MB-230^{Q&As}

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Microsoft Dynamics 365 Customer Service

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QUESTION 1

You need to consider the underlined segment to establish whether it is accurate.

When categorizing cases via queues, cases should be categorized as Products.

A. No adjustment required.

B. Services

C. Managed solutions

D. Unmanaged solutions

Correct Answer: A

QUESTION 2

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

Correct Answer: B

QUESTION 3

You make a phone call regarding an existing case record.

You need to create a phone call activity that appears on the case record timeline.

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.

Select and Place:

Actions

| Enter a subject |
| Select an existing case record |
| Change the phone call Regarding value to the case contact |
| Select Add phone call activity |
| Create a new case record |

Answer Area

Correct Answer:

Actions

| Enter a subject |
| |
| |
| |
| Create a new case record |

Answer Area

| Select an existing case record |
| Select Add phone call activity |
| Change the phone call Regarding value to the case contact |

QUESTION 4

You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys.

You need to determine which survey question feature is needed to complete the design of the survey.

Which survey features should you use? To answer, select the appropriate survey type in the dialog box in the answer area.

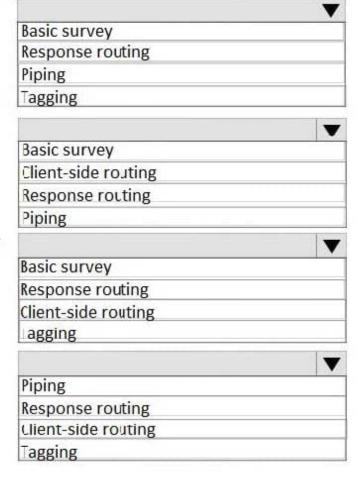NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

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

Correct Answer:

Answer Area

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

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

QUESTION 5

A company uses Omnichannel for Customer Service.

The company wants to configure Power Virtual Agents within Omnichannel to have automatic answers when a customer starts a chat session.

You need to set up the prerequisites for the Power Virtual Agents.

Which three technologies should you set up? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Work stream

B. Queues

C. Azure Application ID

D. Chat widget

E. Chatbot

Correct Answer: BCE

CE: Prerequisites

Before you integrate Power Virtual Agents bots in Omnichannel for Customer Service, check the following:

*

 Azure Application ID - You\\'ll need an application registered on the Azure portal before connecting to Omnichannel for Customer Service.

*

 Bot - You must have a pre-configured bot that can integrate with Omnichannel for Customer Service.

*

 Product licenses - You need a product license for Power Virtual Agents

*

 Role - You must have the Omnichannel administrator role.

B: In Omnichannel Administration, after the Power Virtual Agents bot is created and configured to work with Omnichannel for Customer Service, you can configure it to hand off conversations to queues. To receive incoming messages, you must add the bot to at least one queue.

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

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