of-customer-in-dynamics-365-crm/

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**QUESTION 2**

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

Correct Answer: B

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

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**QUESTION 3**

You need to implement service-level agreements.

Which type of agreements should you implement?

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 study To 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. On-demand

B. Standard

C. Enhanced

D. Contact

Correct Answer: C

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

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**QUESTION 4**

DRAG DROP

You are setting up Omnichannel for Customer Service.

You need to automate the following tasks to make it easier and quicker for representatives to assist customers:

Establish a one-step process to send a predefined email to customers once a representative is done helping them.

Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.

Have chatbots available to help make recommendations in typed conversations.

Which tools should you use? To answer, drag the appropriate tools to the correct requirements. Each tool 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.

Select and Place:

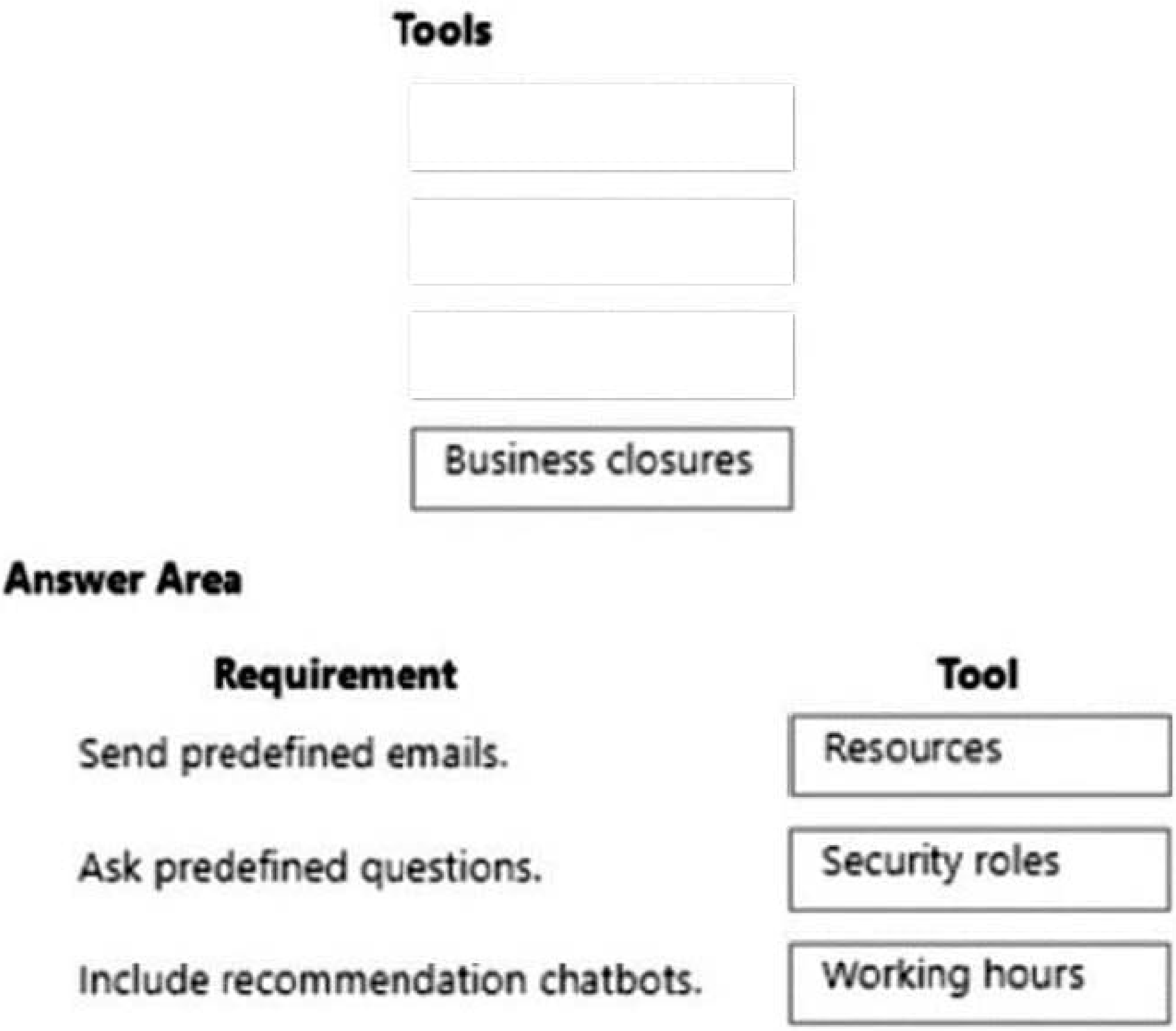
**Tools**

- Resources
- Security roles
- Working hours
- Business closures

**Answer Area**

| Requirement | Tool |
|---|---|
| Send predefined emails. | |
| Ask predefined questions. | |
| Include recommendation chatbots. | |

Correct Answer:




Box 1: Resources

Establish a one-step process to send a predefined email to customers once a representative is done helping them.

Box 2: Security roles

Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.

Assign a security role

Security roles control a user\\'s access to data through a set of access levels and permissions. The combination of access levels and permissions that are included in a specific security role sets limits on the user\\'s view of data and on the user\\'s

interactions with that data.

Box 3: Working hours

Have chatbots available to help make recommendations in typed conversations.

Operating hours define the hours when your organization\\'s customer support team is active and available to serve customers. By setting up operating hours, you help your customers and your organization work together to resolve issues.

The operating hour schedules cater to the following scenarios:

Display the non-availability of customer support on public holidays that are otherwise operating hours.

Accommodate change of calendar timings for daylight saving time twice an year for timezones that have implemented the daylight saving time. *-> Set up separate schedules for agents, bots, and queues to cater to different business

scenarios and product lines seamlessly for any channel. Define schedules to transition customer queues from bots to agents. Customize the display and other settings of the chat widget during non-business hours.

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**QUESTION 5**

A customer\\'s entitlement is not available to assign to a case.

You need to determine the cause of the customer\\'s issue.

What are two possible reasons for the issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. The entitlement is active

B. The entitlement is in waiting status

C. The entitlement is expired

D. The entitlement was renewed

E. The entitlement is set as the default

Correct Answer: BC

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