Actual exam question from Microsoft's MB-230

Question #: 1

Topic #: 1

[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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: Set the input parameter type as Option set for the action.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 2

Topic #: 1

[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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: For a new action named Ready for review, disable the As a business process flow action step option.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 3

Topic #: 1

[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 4

Topic #: 1

[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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: Configure Dynamics 365 to automatically send responses to customers when the record is created.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 5

Topic #: 1

[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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 autoresponse settings.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 6

Topic #: 1

[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 7

Topic #: 1

[All MB-230 Questions]

You use Dynamics 365 for Customer Service.

You need to create business process flows.

Which three entities can you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Goal

B. Case

C. Letter

D. Social activity

E. Rollup queries

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 8
Topic #: 1
[All MB-230 Questions]

You are configuring a single business process flow in Dynamics 365 for Customer Service.
You need to design the business process flow.
What should you do?

A. Merge peer branches to a single stage when merging branches.

B. Span the process across 10 unique entities.

C. Combine multiple conditions in a rule by using both the AND and OR operators.

D. Use 40 steps per stage.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 9

Topic #: 1

[All MB-230 Questions]

DRAG DROP -

You are a Dynamics 365 for Customer Service administrator.

Your company requires a new phone-to-case business process flow for customer service representatives to follow.

The stages are as follows:

1. Verification
2. Acknowledgement and research
3. Resolution

Customer service representatives must send an email to the customer when a case enters the acknowledgement-and-research stage.

You need to create the required business process flow and components.

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 and activate the case-acknowledgement email workflow as follows:

  In Available to run, select **Run this workflow** in **the background** and **As a child process**.

- Create and activate the case-acknowledgement email workflow as follows:

  In Available to run, select **As an on-demand process**.

- Create and activate the process flow with each of the stages. Add the case acknowledgement email workflow to the acknowledgement-and-research stage.

- Create a new business process flow record for the case entity.

- Create and activate the process flow with each of the stages. Add the case acknowledgement email workflow as a global workflow. Trigger the workflow for the acknowledgment-and-research stage.

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 10

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

You are a Dynamics 365 for Customer Service administrator.

You need to manage business process flows.

What should you configure? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Option
Specify the default process flow.	▼ Order Stage Step
Show actions that must be completed by the customer service representative staff.	▼ Step Stage

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 11

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

You are implementing Dynamics 365 for Customer Service.

You need to set up available working hours to help desk representatives who have varying schedules.

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

Requirement	Action
Set up individual working hours.	Configure security settings and define hours for each user account Configure service management and all customer service calendars Configure administration settings and system settings
Set up new weekly schedule and recurring work hours.	Configure days off to vary by day Configure a fiscal year schedule Configure individual days off

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 12

Topic #: 1

[All MB-230 Questions]

DRAG DROP -

You are a Dynamics 365 system administrator.

Your customer service team must define goal metrics to track and measure all resolved cases.

You need to create a goal metric with a rollup field.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

- Create a new rollup field.
- Define the metric. Enter metric and amount data types.
- Specify details about the source data that rolls up.
- Specify the date field that determines the goal period that the records will roll up into.
- Specify the rollup field to track against goals.

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 13

Topic #: 1

[All MB-230 Questions]

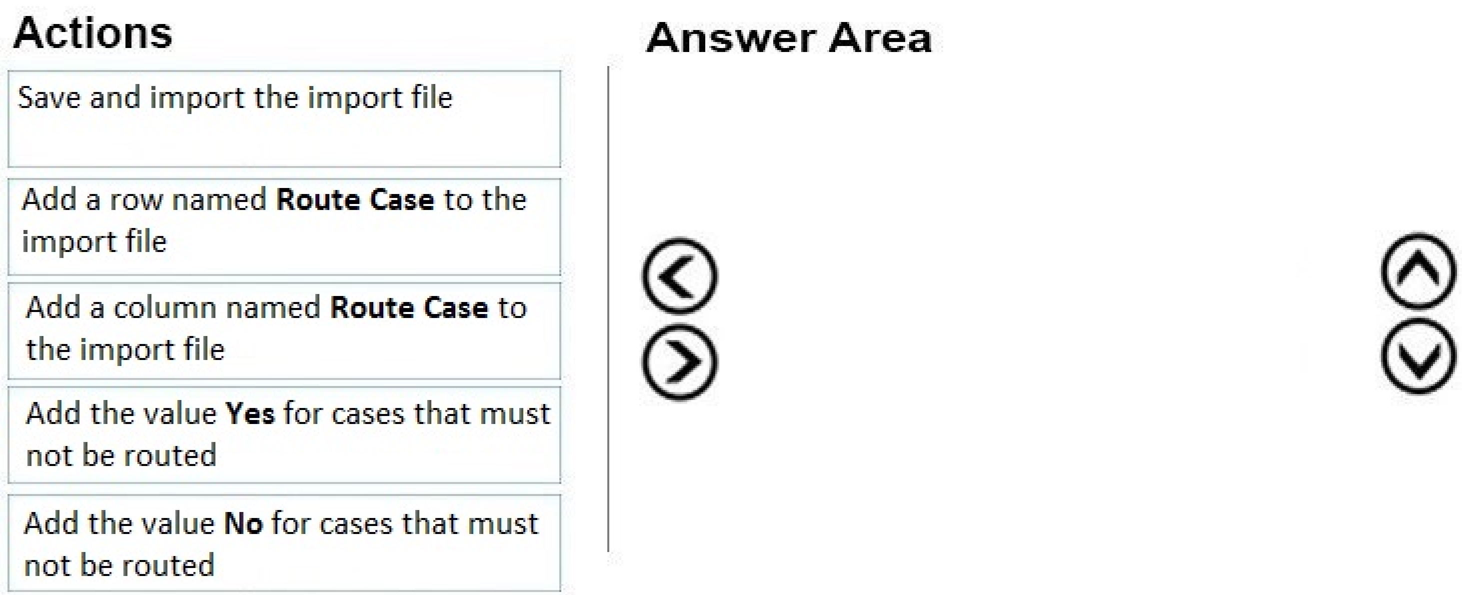
DRAG DROP -

You are a Dynamics 365 for Customer Service administrator.

You need to import cases from a file without applying routing rules.

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:



Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 14

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

You are using Dynamics 365 for Customer Service. You have existing routing rules.

You need to create a routing rule for cases and bulk-import cases.

Which actions should you perform? To answer, select the appropriate action in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	The routing rule is deleted The routing rule does not change The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	Create a column in a spreadsheet named RouteCase and add the value No for all records Create a column in a spreadsheet named RouteCase and add the value No routing for all records Save the spreadsheet as a delimited file for import Manually add each record

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 15

Topic #: 1

[All MB-230 Questions]

DRAG DROP -

A customer uses Dynamics 365 for Customer Service.

Customer service representatives must be able to create knowledge base articles.

You need to ensure that all knowledge base articles are submitted for review and approval before they are made available to use.

Which four actions must be performed in sequence to enable Knowledgebase articles to be available for all Customer service reps when searching the knowledgebase? 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

- Select Associate category
- Assign the article
- Publish the article
- Create an alternate key
- Approve the article
- Create a knowledge article
- Select Create major version
- Mark the knowledge article for review

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 16

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

A company implements Dynamics 365 for Customer Service.

Which status reason is used for each case status? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Case status	Status reason
Active	Merged On hold Problem solved
Resolved	On hold Waiting for details Information provided
Canceled	Merged On hold Researching

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 17

Topic #: 1

[All MB-230 Questions]

You are a customer service representative using Dynamics 365 for Customer Service.

You need to identify and eliminate duplicate cases.

What should you do?

A. Configure Dynamics 365 AI for Customer Service

B. Use business rules

C. Merge cases

D. Use parent-child case relationships

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 18

Topic #: 1

[All MB-230 Questions]

You are a system administrator for Dynamics 365 for Customer Service.

All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.

You need to configure cases.

What should you do?

A. Validate that customer and case title fields have not been removed as fields that child cases inherit from parent cases. Add product and case-type fields to the list. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.

B. On the case entity, update the Parent case-Child case 1:N relationship field mapping to include the fields. Create a business rule on the case entity to prevent the parent from closing if it has one or more open child cases.

C. Create a business rule.

D. Validate that customer and case title fields have not been removed as fields that child cases inherit from the parent cases. Add product and case-type fields to the list. The closure preference setting does not need to be changed. This is default behavior.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 19

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

You are a customer service representative working with cases in Dynamics 365 for Customer Service.

You need to manage multiple lists of cases.

Which actions should you perform? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Case scenario	Value
Create a list of cases that are one month old.	Create a system view Create a personal view
View multiple lists on a single screen.	Configure the group by on an editable grid Create an interactive experience dashboard

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 20
Topic #: 1
[All MB-230 Questions]

You manage Dynamics 365 for Customer Service.
You need to configure automatic case creation for emails received by customers who have a support contract.
What should you do?

A. Configure service level agreements to be on hold until a call can be made to the customer.

B. Create an automatic record creation and update rule. Set the source type to email. Configure the rule to send automatic email responses to customers when records are created.

C. Create an automatic record creation and update rule. Set the source type to service activity. Configure the rule to send automatic email responses to customers when records are created.

D. Create an automatic record creation and update rule. Set the source type to email. If a valid entitlement exists, configure the rule to create a case.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 21

Topic #: 1

[All MB-230 Questions]

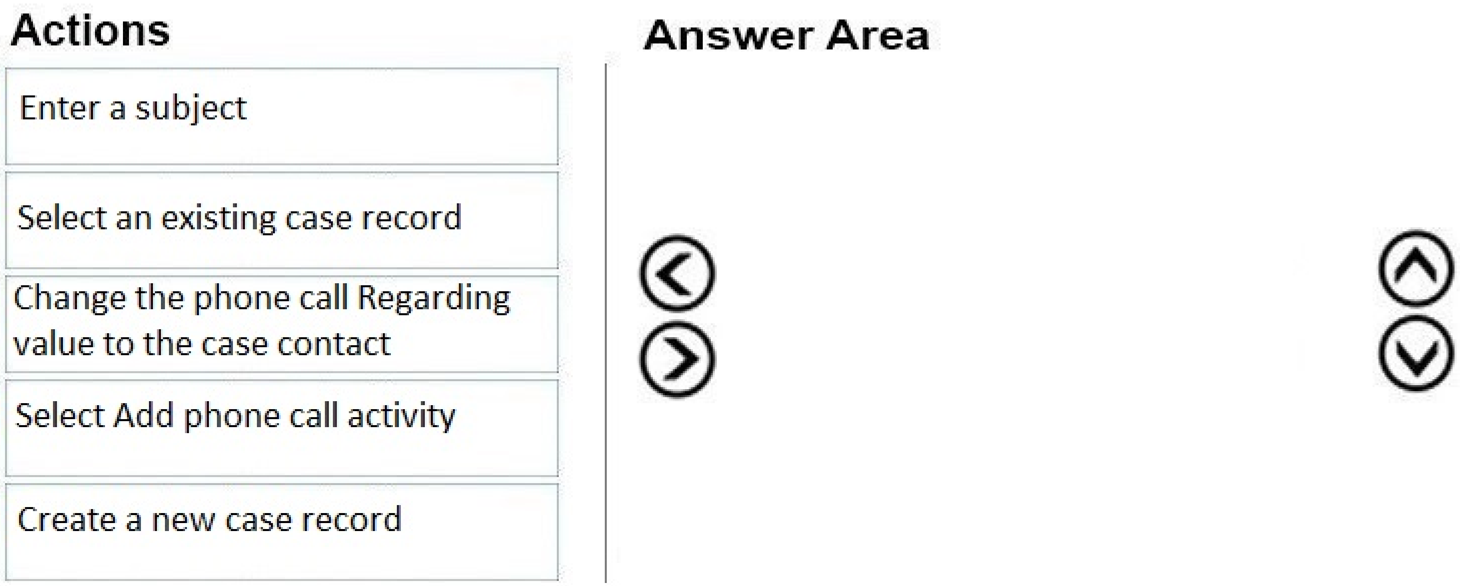
DRAG DROP -

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:



Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 22

Topic #: 1

[All MB-230 Questions]

A customer service organization plans to implement knowledge management for a custom entity named Root Cause Analysis.

Users must be able to search, link, and rate knowledge articles. Users must be provided with suggested knowledge articles.

You need to configure Dynamics 365 for Customer Service.

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

NOTE: Each correct selection is worth one point.

A. Navigate to the Knowledge Base Management Settings wizard. Then, navigate to Record types and select Root Cause Analysis.

B. Add a lookup to the article entity.

C. In Solution Explorer, expand the Root Cause Analysis entity and select Forms. Edit the main form and configure a knowledge base search control.

D. In Solution Explorer, expand the Root Cause Analysis entity and select Forms. Edit the main form and configure a subgrid for knowledge articles.

E. In Solution Explorer, select the Root Cause Analysis entity and then select Knowledge management.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 23

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

A client plans to implement a case resolution process.

Which field types does the Case Resolution form use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Field Text	Option type
Resolution type	Option set Text Calculated
Resolution	Option set Text Calculated
Total time	Option set Text Calculated
Billable time	Option set Whole number Calculated
Remarks	Option set Text Calculated

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 24
Topic #: 1
[All MB-230 Questions]

A company implements Dynamics 365 for Customer Service. You are assigned a case.
You accidently close the case before completing your work.
You need to ensure that you can continue to work on the case.
What should you do?

A. Reassign the case

B. Reactivate the case

C. Clone the case

D. Change the status reason to In Progress

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 25

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

You use Dynamics 365 for Customer Service.

You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Merge object	Outcome
Duplicate cases	Merged and canceled Merged and resolved Merged and deleted
Open activities	Moved to the merged case Canceled

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 26

Topic #: 1

[All MB-230 Questions]

DRAG DROP -

You are a customer service representative using Dynamics 365 Customer Service Hub.

You need to link the knowledge base records that relate to cases and send articles to customers.

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 them correct order.

Select and Place:

Actions

- Open the knowledge-base article that answers the problem. Copy and paste the article into the resolution dialog box when closing the case
- Open an existing case record
- Locate the knowledge-base article. Select Link, and then select Email
- Type the search terms relating to the case issue in the KB Records tab
- Navigate to the knowledge base and assign the article to the case
- Email the knowledge-base article to the customer. Set the Regarding field on the email to the case
- Open the knowledge-base article that answers the problem. Copy and paste the knowledge base article into the case notes

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 27

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search.

You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to:

Elevator -

.

✑ Motor

✑ Sizing

How should you configure the search? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Action
Search type	Relevance Full text Category
Search syntax	Elevator+Motor+Sizing Elevator|Motor|Sizing Elevator*Motor*Sizing -Elevator -Motor -Sizing

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 28

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

A company uses Dynamics 365 for Customer Service.

You need to document the case resolution process.

How are each of the cases resolved? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Case	Resolution
A case has activities owned by other users and is in progress.	▼ Case is resolved. Open activities are closed. Case is resolved. Open activities are canceled. Case is not resolved. Open activities must be closed. Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	▼ Case is resolved. Entitlement is decremented by four hours. Case is resolved. Entitlement is decremented by six hours. Case is not resolved. Billable hours cannot be more than the total duration. Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	▼ Open activities for child cases are merged into parent and canceled. Open activities of parent case are marked as completed. Open activities of child cases remain open. Open activities of child cases are canceled.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 29

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

You are a Microsoft Dynamics 365 for Customer Service administrator. You create an article for a knowledge base. A reviewer selects articles for review.

You approve some articles and revert some articles to draft status.

For each action, what should you do next? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Action	Next Step
Approve	Send back for final edits Change to Active status Publish the article
Revert to draft	Sent back for edits Send to manager

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 30

Topic #: 1

[All MB-230 Questions]

A company uses Dynamics 365 for Customer Service. A case in the queue is routed to you.

