

MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

A company has a service level agreement (SLA) that they will get a call back from the call center within three business days.

The call center regular hours are Monday through Friday 8:00 a.m.-11:00 p.m. Eastern time.

The call center is closed on New Year's Day and the day after New Year's. New Year's Day is on a Thursday this year.

The company calls for support on the Tuesday before New Year's Day at 8:00 a.m.

You need to determine the call center's deadline for the SLA.

When will the call center miss their SLA?

- A. The Monday after New Year's Day at 8:00 a.m. Eastern time
- B. The Friday after New Year's Day at 8:00 a.m. Eastern time
- C. The Tuesday after New Year's Day at 8:00 a.m. Eastern time
- D. The Saturday after New Year's Day at 8:00 a.m. Eastern time

Correct Answer: C

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

QUESTION 2

Your company makes use of Dynamics 365 for Customer Service.

You need to assign a case in the queue that is currently routed to you to a different user because you have booked time off work.

You share the case.

Does the action achieve your objective?

- A. Yes, it does
- B. No, it does not

Correct Answer: B

QUESTION 3

A company that manufactures industrial heating, ventilation, and air conditioning units (HVAC) implements the Dynamics 365 Connected Customer Service (IoT) add-in to its environment.

The company must enable the system to receive alerts from HVAC units sold to customers who purchased an extended warranty and monitoring service.

You need to enable the device alerts.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Associate the device with a customer account.
- B. Add the device to Azure IoT Hub.
- C. Add the device to Azure IoT Central.
- D. Associate the device with a service level agreement (SLA).

Correct Answer: AC

QUESTION 4

You are a Dynamics 365 for Customer Service manager.

You are preparing to configure queues for the purpose of managing support. After assigning teams respectively to a queue, you need to decide on the type of queue you are going to create.

You decide to create a Private queue.

Does the action achieve your objective?

- A. Yes, it does
- B. No, it does not

Correct Answer: A

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

QUESTION 5

HOTSPOT

You work for a healthcare company that does not use Azure Active Directory

You need to escalate conversations to a live agent without using custom code when a customer discusses personal health information.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Requirement	Technology
Bot technology	<ul style="list-style-type: none">Power Virtual AgentsAzure Functions BotAzure Health BotPower Virtual Agents
Hub	<ul style="list-style-type: none">Omnichannel for Customer ServiceAzure IoT HubOmnichannel for Customer ServiceAzure Notification HubAzure Stack Hub
Topic type	<ul style="list-style-type: none">User topicUser topicSystem topicAzure Service Bus topic
Trigger type	<ul style="list-style-type: none">Explicit triggerImplicit triggerExplicit triggerAzure Logic Apps scheduled recurrence triggerAzure Logic Apps response trigger

Correct Answer:

Requirement	Technology
Bot technology	<ul style="list-style-type: none"> Power Virtual Agents Azure Functions Bot Azure Health Bot Power Virtual Agents
Hub	<ul style="list-style-type: none"> Omnichannel for Customer Service Azure IoT Hub Omnichannel for Customer Service Azure Notification Hub Azure Stack Hub
Topic type	<ul style="list-style-type: none"> User topic User topic System topic Azure Service Bus topic
Trigger type	<ul style="list-style-type: none"> Explicit trigger Implicit trigger Explicit trigger Azure Logic Apps scheduled recurrence trigger Azure Logic Apps response trigger

QUESTION 6

DRAG DROP

A customer has a Customer Service deployment.

The customer needs to implement macros.

You need to identify the security roles that are required to configure and use macros.

Which security roles are required? To answer, move the appropriate security roles to the correct requirements. You may use each security role once, more than once, or not at all. You may need to move the split bar between panes or scroll to

view content

NOTE: Each correct selection is worth one point.

Select and Place:

Security Roles

- Customer Service app access
- Omnichannel administrator
- Productivity tools administrator
- Productivity tools user
- Sequence manager

Security Roles

- #### Requirements
- Configure macros.
 - Use macros.

Security roles

-
-

Correct Answer:

Security Roles

- Customer Service app access
- Omnichannel administrator
-
-
- Sequence manager

Security Roles

- #### Requirements
- Configure macros.
 - Use macros.

Security roles

- Productivity tools administrator
- Productivity tools user

QUESTION 7

A company enables custom context variables on a chat widget.

Users report that the context variables are not being populated on new chats.

You need to troubleshoot the issue by querying the event listeners.

Which listener is required to be running?

- A. setContextProvider
- B. startProactiveChat
- C. startChat
- D. getContextProvider
- E. initializeNewConversation

Correct Answer: D

QUESTION 8

Customer service agents do not have access to Customer Service historical analytics reports in Dynamics 365 Customer Service.

You need to provide access to the reports.

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. Edit the Customer Service Representative security role to provide read-only access to analytics reports.
- B. Create a new model-driven app to expose the reports and provide app access to the Customer Service Representative security role.
- C. Create a new security role and provide read-only access to analytics reports.
- D. Edit the Customer Service Representative Manager security role to provide read-only access to analytics reports.

Correct Answer: AB

QUESTION 9**DRAG DROP**

You are a Dynamics 365 Customer Service administrator.

