

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

Microsoft Dynamics 365 Customer Service

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**QUESTION 1**

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

What should you do?

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.

**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

1.

Each employee must use the system.

2.

Case managers must be users in the system but must not be available for the scheduling rotation or manually assigned.

3.

Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Cases

1.

The system must support live chats, texting, and Twitter.

2.

Case representatives must be able to chat, text, and tweet without exiting the system they use to track calls.

3.

Case representatives must be able to chat live only with customers whose calls are routed or assigned to them.

4.

Managers must be able to monitor all communication as well as add or delete quick replies.

5.

Customer satisfaction representatives must be able to read agent scripts and workflows.

6.

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.

7.

There are two type of queues: regular and escalated.

8.

Tickets must be routed to the most qualified representative for the illness.

9.

Tickets assigned to a representative must be automatically placed in that representative's queue.

Requirements. Chat escalation process

1.

Each division must have one manager for escalations.

2.

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.

3.

Only escalations must go to the chat bot.

4.

You must create two types of Omnichannel queues: regular and escalated.

5.

Only managers must be able to access the Omnichannel Insights dashboard.

Requirements. Managers

1.

Managers must be able to review weekly productivity reports for representatives by using Omnichannel Insights dashboards.

2.

Managers must be able to monitor patient moods during patients

Correct Answer: C

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

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## QUESTION 2

You are creating a Power Virtual Agents chatbot to handle common customer inquiries.

A manager reports that some inquiries are not routing to the appropriate customer service representatives. You observe that one node is inactive.

You need to determine why the node is inactive.

What should you use?

- A. Maker portal
- B. Supervisor dashboard
- C. Test bot pane
- D. Topic checker

Correct Answer: D

Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/authoring-topic-management>

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### QUESTION 3

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.

Correct Answer: AB

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

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

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### QUESTION 4

You are customizing an Omnichannel for Customer Service implementation for a call center.

The call center manager wants to create a new quick response for agents to save time typing a greeting message.

You need to create a quick response that includes a customer's full name.

How should you create the quick response?

- A. Hi {Customer{Fullname}}, How may I help you?
- B. Hi Customer{Fullname}, How may I help you?
- C. Hi FullName{Customer}, How may I help you?

D. Hi {FullName{Customer}}, How may I help you?

Correct Answer: D

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

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## QUESTION 5

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

Correct Answer: D

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

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