You will be going on a vacation.

You need to assign the case to someone else.

What should you do?

A. Release the case.

B. Route the case to another queue.

C. Share the case.

D. Escalate the case

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 31

Topic #: 1

[All MB-230 Questions]

A company uses Dynamics 365 Customer Service.

You are configuring the advanced similarity rules. You create a similarity rule on cases and put an exact match for the Modified On field in the Match Fields tab.

You test the rule and discover that exact matches do not appear.

You need to determine why the rule is not working.

What are two possible reasons why the rule is not working? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. A Power Automate flow was not created.

B. The similarity rule is deactivated.

C. The security role is not set to run the similarity rule.

D. The similarity rule was not published.

E. The Modified On field is not set to searchable in the customization of the case entity in the solution.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 32

Topic #: 1

[All MB-230 Questions]

You are a help desk representative for an organization using Dynamics 365 Customer Service.

Users need to search within the system for similar cases. None of the out-of-the-box settings have been changed.

You need to determine which search features are available for use by default.

Which two search features are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Advanced Find

B. Quick Find

C. Relevance Search

D. Full-text Quick Find

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 33

Topic #: 1

[All MB-230 Questions]

You are a Dynamics 365 Customer Service administrator.

You need to add a new status reason to the case entity.

What are two possible ways to accomplish the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Navigate to Cases in the Customer Service Hub app. Open a record, edit the form, and then edit the Status reason field.

B. Modify the existing solution and the case entity. Edit the status reason and add an additional status reason value.

C. Create a new solution and add the existing Case entity. Select Status Reason and add a new value.

D. Modify the existing solution. Add another entity named Status. Then, create a status reason field with additional options.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 34

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.

You need to link the article to the case and share the article with the customer.

What is the solution for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Solution
Attach and email a KB article from a case.	Select Link article to the case and email content. Link the KB article to the case. The system will automatically email the KB article to customer. Link the KB article to the case. Create an email activity and attach the KB article as a PDF.
Attach a KB article and email a link to the customer.	For the published KB article, select Link the KB article to the case and email the link to the customer. For the approved KB article, select Link the KB article to the case and email the link to the customer. Link the KB article to the case. Create an email activity and select Insert article.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 35

Topic #: 1

[All MB-230 Questions]

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.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 36
Topic #: 1
[All MB-230 Questions]

DRAG DROP -
A Dynamics 365 Customer Service organization uses routing rules to escalate cases.
Security roles have not been modified or created.
You need to modify the routing rule set that is currently in use and enforce the principle of least privilege.
Which five 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

- Verify that you have the customer service representative security role.
- Deactivate the routing rule set.
- Verify that you have the customer service manager security role.
- Activate the routing rule set.
- Navigate to Routing rule sets.
- Edit the routing rule set.
- Publish the customizations.

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 37

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

You are a Dynamics 365 Customer Service administrator.

You must track issues submitted by customers.

You need to configure case settings for the Service Management module.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Option
Ensure that cases can be assigned easily.	Organization insights Queues Parent and child case settings
Automatically generate follow-up phone calls.	Publisher Automatic record creation and update rules Subjects

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 38

Topic #: 1

[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

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

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 39

Topic #: 1

[All MB-230 Questions]

HOTSPOT -

You are a Dynamics 365 Customer Service administrator.

Users inform you about situations in which child cases are not working correctly.

You need to configure the system to correct the issues.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	Add Contact to the Selected attributes for Parent and Child case settings in system management. Copy and paste the contact from the Parent case. Manually type the contact into the field. In your solution, create a 1:N relationship from the contact entity to case entity.
All child cases are being closed when the parent case is closed.	Change permission on the parent case so that only administrators can close it. Create a workflow to automatically close the parent case when all the child cases are closed. Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management. Create a routing rule to send all child cases and parent cases to the same user for assignment.
The Origin field is automatically populating into the child case.	Create a business rule to remove the information from the origin field every time a child case is created. Remove the Origin field from the Selected attributes for Parent and Child case settings in system management. Instruct users to manually remove the information in the Origin field. Delete and re-create the Origin field in the case form.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 40
Topic #: 1
[All MB-230 Questions]

HOTSPOT
-

You are the Dynamics 365 administrator for a help desk. You merge CaseB into CaseA.

You need to examine each case and determine what occurred.

What is the result of the merge? To answer, select the appropriate action in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Case attribute value	Merge outcome
The status of CaseB	Active Resolved Canceled
Description values of CaseB	Merged with the CaseA description field Added to the activities Does not get brought over to the merged case
Customer name in CaseA	Does not change Loses the reference to the customer in the merged cases Added as a customer in the notes
Customer name in CaseB	Becomes the customer field value in the merged record Loses the reference to the customer in the merged cases Added as a customer in the notes

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 41
Topic #: 1
[All MB-230 Questions]

DRAG DROP

-

You are configuring Dynamics 365 Customer Service.

Child cases must inherit the customer name and contact from the parent case when opened.

You need to configure the case inheritance.

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.

Actions

- Select the fields to be inherited.
- Select the case entity.
- Select Parent and child case settings.
- Enter Service management.
- Select the case relationships.
- Create a 1:N relationship on the case entity.
- Select Associate child cases.
- Create an N:N relationship on the case entity.

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 42

Topic #: 1

[All MB-230 Questions]

A company is implementing a customized app that will automatically route cases.

You need to determine the correct URL to connect to the app location in the cloud.

Which URL format should you use?

A. https://"<"org">.dynamics.com/apps

B. https://"<"org">.crm.dynamics.com/

C. https://..dynamics.com/Apps/uniquename/

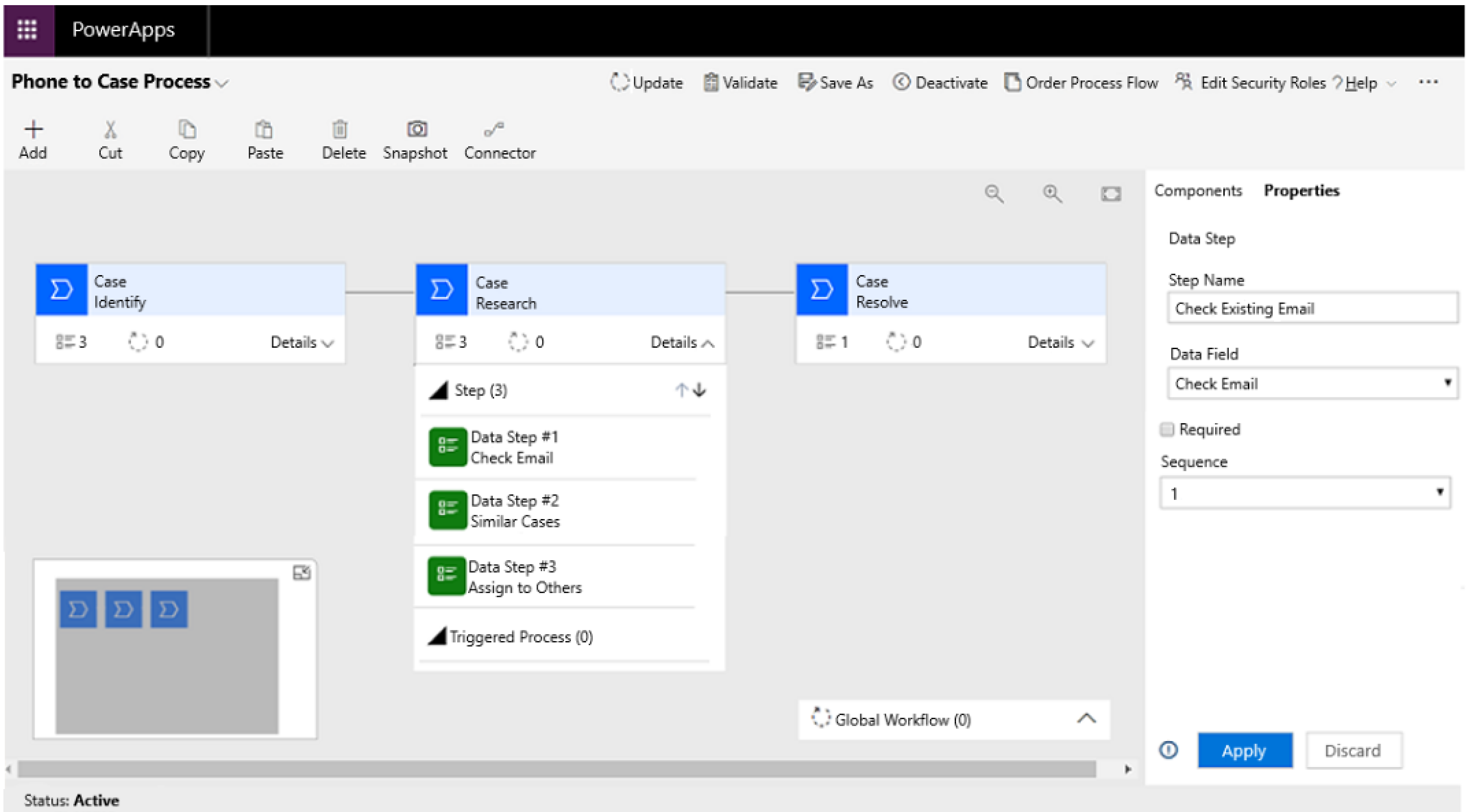
D. https://"<"org">/apps

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 43
Topic #: 1
[All MB-230 Questions]

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.

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

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 44
Topic #: 1
[All MB-230 Questions]

You are an administrator of a Dynamics 365 Customer Service system for a computer support company.

Team members must handle cases as follows:

• A case for a new customer follows a different process than for a returning customer.
• A case for a returning customer who has a contract follows a different process than for a customer who is pay as you go.
• All cases must be researched and resolved.
• Cases must be handled in a manner that is simple to maintain.

You need to ensure that all team members follow the same process for handling cases.

What should you do?

A. Create a business process flow that branches.

B. Create two different forms and a business process flow for each type of customer.

C. Create a Power Automate flow that branches.

D. Create two different queues for the different types of customers.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 45
Topic #: 1
[All MB-230 Questions]

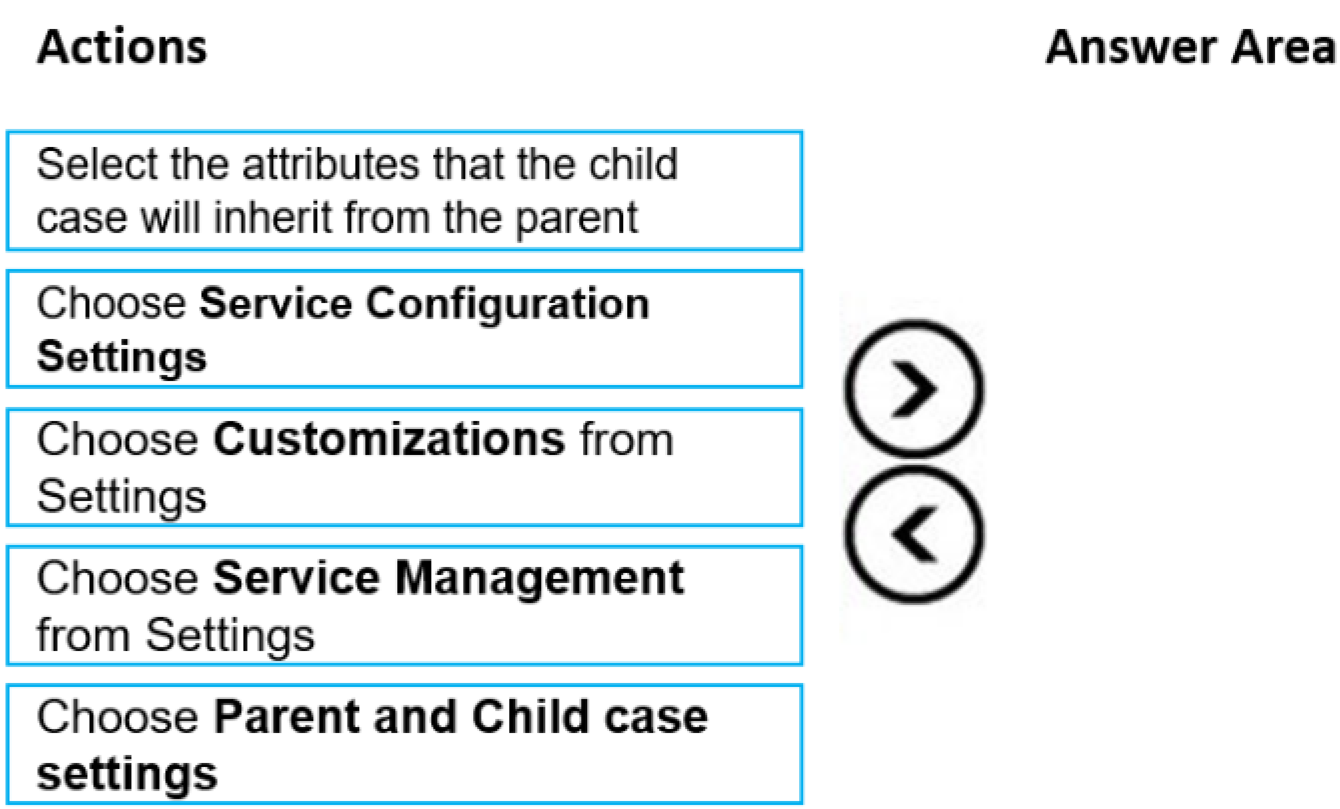
DRAG DROP
-

You are a Dynamics 365 administrator.

You want to set up a child/parent relationship for cases so that the child case inherits different fields from the parent case.

You need to set up the appropriate child/parent relationship.

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.



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 46
Topic #: 1
[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses Dynamics 365 Customer Service Hub.

Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.

A customer service representative is not able to perform a relevance search for emails.

You need to ensure that the customer service representative can perform relevance searches for email addresses.

Solution: Enable smart matching.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 49
Topic #: 1
[All MB-230 Questions]

You are a Dynamics 365 Customer Service administrator. Emails are automatically converted to cases.

Users report that emails are no longer being converted to cases.

What is the possible cause?

A. The Dynamics Flow process is not running.

B. Your user ID does not have permission to run the process effectively.

C. The workflow process has been deactivated.

D. The solution has not been published.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 50

Topic #: 1

[All MB-230 Questions]

You are implementing a help desk system that enables users to submit cases by using telephone or email.

You need to ensure that cases are classified correctly.

What should you do?

A. Configure relevance search.

B. Configure categorized search.

C. Create security roles by support function. Assign the security role to users.

D. Modify the subject tree.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 51

Topic #: 1

[All MB-230 Questions]

DRAG DROP

-

A company implements Dynamics 365 Customer Voice. The company sends out customer satisfaction surveys. The service team creates one survey from a blank project and others from a predefined project template.

When the company receives all the survey responses, a member of the service team must analyze the results. The member must calculate satisfaction scores to help the service manager identify required efficiency changes for the department.

You need to determine which type of satisfaction metrics to use.

Which metrics should you use? To answer, drag the appropriate metrics to the correct scores. Each metric 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.

NOTE: Each correct selection is worth one point.

Metrics

- Net Promoter Score
- Customer Satisfaction Score
- Sentiment

Answer Area

Score	Metric
Calculate a score of 64 percent.	
Calculate a score of 5.	

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 52
Topic #: 1
[All MB-230 Questions]

HOTSPOT
-

A company uses Dynamics 365 Customer Voice.