You create a new entity named Root Cause Escalation. Queues must be used for new Root Cause Escalation records. The records must be automatically assigned to the record owner's default queue when a record is created.

You need to implement the proper functionality to meet the requirements.

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

Create a new rule item named **Assign New RCE Records to Owner Queue**. Create the condition to route new Root Cause Escalation records to the queue of the record owner

Navigate to the Root Cause Escalation entity in Customizations

Create a new routing rule set named **Route RCR Records**

Set the field named Queues to a value of True on the Root Cause Escalation entity

Set the field **Automatically move records to the owner's default queue when a record is created or assigned** to a value of **True**

Answer Area



Correct Answer:

Actions

Create a new rule item named **Assign New RCE Records to Owner Queue**. Create the condition to route new Root Cause Escalation records to the queue of the record owner

Create a new routing rule set named **Route RCR Records**

Answer Area

Navigate to the Root Cause Escalation entity in Customizations

Set the field named Queues to a value of True on the Root Cause Escalation entity

Set the field **Automatically move records to the owner's default queue when a record is created or assigned** to a value of **True**



Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-for-queues>

QUESTION 10

DRAG DROP

You need to create an entitlement template. In System Settings, you navigate to Service Management.

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.

Select and Place:

Actions

Create new Entitlement template

Set Total Terms to 0

Enter 30 phone and 30 email for terms in Entitlement Channel

Enter 30 in Total Entitlement terms

Save the template

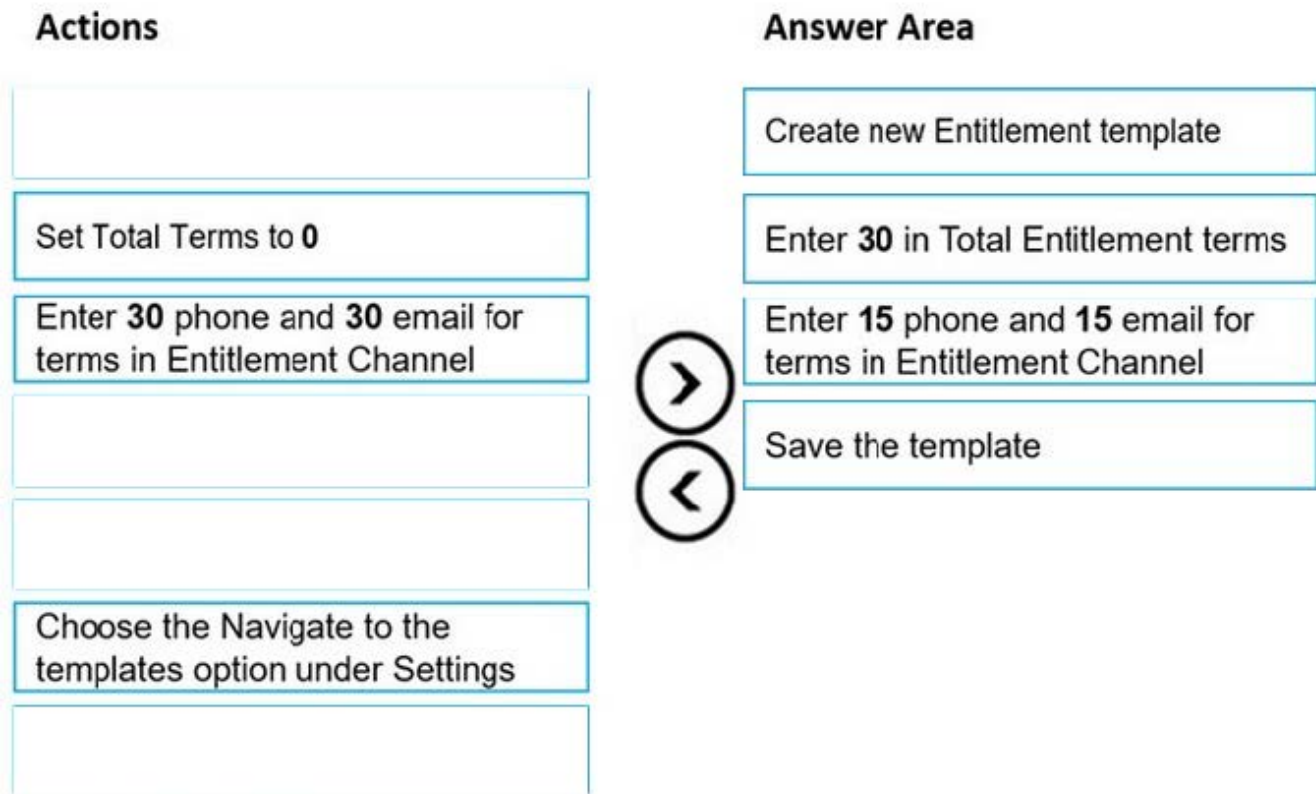
Choose the Navigate to the templates option under Settings

Enter 15 phone and 15 email for terms in Entitlement Channel

Answer Area



Correct Answer:

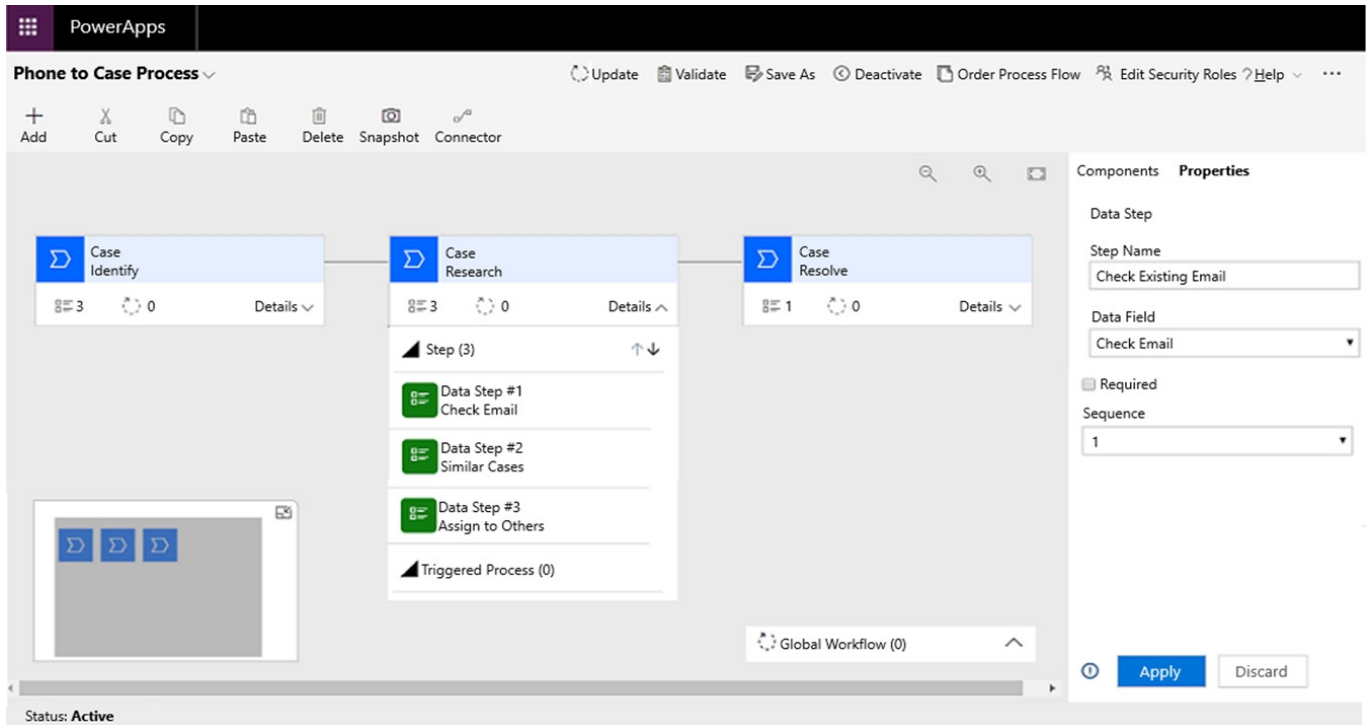


Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entitlements-templates>

QUESTION 11

HOTSPOT

You are modifying the phone-to-case process in Dynamics 365 Customer Service. You create a flow by using PowerApps as shown in the exhibit. (Click the Exhibit tab.)



You must modify the business process flow to include the check-email step at the beginning of the research stage.

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.

Hot Area:

Answer Area

Question

Answer Choices

You need to change the step name from **Check Email** to **Check Existing Email** and ensure that the change displays in the process. What should you select?

	▼
Apply	
Add	
Validate	

Where can you configure the Check email field?

	▼
Properties	
Add	
Components	

Which type of process is this?

	▼
Business process flow	
Workflow	
Dialog	
Microsoft Flow	

Correct Answer:

Answer Area

Question

Answer Choices

You need to change the step name from **Check Email** to **Check Existing Email** and ensure that the change displays in the process. What should you select?

	▼
Apply	
Add	
Validate	

Where can you configure the Check email field?

	▼
Properties	
Add	
Components	

Which type of process is this?

	▼
Business process flow	
Workflow	
Dialog	
Microsoft Flow	

Reference: <https://docs.microsoft.com/en-us/power-automate/create-business-process-flow?context=/dynamics365/context/sales-context#edit-a-business-process-flow>

QUESTION 12

DRAG DROP

Your company makes use of Dynamics 365 for Customer Service.

You have been tasked with generating business process flows. You need to make use of the necessary entities.

Which of the following options would you use? Answer by dragging the correct options from the list to the answer area.

Select and Place:

Options

Answer

Account

Goal

Email

Rollup queries

Quote

Correct Answer:

Options

Goal

Rollup queries

Answer

Account

Email

Quote

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview>

QUESTION 13

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 conditions for record creation.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

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

QUESTION 14

Your company makes use of Dynamics 365 for Customer Service. You employed as a customer service representative.

You have been tasked with detecting and removing duplicate cases.

You decide to make use of parent-child case relationships to achieve your goal.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: B

QUESTION 15

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

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