MB-230 Q&As

Microsoft Dynamics 365 Customer Service

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QUESTION 1

HOTSPOT

You need to decide which action is applicable in the SLA.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Action
A customer has a default SLA	Set Success Criteria to 1,5 hours ▼
	Set Success Criteria to 1,5 hours
	Set Item failure to 1,5 hours
	Set Applicable when to 1,5 hours
The SLA time is exceeded	▼
	Set Success Criteria to email customer
	Set Item Failure to email customer
	Set Warning Action to email customer
	Set Failure Action to email customer
A customer with a default SLA calls at Monday at 7:30 pm EST	▼
	Resolve case before Monday 9:00 pm EST so there is no SLA failure
	Resolve case before at Tuesday 9:00 am EST so there is no SLA failure
	Resolve case by Tuesday 8:00 am EST so there is no SLA failure
	Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure

Correct Answer:

Answer Area

Scenario	Action
A customer has a default SLA	Set Success Criteria to 1,5 hours ▼ Set Item failure to 1,5 hours Set Applicable when to 1,5 hours
The SLA time is exceeded	Set Success Criteria to email customer ▼ Set Item Failure to email customer Set Warning Action to email customer Set Failure Action to email customer
A customer with a default SLA calls at Monday at 7:30 pm EST	Resolve case before Monday 9:00 pm EST so there is no SLA failure ▼ Resolve case before at Tuesday 9:00 am EST so there is no SLA failure Resolve case by Tuesday 8:00 am EST so there is no SLA failure Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure

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

QUESTION 2

You are a Dynamics 365 Customer Service system administrator. You work with the Customer Service Hub application.

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

For which entity can you enable SLAs?

A. Contract

B. Business unit

C. KPIs

D. Customer service schedule

E. Holiday schedule

F. Account

Correct Answer: F

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

QUESTION 3

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.

Hot Area:

Answer Area

Requirement	SLA options
Configure business hours. SLA applies only during this time.	▼ Only standard SLA / Only enhanced SLA / Both standard and enhanced SLA
Pause and resume an SLA.	▼ Only standard SLA / Only enhanced SLA / Both standard and enhanced SLA
Configure KPI warnings and warning action.	▼ Only standard SLA / Only enhanced SLA / Both standard and enhanced SLA

Correct Answer:

Answer Area

Requirement	SLA options
Configure business hours. SLA applies only during this time.	▼ Only standard SLA Only enhanced SLA **Both standard and enhanced SLA**
Pause and resume an SLA.	▼ Only standard SLA **Only enhanced SLA** Both standard and enhanced SLA
Configure KPI warnings and warning action.	▼ Only standard SLA **Only enhanced SLA** Both standard and enhanced SLA

QUESTION 4

A company has the following business units:

1.

Call center

2.

Customer service

3.

Digital response

4.

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

Correct Answer: A

QUESTION 5

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: Create an action that generates a task record that is assigned to the case reviewer and appends the text Ready for review to the case topic.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

References: https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-action-business-process-flow

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