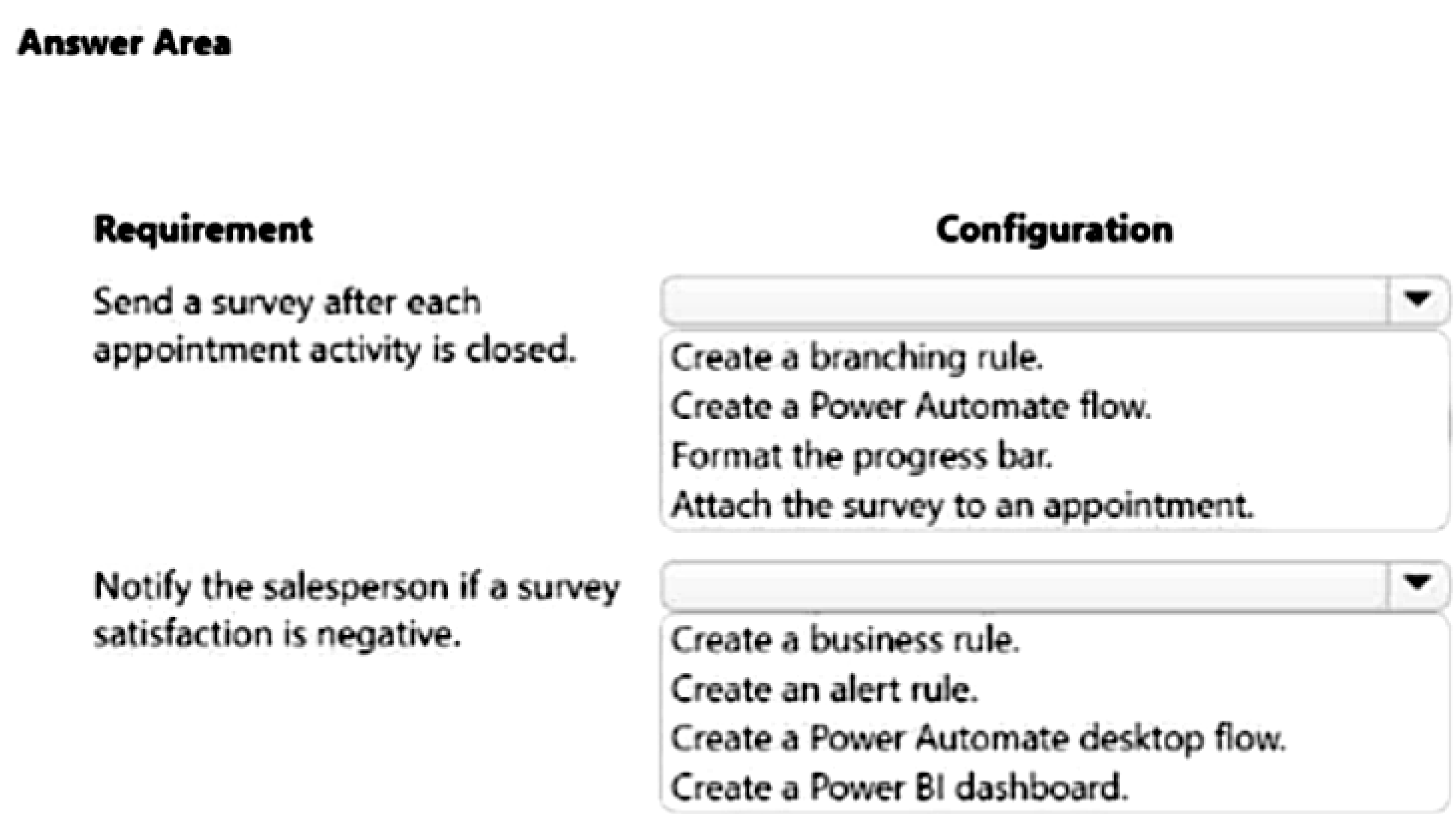
The company requires the following for a survey:

• The survey must be sent automatically each time a salesperson visits a customer and closes the appointment.
• If a survey satisfaction score is negative, an activity must be created for the salesperson.

You need to configure the survey.

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

NOTE: Each correct selection is worth one point.



Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 53

Topic #: 1

[All MB-230 Questions]

DRAG DROP

-

A company deploys Dynamics 365 Customer Service.

A service manager requires a new classification ruleset for Bronze-type customers. The Bronze type customers require an answer within five hours.

You need to create the classification ruleset.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions

- Create a condition for the Bronze rule.
- Create a rule named **5-hour response** from the decisions list.
- Create a new manual rule named **Bronze**.
- Create a new ruleset in a workstream.
- Create a demand rule for the Bronze rule.

Answer area

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 54
Topic #: 1
[All MB-230 Questions]

HOTSPOT
-

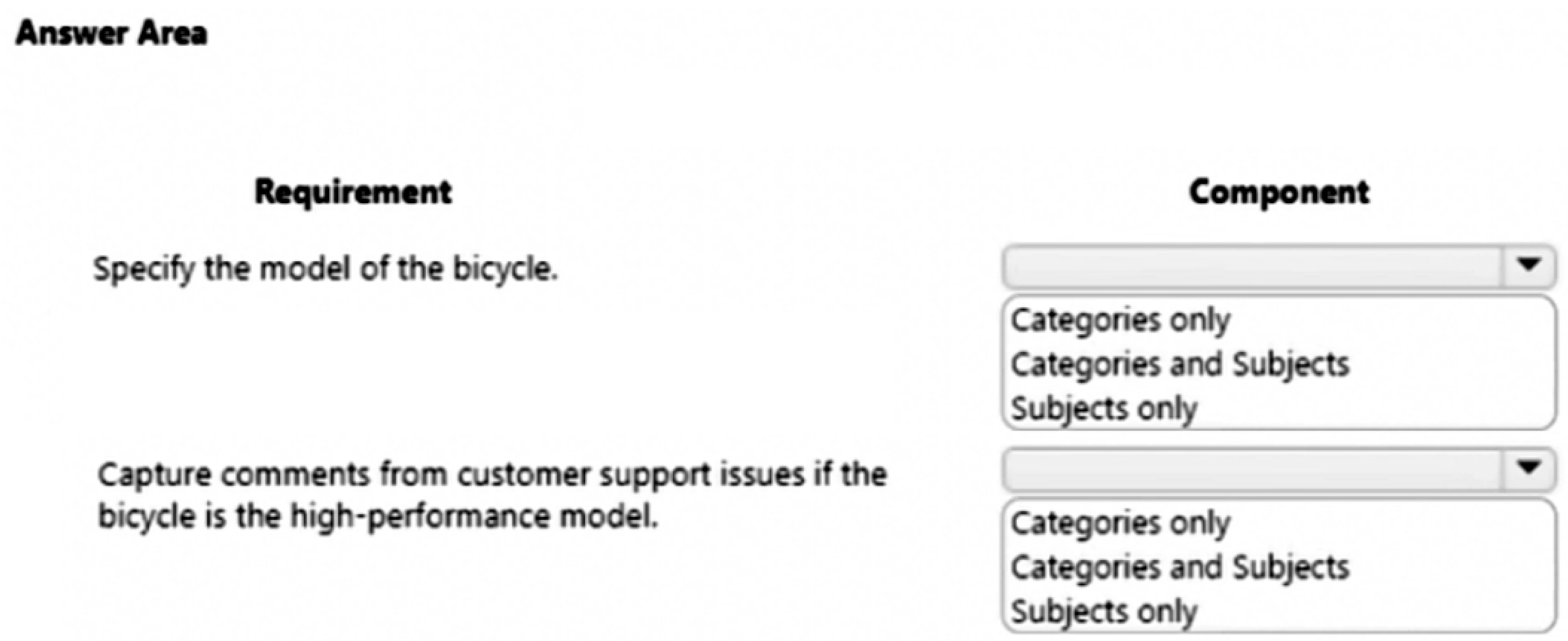
A customer service manager needs a new business process flow to manage support for a product rollout for bicycles. There are two bicycle models: standard and high performance.

Support representatives must be able to:

• Specify the model of the bicycle.
• Capture comments from customer support issues if the bicycle is the high-performance model.

You need to create the business process flow.

What should you configure for each requirement? To answer, select the appropriate options in the answer area.



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 55
Topic #: 1
[All MB-230 Questions]

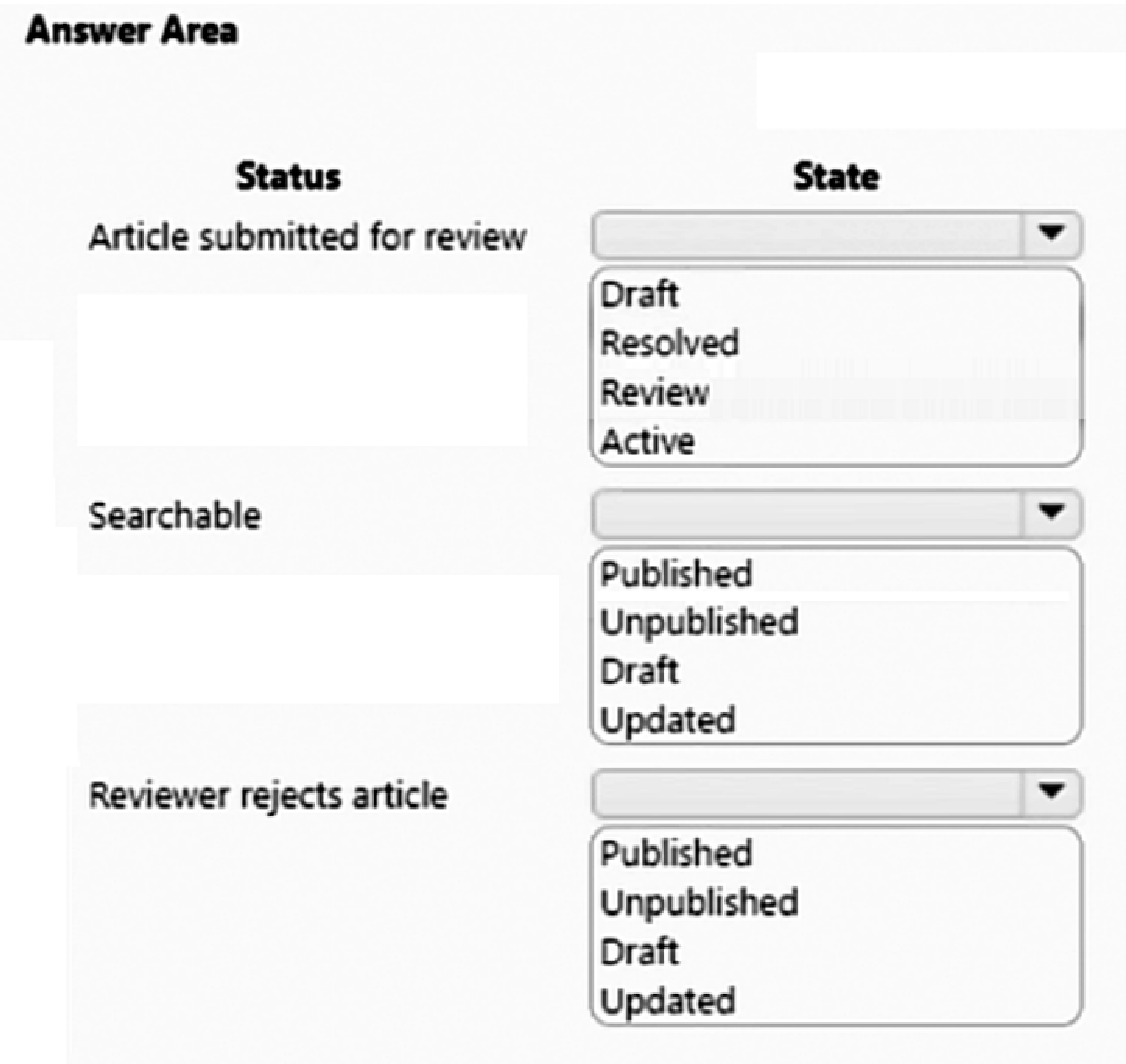
HOTSPOT
-

A client wants to use the knowledge base in Dynamics 365 Customer Service.

You need to identify the state of a knowledge base article when an event occurs.

What are the states of the articles? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 56
Topic #: 1
[All MB-230 Questions]

HOTSPOT
-

You create a survey for the employees of your company to provide feedback on future products.

An employee mistakenly publishes a link to the survey on the internet. Customers and other companies use the link to respond with millions of similar recommendations.

You need to create a new survey that meets the following requirements:

• Allow all people in the company to respond.
• Limit availability to only one day after clicking a personalized link.

How should you configure the survey distribution? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Setting	Value
Responses > Response limit	Enabled Disabled
Availability > Disable after	0 1 2400 3600

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 57
Topic #: 1
[All MB-230 Questions]

HOTSPOT
-

A company that manufactures industrial heating, ventilation, and air conditioning units (HVAC) implements Dynamics 365 Customer Service.

Following each installation, customers must be surveyed about their satisfaction of the installation and the conduct of the installers.

You need to recommend the appropriate question types.

Which question types should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Question type
A group of questions scoring the installation experience from 0-5.	Likert Rating Ranking Net Promoter Score
A question where the responder selects a smiley symbol that represents overall satisfaction.	Rating Ranking Real-time customer sentiment
A question asking the customer to specify an order of preference for future communications.	Likert Rating Ranking Choice

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 58

Topic #: 1

[All MB-230 Questions]

You are a system administrator for Dynamics 365 for Customer Service.

All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.

You need to configure cases.

What should you do?

A. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.

B. On the case entity, update the Parent case-Child case 1:N relationship field mapping to include all the required fields that should map from the parent case.

C. Validate that customer and case title fields have not been removed as fields that child cases inherit from parent cases. Add product and case-type fields to the list. The closure preference setting does not need to be changed. This is default behavior.

D. Validate that customer and case title fields have not been removed as fields that child cases inherit from parent cases. Add product and case type fields to the list. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 59
Topic #: 1
[All MB-230 Questions]

DRAG DROP
-

You manage a Dynamics 365 environment. No customizations have been made to fields.

You need to determine the proper usage for status reasons for cases.

Which status applies to each status reason? To answer, drag the appropriate statuses to the correct status reasons. Each status 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.

NOTE: Each correct selection is worth one point.

Status

Active | Resolved | Canceled

Answer Area

Status reason	Status
On Hold	Status
Information Provided	Status
Merged	Status
Researching	Status

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 60

Topic #: 1

[All MB-230 Questions]

A company uses Dynamics 365 Customer Service. The app is shared by agents and the inventory department. The inventory department manages the products. The agents have read-only access.

Agents must have access to the products to add the products to cases. The agents do not need to view the products in the sitemap.

You need to prevent agents from viewing products in the sitemap while maintaining the ability for the inventory department.

What should you do?

A. Set product privileges to Basic for the agents.

B. Configure the site map subarea privileges of the product table.

C. Set product privileges to Local for the agents.

D. Configure the site map to remove the subarea where the product is displayed.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 61
Topic #: 1
[All MB-230 Questions]

DRAG DROP
-

Your company uses Dynamics 365 Customer Service.

The company wants to send a customer survey to each customer when a case is closed. The survey must include the following:

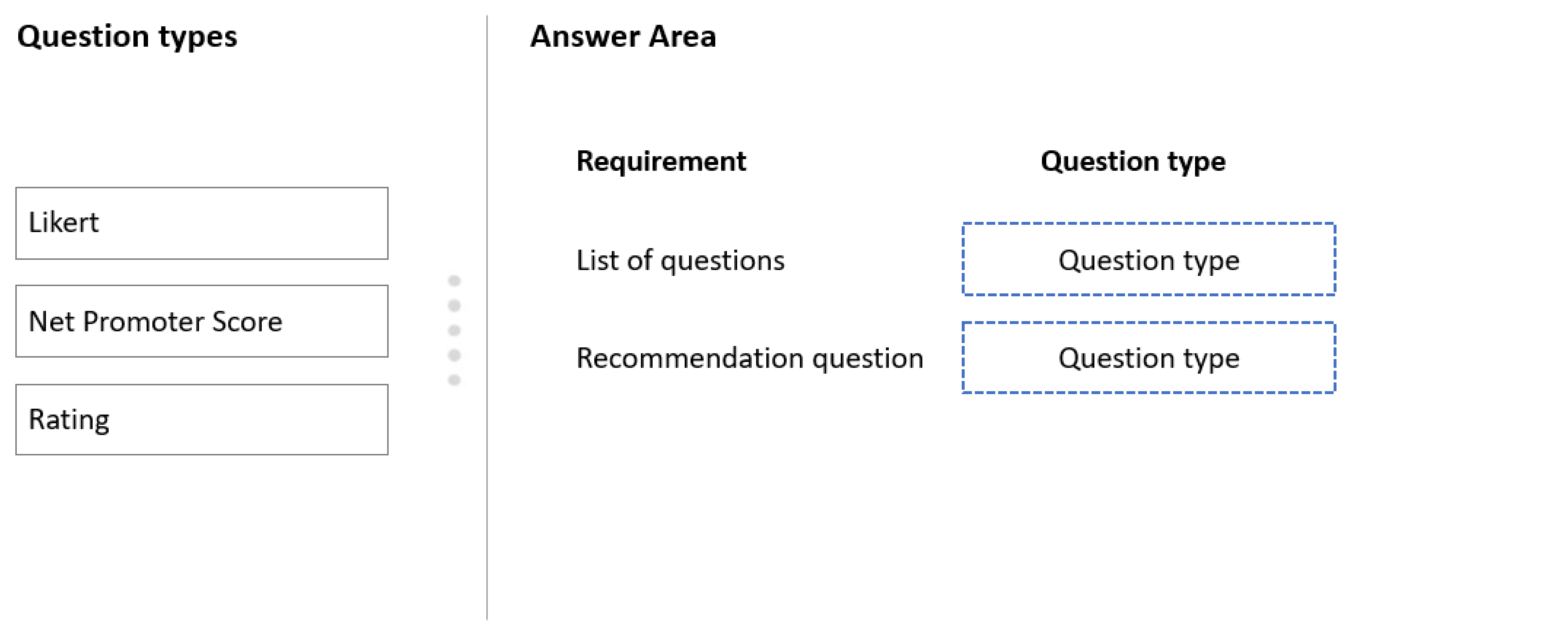
• An area with a list of questions that rate the answers as poor, average, or great.
• A question that rates whether the customer would recommend your company to others.

The company wants to exclude symbols from any of the question types.

You need to configure the question types.

Which question type should you use? To answer, drag the appropriate question type to the correct requirement. Each question type 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.

NOTE: Each correct selection is worth one point.



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 62
Topic #: 1
[All MB-230 Questions]

A company implements Dynamics 365 Customer Voice.

When the company deploys an application at the end of a project, users are unable to distribute surveys.

You need to assign users to the appropriate role so they can distribute the survey. You must adhere to the principle of least privilege.

To which role should you assign the users?

A. Omnichannel supervisor

B. Scheduler

C. Productivity tools user

D. Survey sender

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 63
Topic #: 1
[All MB-230 Questions]

You implement Dynamics 365 Customer Service for a company. Support representatives use the Customer Service workspace.

Support representatives must begin working on existing cases in their queues when they open the workspace.

Which screen should the representatives use to perform this task?

A. Customer service multiple customer sessions

B. Customer Service Agent Dashboard

C. Power BI dashboard

D. Next available case record

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 64
Topic #: 1
[All MB-230 Questions]

DRAG DROP
-

You are a functional consultant for a Dynamics 365 Customer Service organization.

You must add the knowledge base search control to the Case entity main form and the Phone call main form.

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.

Actions

- In the Set properties dialog box, on the Display tab, specify fields for filter data, knowledge base suggestions, and ratings.
- Open the Article entity.
- Select the area where you want to place the search control. On the Insert tab, select Knowledge base search.
- Open the entity main form.
- In the General tab of the Communications and collaboration section, verify that knowledge management is selected.
- In the Controls area, select Add control.

Answer Area

1
2
3
4

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 65
Topic #: 1
[All MB-230 Questions]

You are creating an external-facing portal that uses capabilities of Dynamics 365 Customer Service.

When a case is closed, customers must receive an email that provides the ability to visit the knowledge base associated with the case.

You need to configure the system.

Which two options should you configure? Each correct answer presents part of a solution.

NOTE: Each correct selection is worth one point.

A. In Dynamics 365 Customer Service, enter the portal URL that will be used to create external (public facing) portal links for knowledge articles in the Knowledge Solution field.

B. In Dynamics 365 Customer Service, under Knowledge Source, in the Knowledge Solution field, enable sharing the knowledge article as a link in the email sent to the customer.

C. In the Knowledge Articles Feedback section, set Enable users to provide feedback on knowledge articles from search control to Yes.

D. In Dynamics 365 Customer Service, ensure that the representative closing the case attaches the knowledge article to the record.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 66
Topic #: 1
[All MB-230 Questions]

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.

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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 -

• New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
• The system must automatically create a case when email is received by companies that are not in the system.
• The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.
• Users must be able to initiate routing for manually created cases.
• 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.
• Main cases must not be closed until all the sub-cases are closed.
• 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.
• When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base -

• Users must be able to search the knowledge base when opening a new case form or when checking on cases.
• Users must be able to use relevant searches and include any customer entities.

Dashboards -

• Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.
• 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.
• Managers need a dashboard that displays weekly statistics for cases and representatives.
• 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 -

• Most customers must be contacted within 90 minutes of their case being opened.
• Some customers can purchase faster service on call backs.
• Emails must be sent to support managers when service-level agreements (SLAs) are missed.
• Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.
• SLA KPIs must be tracked in the system.
• SLA KPIs must appear on the case form.
• 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.

You need to enable relevance search for the custom entity.

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

NOTE: Each correct selection is worth one point.

A. Add Quick Find to the case form.
B. Add custom entities to Configure Relevance Search in Customizations and Entities.
C. Add Knowledge Base Search control to the forms case.
D. Enable Relevance Search in System Settings.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 67
Topic #: 1
[All MB-230 Questions]

HOTSPOT
-

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.

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To start the case study
-
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Overview
-

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Requirements
-

Support desk
-

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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
-

• New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
• The system must automatically create a case when email is received by companies that are not in the system.
• The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.
• Users must be able to initiate routing for manually created cases.
• 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.
• Main cases must not be closed until all the sub-cases are closed.
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Knowledge base
-

• Users must be able to search the knowledge base when opening a new case form or when checking on cases.
• Users must be able to use relevant searches and include any customer entities.

Dashboards
-

• Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.
• 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.
• Managers need a dashboard that displays weekly statistics for cases and representatives.
• 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
-

• Most customers must be contacted within 90 minutes of their case being opened.
• Some customers can purchase faster service on call backs.
• Emails must be sent to support managers when service-level agreements (SLAs) are missed.
• Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.
• SLA KPIs must be tracked in the system.
• SLA KPIs must appear on the case form.
• 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.

You need to meet the automatic case creation requirements.

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

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Case Action
Email received about a product issue form an existing customer is not creating a new record	Activate a record creation rule Click on convert to a case Activate a record creation plugin Click on new case
Email received from an unknown user about a product issue	Click on convert to case and add account Choose condition parameter needed in record creation rule Choose condition parameter in plug-in Click on new case and type in information

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 70
Topic #: 1
[All MB-230 Questions]

HOTSPOT
-

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.

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To start the case study
-
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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 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

• Each employee must use the system.
• Case managers must be users in the system but must not be available for the scheduling rotation or manually assigned.
• Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Cases
-

• The system must support live chats, texting, and Twitter.
• Case representatives must be able to chat, text, and tweet without exiting the system they use to track calls.
• Case representatives must be able to chat live only with customers whose calls are routed or assigned to them.
• Managers must be able to monitor all communication as well as add or delete quick replies.
• Customer satisfaction representatives must be able to read agent scripts and workflows.
• 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.
• There are two types of queues: regular and escalated.
• Tickets must be routed to the most qualified representative for the illness.
• Tickets assigned to a representative must be automatically placed in that representative's queue.

Requirements. Chat escalation process

• Each division must have one manager for escalations.
• 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.
• Only escalations must go to the chat bot.
• You must create two types of Omnichannel queues: regular and escalated.
• Only managers must be able to access the Omnichannel Insights dashboard.

Requirements. Managers
-

• Managers must be able to review weekly productivity reports for representatives by using Omnichannel Insights dashboards.
• Managers must be able to monitor patient moods during patients' conversations with representatives.
• Managers must be able to determine whether a patient is feeling negative during a live chat with a representative.

Requirements. Appointments
-

• Representatives must be able to schedule appointments and see everyone's free/busy time during their scheduled working hours.
• Appointments must be scheduled by representatives in open time slots for nurses and doctors.
• Nurses and doctors must be booked for 30-minute time slots.
• Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Analytics
-

• You must implement Customer Insights to keep track of how well representatives are managing customers' requests.
• Analytics must be viewable only in the production environment.
• You must ensure that only escalation managers can create workspaces and control access to workspaces
• Case representatives must be rated on knowledge of their primary specialty and their backup specialty.
• Case representatives must only be able to view workspaces.
• Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.

You need to configure OmniChannel to route correctly.

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

NOTE: Each correct selection is worth one point.

Answer Area

Configuration	Option
Number of work streams	None One Two Three
Ticket placement on assignment	Select the Automatically move records in queue checkbox in the case entity in the solution Add a routing rule for a push on owner assignment in Omnichannel Ass a work stream for a push on owner assignment in Omnichannel Select the Enable for SLA checkbox in the case entity in the solution

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 74
Topic #: 1
[All MB-230 Questions]

HOTSPOT
-

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.

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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
-

You are the technology manager for Fourth Coffee. The company sells 20 types of coffees and five types of digital coffee makers.

Fourth Coffee uses Dynamics 365 Customer Service with Omnichannel for Customer Service.

Current environment. Queues
-

The company uses queues to service different types of customers. Each type of customer corresponds to one of the following queues:

• New customers
• Repeat customers
• Subscribers to the coffee of the month club

The company has a separate queue to manage customers who have coffee maker issues.

Current environment. Employees
-

The company has 50 call representatives across five call centers. Each representative can address five calls simultaneously. Overflow calls are transferred to the back office.

• The company uses two levels of representatives to help customers with coffee purchases: entry level and specialists.
• Supervisors monitor chats and live phone calls.

Requirements. Employees
-

• Call representatives must be able to answer requests from phone calls, SMS messages, and chat. A ticket must be opened for each request.
• Specialists must be assigned to coffee maker calls.
• Specific representatives require a Dynamics 365 Customer Service workspace to perform the following activities:
o Open an assigned record in a new workspace tab.
o Use a predefined email template when representatives send an email.
o The system must notify supervisors when customers in a live session express negative feedback about a service or product.

Requirements. Configuration
-

• If a customer starts a chat during non-working business hours, the first representative that signs into the system must answer the chat; the customer must be able to continue the chat at any time.
• Chat sessions must start only when the customer selects the chat icon. Chat must only be available for reorders and coffee maker repairs.
• Subscribers and new orders must always go to a live representative unless the subscriber chooses the chat icon.

Customers must be able to download a separate app to their phone or tablet for ordering coffee. The app must include only the customer's name, address, phone number, and issue information.

Requirements. Support
-

• The solution must provide the following website features for external customers:
o Provide support to submit issues.
o Ensure they can log in.
• The chatbot must have an option to allow users to escalate a conversation to a live representative.
• Live representatives must be able to send a customer back to the chatbot.

Requirements. Distribution of calls

• Live chat must be available for cases.
• Cases that are escalated must be distributed to the next available agent.
• All other cases must wait for an agent to pick up the case.
• All work must be distributed evenly with no other conditions.
• The number of workstreams and routing rules must be minimized.
• Spanish-speaking customers must be sent to representatives who speak Spanish fluently.
• Tickets must be routed to the most qualified representative for the type of issue reported.
• All representatives must be rated on their specialty knowledge and backup specialty.

Requirements. Device telemetry
-

The solution must support the following:

• Remotely monitor coffee makers and contact a technician to help customers with coffee maker support contracts.
• Provide a place for IoT messages to flow to the device and back to the IoT hub.
• Automatically review messages from coffee makers and open a case when the system indicates an error with a coffee maker.
• Provide a place for the company technology to securely connect virtually with the coffee maker customer.

Requirements. Customers
-

• Customers must be able to sign into an external portal.
• Customers must be able to view their cases and case status information.
• Security must be as restrictive as possible.

Requirements. Surveys
-

The survey must include the following with minimum development effort:

• A list of questions that rate the service as poor, average, or great
• A question that rates whether the customer would recommend the company
• A question that asks if the customer would like to escalate a case
o If yes, the survey must collect an email address and phone number for the customer.
o If no, another set of questions asking about open issue details must display.

The solution must meet the following survey distribution requirements:

• Each survey must be standardized to include the company logo and colors.
• Surveys must be sent out after each ticket closes.
• Quarterly surveys must be sent out to those customers who rated the company poorly.
• Customer surveys must be available in several languages to support global distribution.

You need to configure the survey.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
Survey standardization	Add branding to the survey. Personalize the survey by using variables. Embed the survey in an email template. Add scoring to the survey.
Country/region adaption	Add translations for the corresponding strings in the survey. Change the default language of the survey. Enable languages in the Personalization settings. Enable languages in the Portal settings.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 75
Topic #: 1
[All MB-230 Questions]

DRAG DROP
-

Case study
-

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You need to set up question types to use for the survey.

Which question types should you use? To answer, drag the appropriate question types to the correct requirements. Each question type 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.

NOTE: Each correct selection is worth one point.

Question types

- Net Promoter Score
- Likert
- Rating
- Branching

Answer Area

Requirement	Question type
List of questions	
Recommendation question	
Escalation question	

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 76
Topic #: 1
[All MB-230 Questions]

You manage a Dynamics 365 Customer Service environment. You implement cases to handle customer issues. A case-routing rule is configured to route all cases to the appropriate queues based on defined criteria.

A customer service representative verifies that user-created cases are not automatically routing. Similar cases created by using inbound emails are automatically routing to queues.

You need to identify the routing issue for user-created cases.

What is the issue?

A. Case routing rules do not automatically apply to manually created cases.

B. The queue for this case is not set up or is inactive.

C. The routing rule is not set up to handle the defined routing of cases created by phone.

D. The routing rule to handle cases created by phone is inactive.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 78
Topic #: 1
[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are creating agent scripts that have macros for quick steps for agents in a support center.

Agents need to be able to open a case from one of the steps in the agent scripts.

You need to select a type of connector to use to create the macro.

Solution: Configure the macro by using an Omnichannel connector.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 79
Topic #: 1
[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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Agents need to be able to open a case from one of the steps in the agent scripts.

You need to select a type of connector to use to create the macro.

Solution: Configure the macro by using a session connector.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 1
Topic #: 2
[All MB-230 Questions]

You manage a Dynamics 365 for Customer Service environment.
The entitlement for a customer ended last month. The customer must renew the entitlement and use the same parameters as the expired entitlement.
You need to create the entitlement for the customer.
What should you do?

A. Create a new template with the dates and terms. Activate the template.

B. Delete the old entitlement. Create a new entitlement template.

C. Add the new end date to the current entitlement and set new terms. Activate the entitlement.

D. Make a copy of the old entitlement. Activate the copy.

E. In the old entitlement, zero out the remaining terms and the total terms. Activate the entitlement.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 2

Topic #: 2

[All MB-230 Questions]

You are using Dynamics 365 for Customer Service.

You need to automate the process of adding cases to a queue.

What should you do?

A. Use routing rules

B. Use the convert activities functionality with cases

C. Use the add to queue button on a case

D. Use the Assign button on a case

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 3

Topic #: 2

[All MB-230 Questions]

You are a Dynamics 365 for Customer Service administrator.

Your company provides standard support contracts for a total of 20 hours of email support. All 20 hours are for email support only. Phone support is offered as a premium service in allotments of 10 incidents.

You need to set up an entitlement template for the standard support.

What should you configure?

A. Set up an entitlement record for each account. Set the value of the Total terms field for an entitlement to 20. Do not configure an entitlement channel.

B. Set the value of the Total terms field for an entitlement to 20. Set the value of the entitlement channel option to Email.

C. Set up an entitlement record for each account. Set the value of the Total terms field for an entitlement to 20. Set the entitlement channel option to Web. Set the value of the Total terms field to 20.

D. Set the value of the Total terms field for an entitlement to 20. Set the entitlement channel option to Email. Set the value of the Total terms field to 0. Add the Phone option. Set the value of the Total Terms field to 10.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 4

Topic #: 2

[All MB-230 Questions]

You are using Dynamics 365 for Customer Service.

You need to create the entitlements for your customers.

What should you do?

A. Create queues for each channel.

B. Create an entity for each channel and configure the relationship with the entitlement.

C. Configure entitlement channels.

D. Configure routing rules.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 5

Topic #: 2

[All MB-230 Questions]

DRAG DROP -

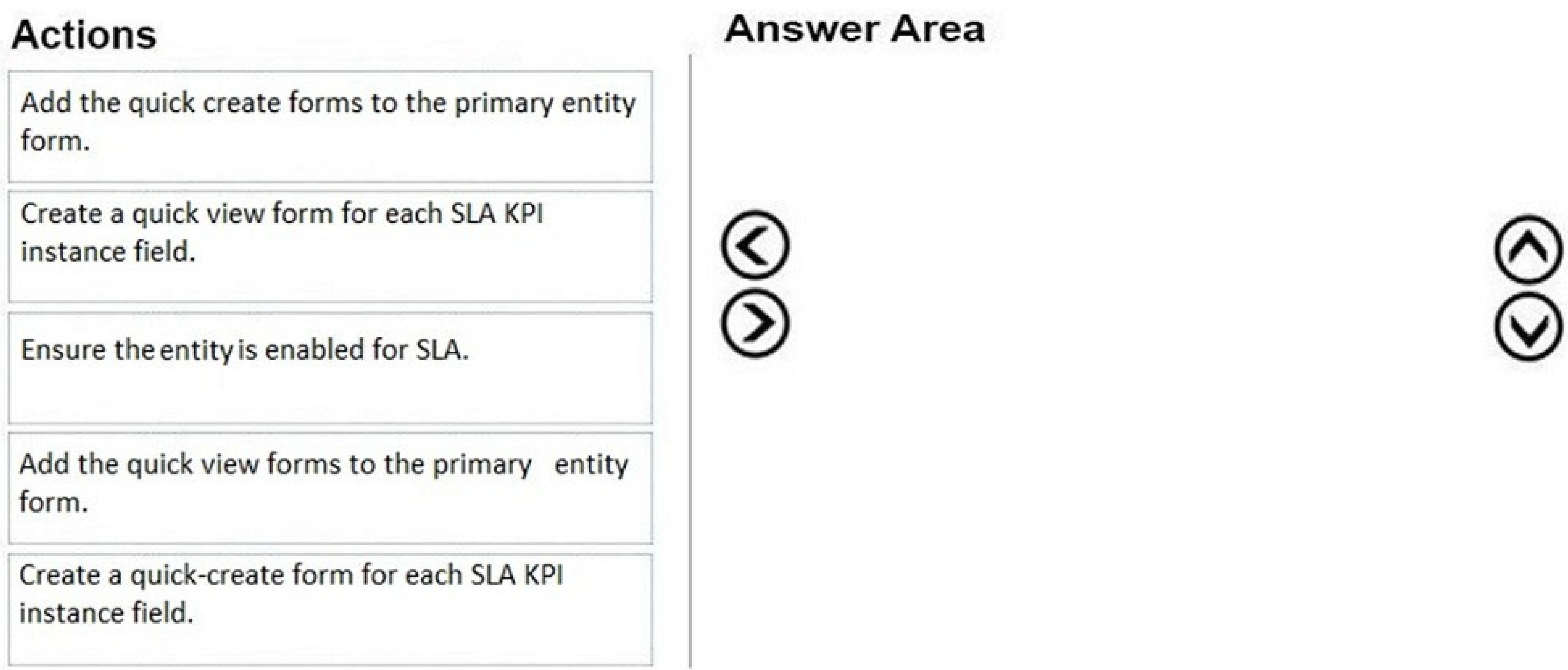
You are a Dynamics 365 for Customer Service administrator.

You must track time against enhanced service-level agreements (SLAs).

You need to add a timer.

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:



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 6
Topic #: 2
[All MB-230 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 7

Topic #: 2

[All MB-230 Questions]

DRAG DROP -

You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type 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.

NOTE: Each correct selection is worth one point.

Select and Place:

Queue types

- Private
- Public

Answer Area

Scenario	Queue type
Set up a product defect queue. Add the defect group as the members for the queue.	queue type
Set up an unknown queue for anyone to review tickets that are not classified.	queue type
Set up an escalation queue that enables only upper management to review the tickets.	queue type

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 8

Topic #: 2

[All MB-230 Questions]

HOTSPOT -

You are a Dynamics 365 for Customer Service administrator.

Members of the customer support staff must not be available on public holidays in the year 2021.

You need to configure holiday schedules.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Action
Create a new schedule.	▼ Add a holiday / Place the SLA on hold
Configure schedule settings.	▼ Activate the schedule / Specify an end date

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 9

Topic #: 2

[All MB-230 Questions]

HOTSPOT -

You are a Dynamics 365 for Customer Service administrator.

You need to categorize activities and cases by using queues.

How should you categorize each record? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 10

Topic #: 2

[All MB-230 Questions]

A company has the following business units:

✑ Call center

✑ Customer service

✑ Digital response

✑ 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

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 11

Topic #: 2

[All MB-230 Questions]

HOTSPOT -

You are configuring a Dynamics 365 for Customer Service instance.

Customer service manager cannot create new entitlements for customer service representatives.

You need to ensure that customer service managers can add new entitlement templates and knowledge base records for customer service representatives.

Which access levels should you apply? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Action	Access level
Create entitlement templates.	Organization Append
Create knowledgebase records.	Append Business Unit

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 12

Topic #: 2

[All MB-230 Questions]

DRAG DROP -

You are a Dynamics 365 for Customer Service system administrator.

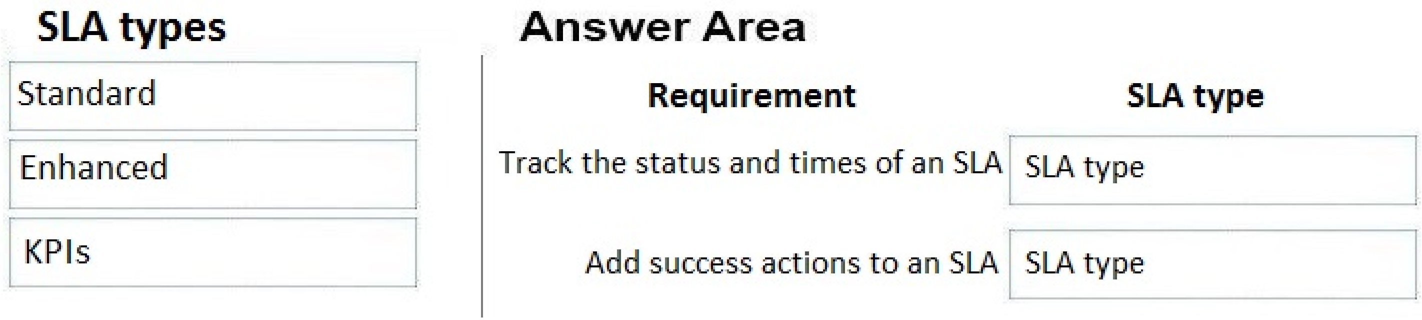
You need to create service-level agreements (SLAs) to meet company requirements.

What SLA types should you use? To answer, drag the appropriate SLA types to the correct requirements. Each SLA type 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.

NOTE: Each correct selection is worth one point.

Select and Place:



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 13
Topic #: 2
[All MB-230 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 14

Topic #: 2

[All MB-230 Questions]

DRAG DROP -

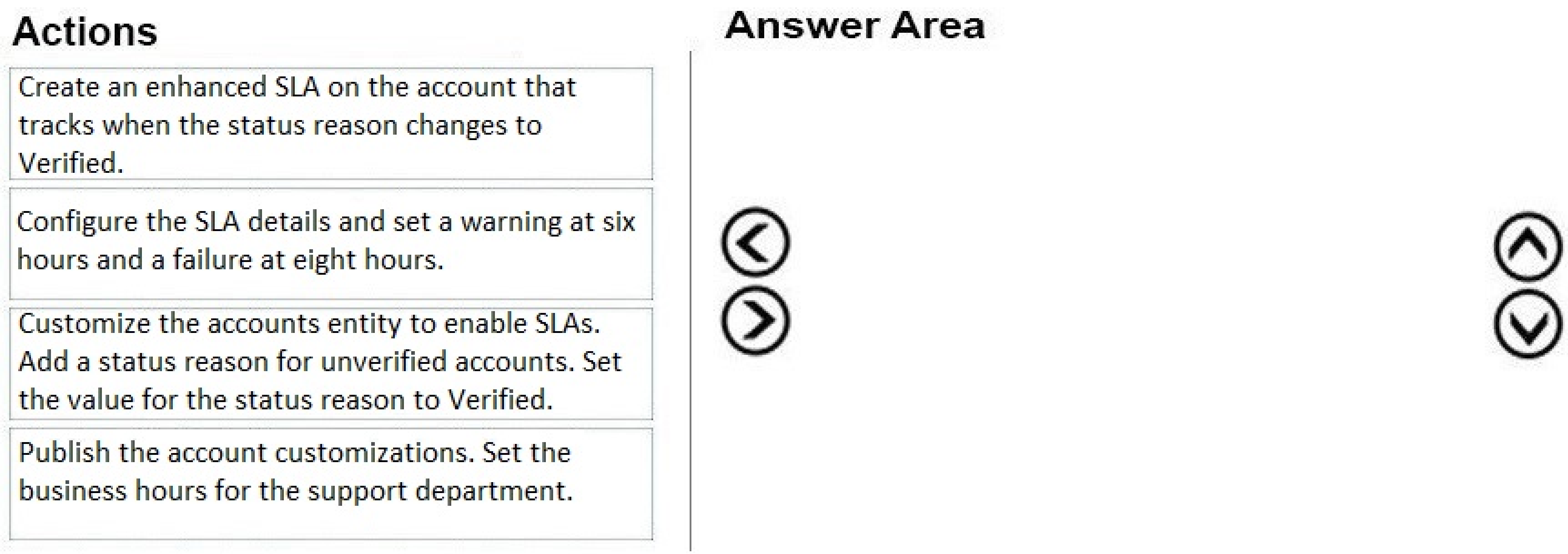
You are a Dynamics 365 for Customer Service administrator. Your company provides support between 9 a.m. and 5 p.m.

You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.

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

In which order should you perform the actions? To answer, move all actions from the list to the answer area and arrange them in the correct order.

Select and Place:



Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 15

Topic #: 2

[All MB-230 Questions]

HOTSPOT -

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

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 16
Topic #: 2
[All MB-230 Questions]

You are a Dynamics 365 for Customer Service administrator.
You need to deactivate entitlements.
When should you deactivate entitlements? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. A customer's entitlement has ended and no more support is desired.

B. A customer renews an entitlement for 100 more hours or one year.

C. A customer calls and wants to know how many hours of support remain.

D. The customer must change remaining support hours from all email support to one-half email support and one-half phone support.

E. You need to add notes to the customer's entitlement.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 17

Topic #: 2

[All MB-230 Questions]

You are a customer service manager using Dynamics 365 for Customer Service.

You need to restrict support to the products that a customer has purchased.

What should you do?

A. Add the product to the account

B. Add the products to the case

C. Add the products to the customer's entitlement

D. Add the products to the customer

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 18
Topic #: 2
[All MB-230 Questions]

You manage a Dynamics 365 for Customer Service environment. You create and activate a routing rule.
You need to modify the routing rule to a target a queue instead of a user. You navigate to routing rule sets.
What should you do first?

A. Use Lookup to specify the Add to queue value.

B. Select Edit to the command bar.

C. Toggle the radio button for Route from user/team to queue.

D. Deactivate the routing rule.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 19
Topic #: 2
[All MB-230 Questions]

DRAG DROP -

A company uses Dynamics 365 Customer Service.

You need to implement queues to meet company requirements.

Which types of queues should you use? To answer, drag the appropriate queue types to the correct requirements. Each queue type 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.

NOTE: Each correct selection is worth one point.

Select and Place:

Queue types

- Private
- Public

Answer Area

Requirement	Queue type
Assign cases to teams and share cases with select teams based on product types.	Queue type
Share cases that cannot be automatically routed to a team with the entire company.	Queue type

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 20

Topic #: 2

[All MB-230 Questions]

HOTSPOT -

You are working as a functional consultant for Dynamics 365 Customer Service. No changes have been made to security roles.

You need to ensure that customer service representatives can process cases that have service-level agreements (SLAs) and entitlements. You must grant only the minimum privileges required.

How should you configure security? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Option	Value
Security role	Customer service representative Customer service manager
Update holiday schedules	None User Business unit Organization

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 21

Topic #: 2

[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

✑ Users must have their own queues that no one else can access.

✑ Users must not be able to view each other's queue.

✑ Users must be able to work from the support queue.

Solution:

✑ Set up each user queue to be private.

✑ Set up level1 and level2 queues to be public and add applicable members.

✑ Set up the support queue to be public.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 22

Topic #: 2

[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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✑ Users must not be able to view each other's queue.

✑ Users must be able to work from the support queue.

Solution:

✑ Set up each user queue to be private.

✑ Set up level1 and level2 queues to be public and add applicable members.

✑ Set up the support queue to be private.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 23

Topic #: 2

[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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✑ Users must have their own queues that no one else can access.

✑ Users must not be able to view each other's queue.

✑ Users must be able to work from the support queue.

Solution:

✑ Set up each user queue to be public.

✑ Set up level1 and level2 queues to be public and add applicable members.

✑ Set up the support queue to be public.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 24
Topic #: 2
[All MB-230 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 25

Topic #: 2

[All MB-230 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 27
Topic #: 2
[All MB-230 Questions]

DRAG DROP
-

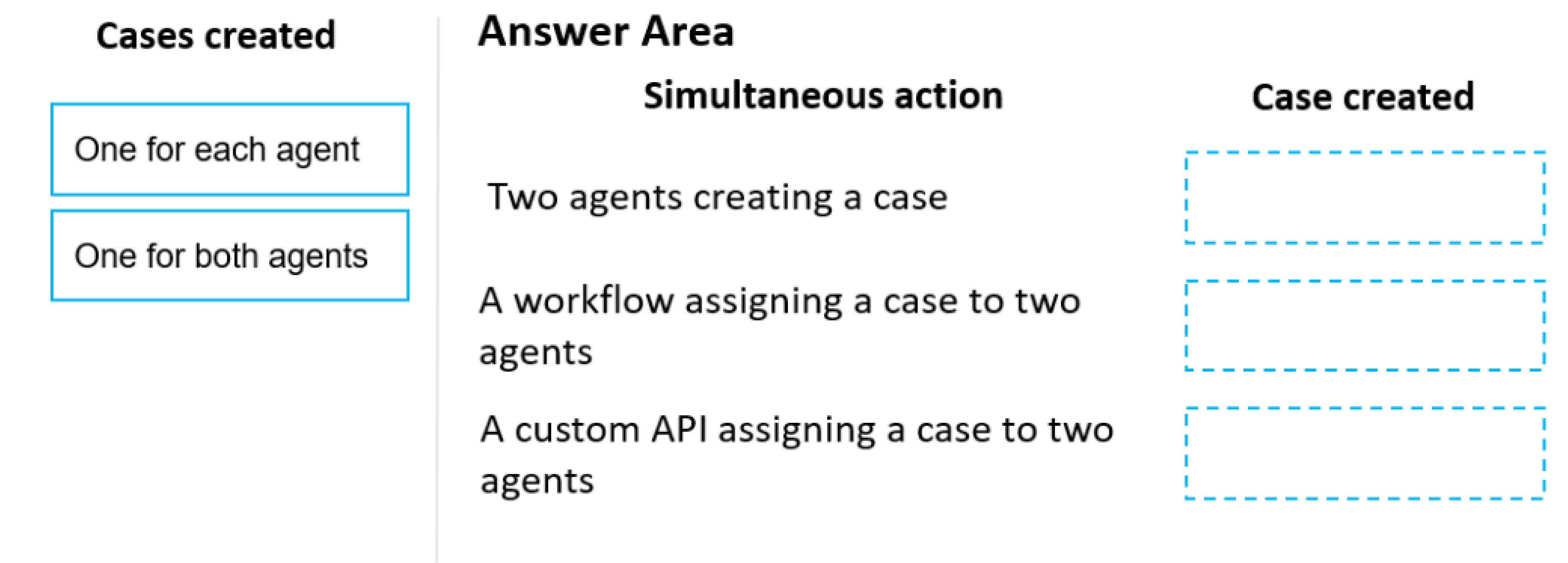
A service manager discovers a high number of cases in the agent queues. Cases are created manually but can be reassigned using a workflow or custom API.

The manager needs to know whether cases are getting duplicated because of simultaneous case creation or simultaneous case assignment.

You need to identify the number of cases that are created in each scenario.

How many cases are created? To answer, drag the appropriate cases created options to the correct simultaneous actions. Each cases created option 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.

NOTE: Each correct selection is worth one point.



Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 28

Topic #: 2

[All MB-230 Questions]

DRAG DROP

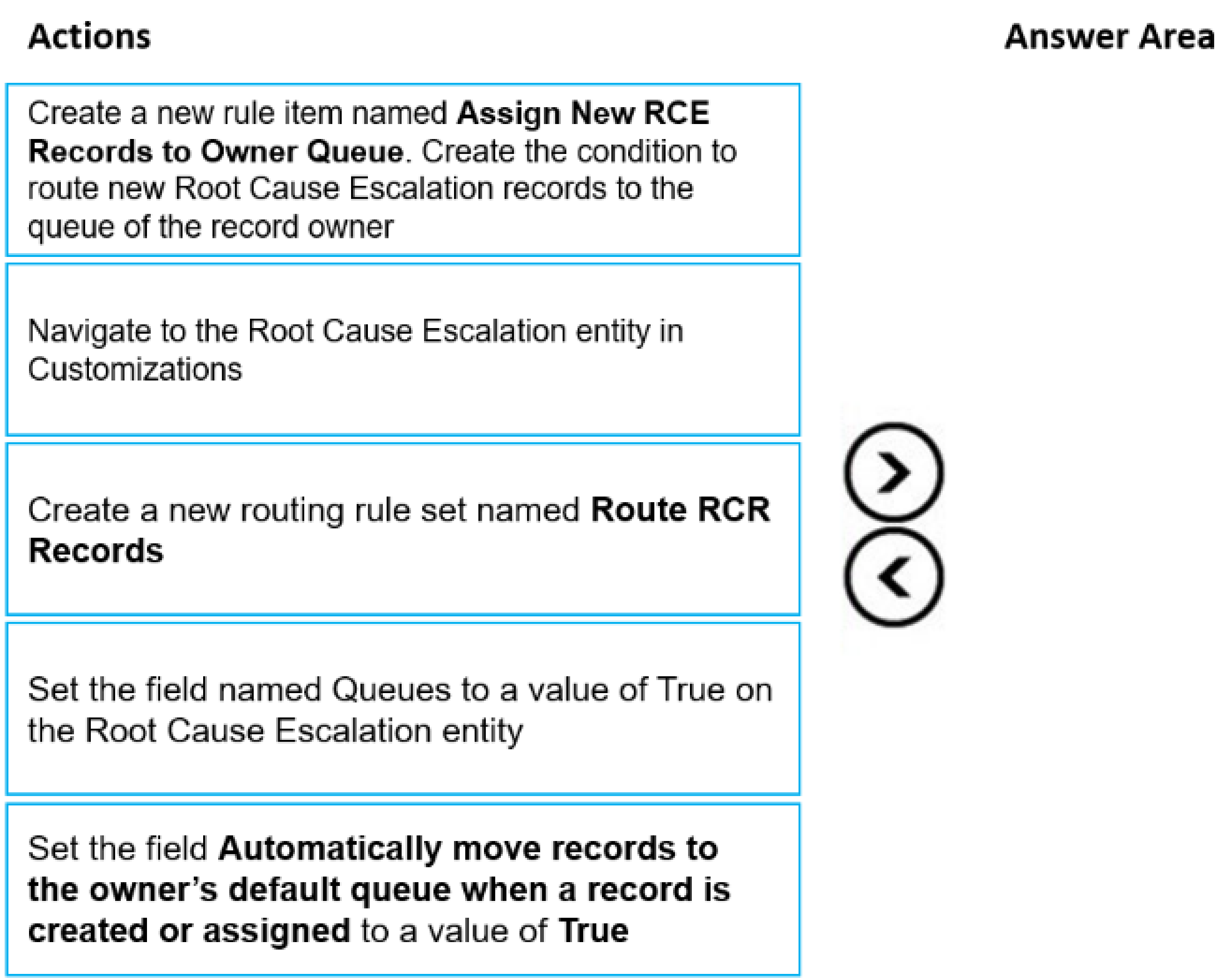
-

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.



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 29
Topic #: 2
[All MB-230 Questions]

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

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 30

Topic #: 2

[All MB-230 Questions]

A company uses Dynamics 365 Customer Service. A client purchases a premium support package that allows six support incidents over two years.

You need to set up support entitlement enforcement.

Which three attributes should you configure? Each correct answer presents a part of the solution.

NOTE: Each correct selection is worth one point.

A. Specify the remaining item

B. Specify the total term

C. Specify the end date

D. Set the Restrict based on entitlement terms value

E. Specify the service-level agreement (SLA)

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 31
Topic #: 2
[All MB-230 Questions]

You are using Dynamics 365 Customer Service.

You need to ensure that customers request support by using email, phone or web, based on their signed contracts with your company.

What should you do?

A. Configure entitlement channels.

B. Create an entity for each channel and configure the relationship with the entitlement.

C. Create queues for each channel.

D. Configure routing rules.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 32
Topic #: 2
[All MB-230 Questions]

You are a Dynamics 365 system administrator.

The customer service desk needs to be able to apply service level agreements (SLAs) on demand to customers that do not have SLAs.

You need to determine how SLAs on demand can be assigned.

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. Use an existing customer SLA and change the conditions after assigning the SLA to the customer record.

B. Create a new SLA for each case that does not have a customer SLA.

C. Go into the SLA configuration and assign it to a customer.

D. Automatically apply SLAs to records based on business logic.

E. Assign SLAs manually to records.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 33
Topic #: 2
[All MB-230 Questions]

HOTSPOT
-

A company that manufactures industrial heating, ventilation, and air conditioning units (HVAC) is implementing Dynamics 365 Customer Service.

The company requires a presales solution that handles presales inquiries and existing customer support calls. The solution must meet the following requirements:

• Presales inquiry handling must be maintained separately from support call handling.
• Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, first-served basis.
• Support calls for specific HVAC systems must be directed only to their respective certified technicians.

You need to configure the solution.

Which components should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Component
Dedicated presales team inquiries	Queues Workstream Assignment ruleset
Separate support calls from presales maintenance	Role Queues Workstream
Calls assigned to technicians according to their certification	Assignment ruleset Capacity profile Prioritization ruleset Skill attachment rules

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 35
Topic #: 2
[All MB-230 Questions]

You are using Dynamics 365 Customer Service to create and activate entitlements.

Customer service representatives state that the entitlement status is set to Waiting, and they cannot use the entitlement. You must ensure customer service representatives can use the entitlement.

You need to identify the entitlement issue.

What is the cause of the issue?

A. The Products or Contact field values have not been configured before activation.

B. The start date of the entitlement is in the future.

C. The entitlement has expired and is awaiting renewal.

D. The end date of the entitlement has been incorrectly configured to a date that has already passed.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 36
Topic #: 2
[All MB-230 Questions]

DRAG DROP
-

An organization uses Dynamics 365 Customer Service. The customer service queue is not implemented.

Customer service representatives (CSRs) are unable to keep up with an influx of email inquiries. Other employees must read and respond to messages that are routed to a customer service queue.

You need to create a queue for customer service emails.

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.

Actions

- Create the customer service queue
- Add CSRs as member of the queue
- Change the queue type to Public
- Within Service management, select Queues
- Change the queue type to Private

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 37

Topic #: 2

[All MB-230 Questions]

You are a Dynamics 365 Customer Service representative.

You need to take the appropriate action when creating new cases to ensure that the automated routing rule is applied.

What should you use?

A. Add to queue

B. Run workflow

C. Save and route

D. Share

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 38
Topic #: 2
[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

• Users must have their own queues that no one else can access.
• Users must not be able to view each other's queue.
• Users must be able to work from the support queue.

Solution:
• Set up each user queue to be private.
• Set up level1 and level2 queues to be private and add applicable members.
• Set up the support queue to be public.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 39

Topic #: 2

[All MB-230 Questions]

A company must standardize the management of web leads and leads generated across their internal and external sales teams.

You need to create an entitlement.

Which type of entitlement should you create?

A. Multi-channel

B. Omnichannel

C. Teams channel

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 40
Topic #: 2
[All MB-230 Questions]

HOTSPOT
-

A company is implementing Dynamics 365 Customer Service. The company installs and services air filtering units for industrial manufacturing plants.

Schedulers must be able to do the following:

• Schedule resources to start appointments every 90 minutes.
• View available resources within the first, second, and third shifts.

You need to configure the system to optimize work scheduling.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
Set start of appointments.	Routing rule Service queue Time constraint Fulfillment preference
View available resources for a shift.	Interval Time group Work hours

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 41
Topic #: 2
[All MB-230 Questions]

HOTSPOT
-

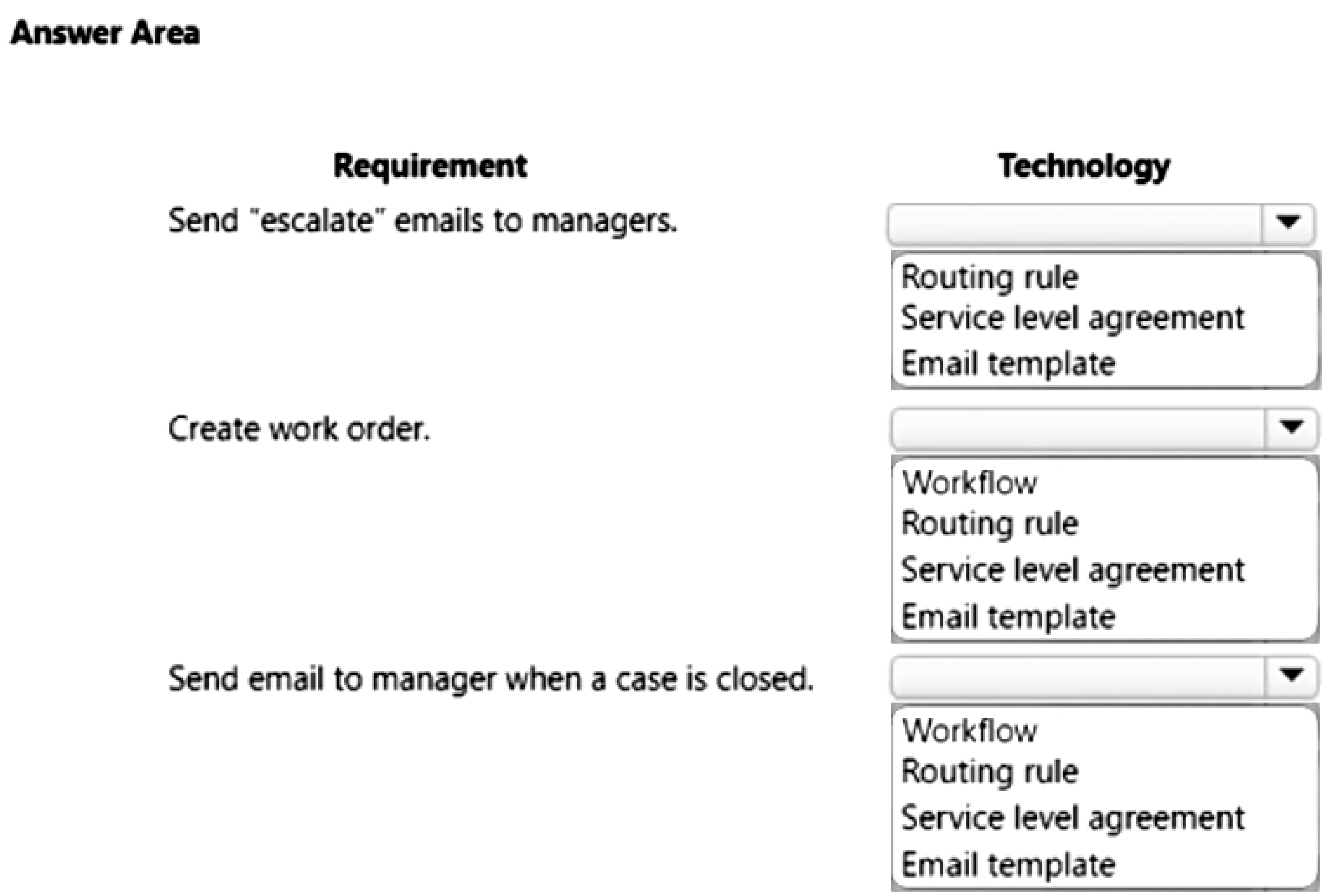
You are a consultant setting up a contact center in Dynamics 365 Customer Service.

The following requirements must be configured in the system:
• Assign cases that are created from emails that have the subject "escalate" to a manager.
• If a call comes in that requires a site visit, a work order needs to be created.
• Managers need to get an email every time a case is closed.

You need to select the appropriate tools to meet the requirements.

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

NOTE: Each correct selection is worth one point.



Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 42

Topic #: 2

[All MB-230 Questions]

You use Dynamics 365 Customer Service to manage cases.

You need to create a service-level agreement (SLA) that provides a warning when two KPI values match a specified condition: First response and Resolve by.

Which two types of SLA details should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. SLA item failure

B. Response KPI only

C. Resolve KPI only

D. Item warning

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 43
Topic #: 2
[All MB-230 Questions]

You are a Dynamics 365 Customer Service administrator.

Your company provides standard support contracts for a total of 20 hours of support. All 20 hours are for email support only. Phone support is offered as a premium service in allotments of 10 incidents.

You need to set up an entitlement template for the standard support.

What should you configure?

A. Set the value of the Total Terms field for an entitlement to 50. Set the entitlement channel option to Email.
Set the value of the Total terms value to 20.

B. Set the value of the Total Terms field for an entitlement to 20. Set the value of the entitlement channel option to Email.

C. Set the value of the Total terms field for an entitlement to 20. Set the entitlement channel option to Email. Set the value of the Total terms field to 0.
Add the Phone option.
Set the value of the Total Terms field to 10.

D. Set up an entitlement record for each account. Set the value of the Total Terms field to 20. Set the entitlement channel to Web.
Set the value of the Total Terms field to 20.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 44

Topic #: 2

[All MB-230 Questions]

You are a Dynamics 365 Customer Service system administrator.

You are unable to add 20 hours of phone time to the Entitlement channel.

You need to determine the reason you are unable to add the hours.

What are three possible reasons? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. The Entitlement start date is in the future.

B. The Entitlement is in draft mode.

C. The Entitlement has been canceled.

D. The Entitlement is in active mode.

E. The Entitlement expiration date has passed.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 47
Topic #: 2
[All MB-230 Questions]

DRAG DROP
-

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
-

• New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
• The system must automatically create a case when email is received by companies that are not in the system.
• The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.
• Users must be able to initiate routing for manually created cases.
• 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.
• Main cases must not be closed until all the sub-cases are closed.
• 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.
• When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base
-

• Users must be able to search the knowledge base when opening a new case form or when checking on cases.
• Users must be able to use relevant searches and include any customer entities.

Dashboards
-

• Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.
• 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.
• Managers need a dashboard that displays weekly statistics for cases and representatives.
• 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
-

• Most customers must be contacted within 90 minutes of their case being opened.
• Some customers can purchase faster service on call backs.
• Emails must be sent to support managers when service-level agreements (SLAs) are missed.
• Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.
• SLA KPIs must be tracked in the system.
• SLA KPIs must appear on the case form.
• 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.

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.

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

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 58
Topic #: 2
[All MB-230 Questions]

You are a Dynamics 365 for Customer Service administrator.

Your company provides standard support contracts for a total of 20 hours of email support. All 20 hours are for email support only. Phone support is offered as a premium service in allotments of 10 incidents.

You need to set up an entitlement template for the standard support.

What should you configure?

A. Set up an entitlement record for each account.
Set the value of the Total Terms field for the entitlement to 20.
Do not configure an entitlement channel.

B. Set the value of the Total Terms field for an entitlement to 20. Set the entitlement channel option to Email. Set the value of the Total Terms field to 0.
Add the Phone option.
Set the value of the Total Terms field to 10.

C. Set the value of the Total Terms field for an entitlement to 20. Set the value of the entitlement channel option to Email.

D. Set the value of the Total Terms field for an entitlement to 20. Set the entitlement channel option to Email.
Set the value of the Total Terms field to 10. Add the Phone option. Set the value of the Total Terms field to 10.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 1

Topic #: 3

[All MB-230 Questions]

DRAG DROP -

You manage Dynamics 365 for Customer Service.

You need to create a list of holidays and ensure that existing service-level agreements (SLAs) observe those holidays.

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

- Update the SLA and select the customer service schedule
- Update the SLA and associate the holiday schedule
- Create an entitlement and select the holiday schedule
- Update the SLA and associate the entitlements
- Create a customer service schedule and select the holiday schedule
- Create a holiday schedule and holiday records

Answer Area

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 2
Topic #: 3
[All MB-230 Questions]

You are a Dynamics 365 Customer Service administrator. You are creating a customer service schedule.
You need to ensure that the schedule shows the correct time zone for available customer service hours.
What should you do?

A. Set the time zone in each customized schedule.

B. Allow the system to automatically convert to each user's time zone when a user signs in.

C. Set the time zone in Dynamics 365 personal options.

D. Set the time zone to GMT (Coordinated Universal Time) to enable conversion when you sign in.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 3

Topic #: 3

[All MB-230 Questions]

A company uses Dynamics 365 Customer Service.

The schedule shows working intervals of 45 minutes. The intervals cause customer service representatives to have too much free time during working hours. The company wants to change the intervals to every 30 minutes.

You need to configure the intervals.

What should you configure?

A. Schedule with travel time and distance

B. Fulfillment preferences

C. Resource crew scheduling

D. Requirement groups

E. Schedule within time constraints

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 4
Topic #: 3
[All MB-230 Questions]

HOTSPOT
-

A computer repair company employs technicians. Some technicians fix hardware issues and some fix software issues.

A case is opened for each customer call. Technicians are sent to customers' homes when issues cannot be fixed over the phone. The company implements Dynamics 365 Customer Service and wants to start scheduling the technicians' in-person appointments.

The requirements for scheduling appointments are as follows:

- Schedule an appointment with the technician who is located closest to a customer.
- Schedule an appointment based on whether the issue is hardware or software.
- The dispatcher who schedules appointments must not be able to configure the system.

You need to configure the system to meet the requirements.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
Configure the dispatcher security role.	Schedule Manager and Customer Service Schedule Administrator Customer Service Scheduler and Scheduler Customer Service Schedule Administrator only Scheduler only
Schedule the software and hardware technicians.	Services Queues Facilities Routing rules

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 5
Topic #: 3
[All MB-230 Questions]

A fitness company has several locations.

The company implements Dynamics 365 Customer Service and uses it to schedule personal trainer sessions with customers.

Customers report the following issues:

• Customers are assigned personal trainers who do not reside at the customer's location.
• Customers are assigned personal trainers during the trainers' non-working hours.

You need to resolve the issues.

Which two settings should you configure? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Customer Service Calendar

B. resource skills

C. Work Hours

D. facility resources

E. Fulfillment Preferences

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 6

Topic #: 3

[All MB-230 Questions]

HOTSPOT

-

A company installs and services air filtering units for industrial manufacturing plants. The company is implementing Dynamics 365 Customer Service.

Each regional location has only two advanced diagnostic units. The company charges customers a higher rate when the company uses a unit.

You need to configure the system to optimize work scheduling.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
Ensure that the diagnostic units are not scheduled at the same time.	service activity resource category bookable resource
Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.	service resource category fulfillment preference

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 7

Topic #: 3

[All MB-230 Questions]

A company closes the business each year for nine business days.

You need to configure the system to reflect the business closure while minimizing the number of records that you must create in the system.

What should you create?

A. nine customer service calendar records of a one-day duration

B. two holiday calendar records of a seven-day duration

C. three holiday schedule records of a three-day duration

D. one business closure record of a nine-day duration

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 8
Topic #: 3
[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

An electrical engineering company is implementing Dynamics 365 Customer Service.

Engineers schedule work in one-hour blocks.

Engineers who complete a job before the end of the one-hour block must not be able to start a new job in that same block.

Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Create a timegroup with the preference setting of one hour.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 9
Topic #: 3
[All MB-230 Questions]

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

An electrical engineering company is implementing Dynamics 365 Customer Service.

Engineers schedule work in one-hour blocks.

Engineers who complete a job before the end of the one-hour block must not be able to start a new job in that same block.

Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Configure the working hours calendar to allow one-hour resource booking blocks.

Does the solution meet the goal?

A. Yes

B. No

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 11
Topic #: 3
[All MB-230 Questions]

DRAG DROP

-

A company implements Dynamics 365 Customer Service.

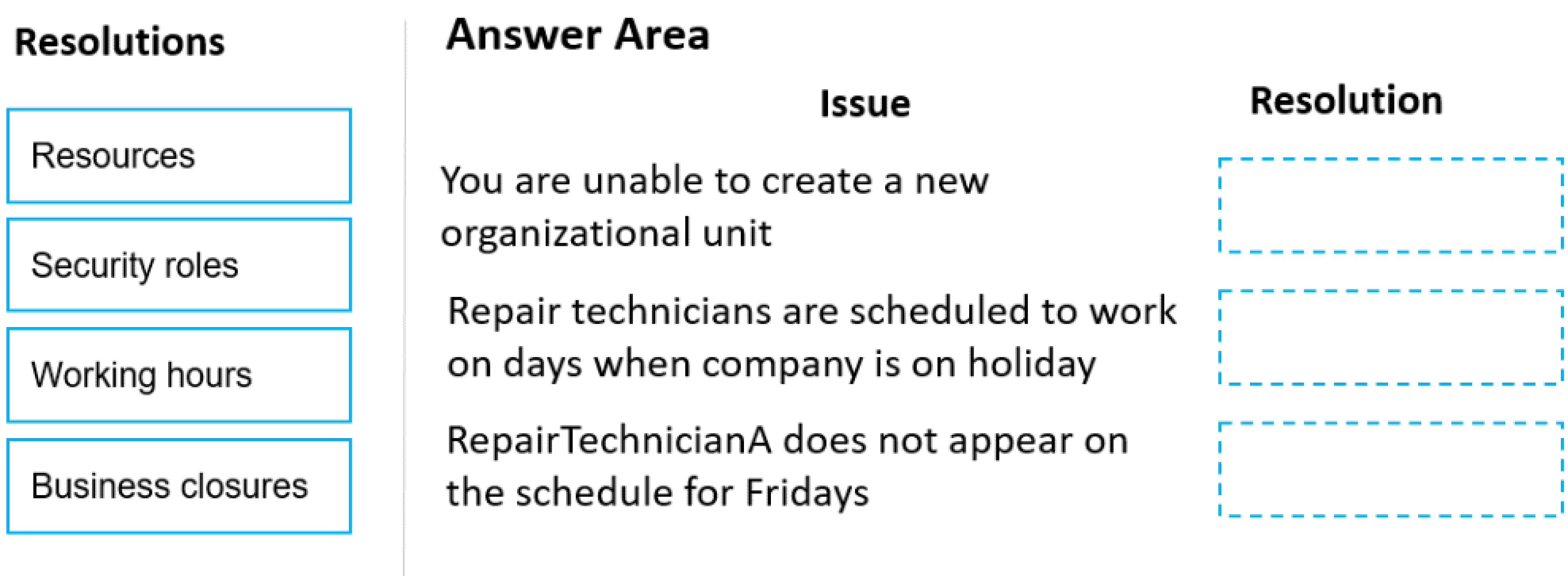
You are setting up scheduling to dispatch repair technicians. You encounter the following issues:

- You are unable to create a new organizational unit.
- Repair technicians are accidentally scheduled to work on days when company is on holiday.
- RepairTechnicianA does not appear on the schedule for Fridays for any issue.

You need to resolve the issues.

What should you modify to correct the issues? To answer, drag the appropriate resolutions to the correct issues. Each source 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.

NOTE: Each correct selection is worth one point.



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 12
Topic #: 3
[All MB-230 Questions]

HOTSPOT

-

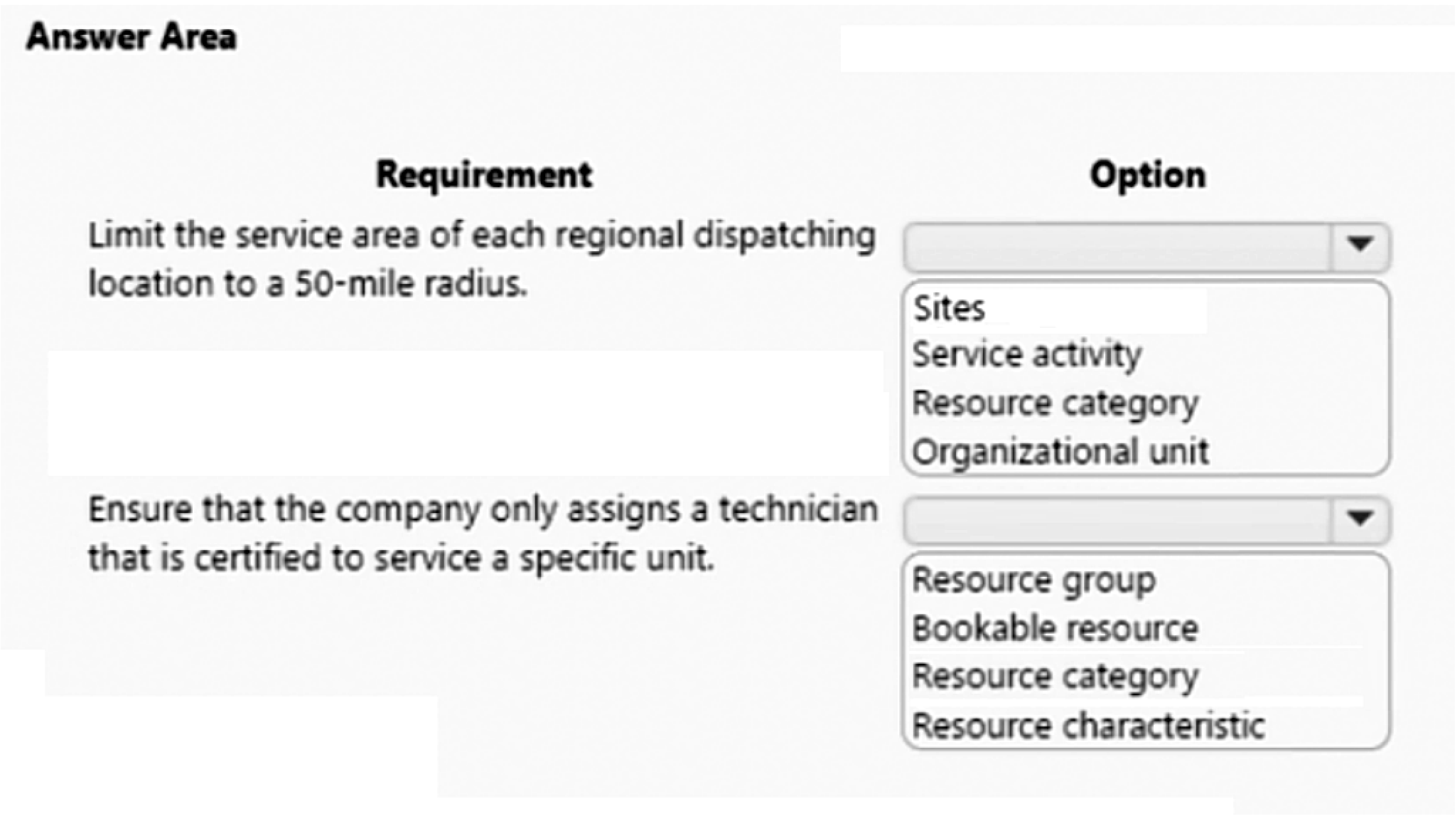
A company installs and services air filtration units for industrial manufacturing plants. The company is implementing Dynamics 365 Customer Service.

Each regional location supports a specific geographic region. Installers and service technicians are dispatched from these regional locations.

You need to configure the system to optimize work scheduling.

How should you configure the system? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 13
Topic #: 3
[All MB-230 Questions]

You are a customer service schedule administrator.

A customer has a custom entity that requires its own schedule board.

You need to create the schedule board. You configure the custom entity in the Resource Scheduling parameters.

What should you do next?

A. Add a new resource requirement. Add a new view for the custom entity.

B. Change the default entity name to the custom name. Create a new schedule board for the custom entity.

C. Disable the schedule board. Configure Resource Scheduling Optimization.

D. Configure the booking metadata. Create a new schedule board for the custom entity.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 15
Topic #: 3
[All MB-230 Questions]

DRAG DROP
-

You are a customer service schedule administrator for a company. The company hires an electrical engineer who will work remotely.

You need to set the resource to enable the engineer to work remotely.

Which three actions should you perform next in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

- On the resource record, set the Resource Territory to **Home**.
- On the engineer's contact record, populate the address fields.
- Set the skill on the engineer record to **Electrical Engineer**.
- On the resource record, set the start and end location option list to **Resource Address**.
- Create a user record named **Electrical Engineer**.
- Create a user resource record and select the new engineer.
- On the resource record, set the Job Title to **Electrical Engineer**.
- Create a contact resource and select the engineer's contact record.

Answer area

1
2
3

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 16
Topic #: 3
[All MB-230 Questions]

HOTSPOT
-

You are implementing Dynamics 365 Customer Service Workspaces for your company's help desk without additional software.

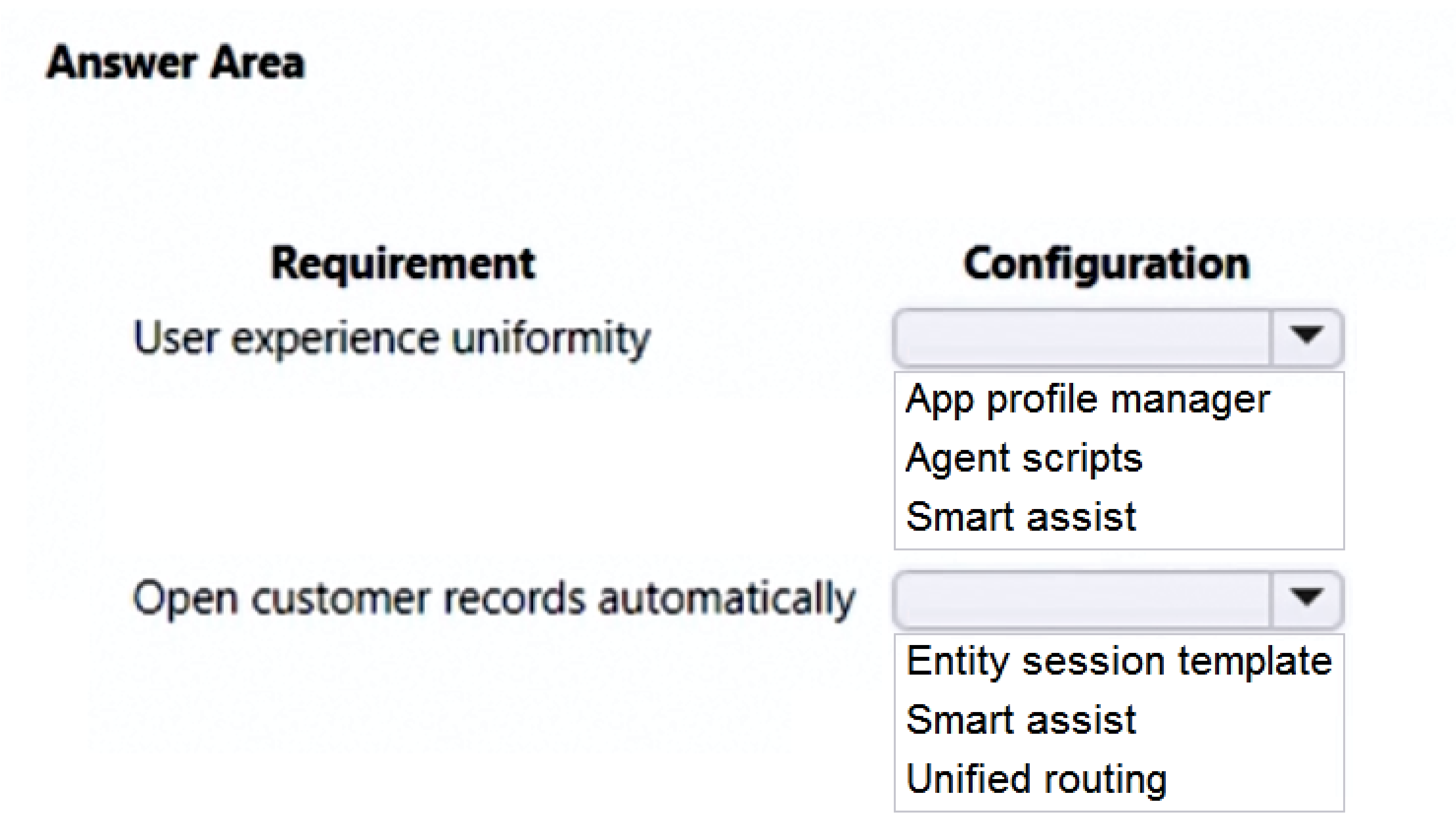
Help desk representatives must be able to open multiple sessions. The configuration has the following requirements:

Ensure each helpdesk representative has the same user experience when logging into the application.
Customer records must automatically open when a helpdesk representative opens a case.

You need to configure the help desk settings.

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

NOTE: Each correct selection is worth one point.



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 17
Topic #: 3
[All MB-230 Questions]

A company uses Dynamics 365 Customer Service. The manufacturing company has several locations and 10 repair technicians.

The company is implementing scheduling. The company must ensure that the correct repair technicians with the correct tools go to the facility closest to them.

You need to identify the valid resources.

Which two options are valid resources? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Equipment

B. Record

C. Activity

D. Case

E. Contact

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 1
Topic #: 4
[All MB-230 Questions]

HOTSPOT -
A company uses Dynamics 365 Customer Service. The company purchases Omnichannel for Customer Service.
The company wants the following requirements implemented without the need to license additional software:
✑ The system must automatically ask questions before the chat begins.
✑ Credit card information that a customer enters in a chat must not be visible to the agent.
You need to configure the options to meet the requirements.
Which options should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.
Hot Area:

Answer Area

Requirement	Option
Automatic questions	Pre-chat survey Power Virtual Agents Customer Voice SMS channel
Credit card information	Data encryption Data masking rule Authentication settings Communication Panel

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 2

Topic #: 4

[All MB-230 Questions]

DRAG DROP -

You are customizing a Dynamics 365 Customer Service implementation for a call center.

The call center wants to enable SMS as a channel for the customer service department.

You need to complete the SMS channel configuration.

Which account information should you use for each provider? To answer, drag the appropriate types of account information to the correct SMS channel provider.

Each type of account information 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.

NOTE: Each correct selection is worth one point.

Select and Place:

Types of account information

- Customer ID and Auth Token
- Account SID and Auth Token
- Account SID and API Key
- Customer ID and API Key

Answer Area

SMS channel provider	Account information
Twilio	Account information
TeleSign	Account information

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 3

Topic #: 4

[All MB-230 Questions]

DRAG DROP -

You are an Omnichannel supervisor for a company.

The company wants to deploy an Omnichannel Insights dashboard.

You need to set up and monitor KPIs.

In which section is each KPI located? To answer, drag the appropriate sections to the correct KPIs. Each section may be used once, more than once, of not at all.

You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Sections

- Agent
- Conversation
- Bot Insights
- Channel

Answer Area

KPI	Section
Top Sentiment Pulse	Section
Bot Resolution Time	Section
Average Customer Sentiment Pulse	Section
Transfer Rate	Section

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 4

Topic #: 4

[All MB-230 Questions]

You are helping a company implement Power Virtual Agents with Omnichannel for Customer Service.

The company has a chatbot that escalates to a manager if a customer wants to escalate from a chatbot.

You need to configure a prerequisite before you can implement the chatbot.

Which prerequisite should you configure?

A. Configure context variables for a chatbot.

B. Create one chatbot in one queue with a human having a higher capacity over the chatbot.

C. Create one chatbot in one queue with the chatbot having the highest capacity over human capacity.

D. Configure a Microsoft Teams support channel for the chatbot.

E. Configure an SMS channel for a chatbot.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 5

Topic #: 4

[All MB-230 Questions]

A company is implementing Omnichannel for Customer Service.

The company separates agents into teams for billing, new product inquiries, support, and warranty. The new product team currently handles text messages, emails, and live chats from the company website.

The company plans to release a new product. Before the new product launch, the company wants to add the ability to manage conversations coming in from Facebook and Twitter.

You need to configure the system with the least amount of effort.

What should you do?

A. Create a new resource characteristic.

B. Create a routing rule.

C. Create a new work stream for each channel.

D. Add the new channel to the existing work stream.

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 6

Topic #: 4

[All MB-230 Questions]

HOTSPOT -

You must set up the following:

✑ A work stream must be configured to use Twitter.

✑ The cases must automatically go to the next available sales representative.

✑ Any existing case that comes in must be assigned automatically to the sales representative who worked on the case originally.

You need to choose the correct setting.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Function	Setting
Work stream type	SMS work stream LINE work stream Live Chat work stream Social channel work stream
Work distribution mode	Assign Pick Push Route
Reassignment to original rep	Queues Agent Affinity Pre-chat response Entity record routing

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 7

Topic #: 4

[All MB-230 Questions]

HOTSPOT -

You are implementing Omnichannel for Customer Service for a hospital.

Each customer service agent has a chat capacity of 200.

The implementation requirements are as follows:

Each agent can take no more than two chats at a time.

A new conversation must auto assign to an available agent.

You need to select the conversation options to meet the requirements.

Which options should you configure?

Hot Area:

Answer Area

Workstream	Conversation
Work Distribution Mode	Pull Queue Push Pick
Capacity	50 100 200 300

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 9
Topic #: 4
[All MB-230 Questions]

HOTSPOT
-

You are an Omnichannel supervisor for an inbound call center.

The call center's customer service rating has decreased over the past few months.

You need to enable analysis to view real-time customer sentiment.

In which configuration area should you enable each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration area
Enable change tracking.	Conversation Sentiment Conversation Data Conversation Action Locale
Enable real-time sentiment analysis.	Sales Insights Customer Service Insights Customer Insights Omnichannel Insights

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 10

Topic #: 4

[All MB-230 Questions]

You are configuring a queue in Omnichannel for Customer Service for a call center.

You need to complete the queue configuration using the minimal number of actions.

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

NOTE: Each correct selection is worth one point.

A. Configure the mailbox for the queue

B. Set the record creation and update rules for the queue

C. Set the queue priority for the queue

D. Enable the queue for auto work distribution

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 11
Topic #: 4
[All MB-230 Questions]

HOTSPOT
-

You are implementing Omnichannel for Customer Service for a call center.

The call center manager needs to be able to track agents' performance.

You need to configure the intraday insights dashboard to meet the requirement.

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

NOTE: Each correct selection is worth one point.

Answer Area

Action	Configuration
Assign the Omnichannel security role to needed to access the dashboard	CSR manager Omnichannel agent Omnichannel supervisor
Obtain data to add the custom KPIs	Common Data Service Power BI datasets SQL Server

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 14
Topic #: 4
[All MB-230 Questions]

Your company uses Dynamics 365 Customer Service.

You are designing a survey to send out each time a case closes. The survey must adapt to display additional questions within the same survey if a customer chooses Dissatisfied as a survey answer.

You need to configure the survey.

Which feature should you use?

A. Branching rule

B. Multiple-page survey

C. Multiple answer

D. Post-survey message

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 16
Topic #: 4
[All MB-230 Questions]

You sign in to Dynamics 365 Customer Service as a system administrator. You attempt to configure unified record routing across digital messaging channels.

You receive the following error message:

Some required services need to be installed before unified routing can be turned on. Please contact Microsoft Support.

You need to enable unified record routing and route records.

Which three steps must you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Set up users as leads.

B. Deploy Omnichannel for Customer Service.

C. Enable an entity for queues.

D. Set up users as contacts.

E. Provision unified routing for Customer Service only.

F. Set up users as bookable resources.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 18
Topic #: 4
[All MB-230 Questions]

HOTSPOT
-

You are implementing Omnichannel for Customer Service for a company.

The company has the following requirements:

• The Knowledgebase article search tab must open when a new chat conversation begins.
• The Chat Session template must be in expanded mode for the agents.

You need to complete the implementation to meet the requirements.

Which configuration should you use for each requirement? To answer, select the appropriate options in the answer area.

Answer Area

Requirement	Configuration
Communication panel mode for the chat session	Hidden Minimized Docked
Application type for the knowledgebase articles	Entity search Web resource Custom control

Show Suggested Answer

Actual exam question from Microsoft's MB-230

Question #: 19

Topic #: 4

[All MB-230 Questions]

DRAG DROP

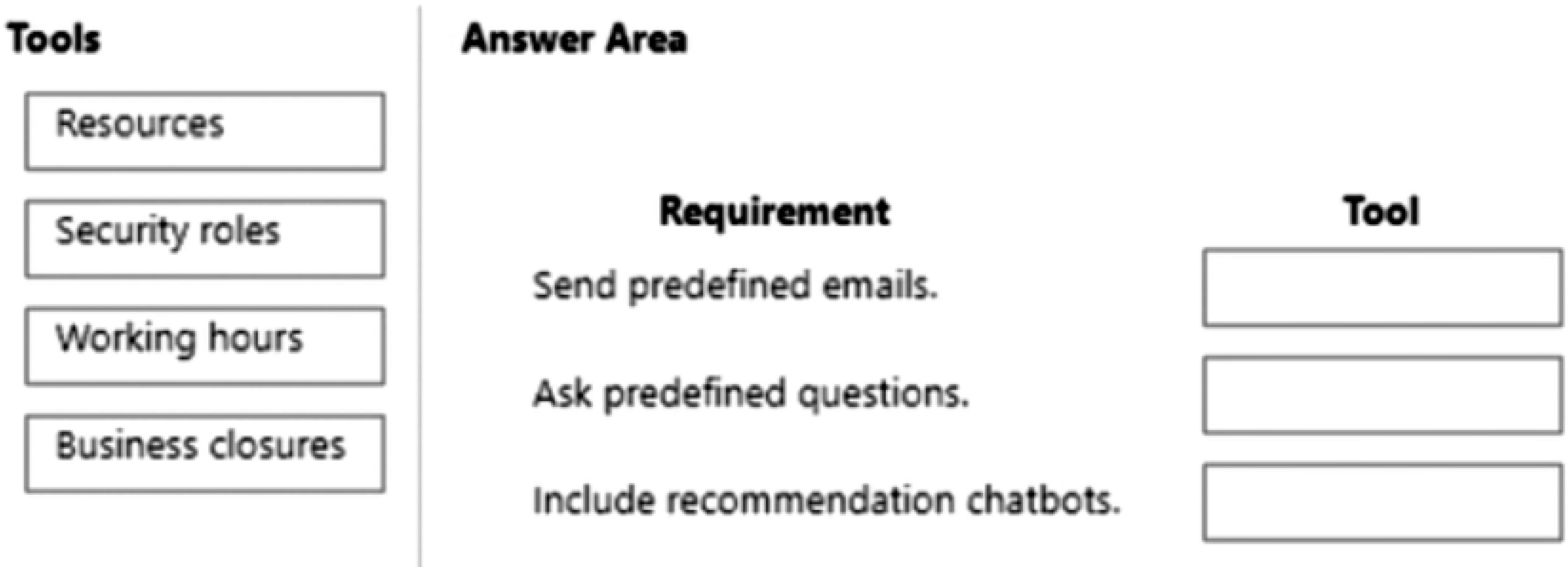
-

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.



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 20
Topic #: 4
[All MB-230 Questions]

You are customizing an Omnichannel for Customer Service implementation.

A call center wants to enable a chat channel for unauthenticated chats with the following requirements:

• Chat must auto detect a customer for agents.
• A chat widget must be embedded in a specific domain.

You need to customize the solution that meets the requirements.

Which two options you should select? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. pre-chat survey

B. visitor location

C. proactive chat

D. widget location

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 21
Topic #: 4
[All MB-230 Questions]

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.

Answer Area

Requirement	Technology
Bot technology	Azure Functions Bot Azure Health Bot Power Virtual Agents
Hub	Azure IoT Hub Omnichannel for Customer Service Azure Notification Hub Azure Stack Hub
Topic type	User topic System topic Azure Service Bus topic
Trigger type	Implicit trigger Explicit trigger Azure Logic Apps scheduled recurrence trigger Azure Logic Apps response trigger

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 22
Topic #: 4
[All MB-230 Questions]

A company manufactures, installs, and maintains residential water filtration systems. The company implements Dynamics 365 Customer Service.

Installation technicians call support technicians when they encounter issues during system installations.

You must create step-by-step documentation for the support technicians.

Which two fields must you include? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Description

B. Agent script

C. Owner

D. Language

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 23
Topic #: 4
[All MB-230 Questions]

You are customizing an Omnichannel for Customer Service implementation.

You configure the handoff process to Omnichannel for Customer Service from Power Virtual Agents. However, customer conversations are not escalating to human agents.

You need to complete the configuration to resolve the issue.

Which two features should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Smart Assist
B. session template for the bot
C. context variable
D. bot in an Omnichannel Queue

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 24
Topic #: 4
[All MB-230 Questions]

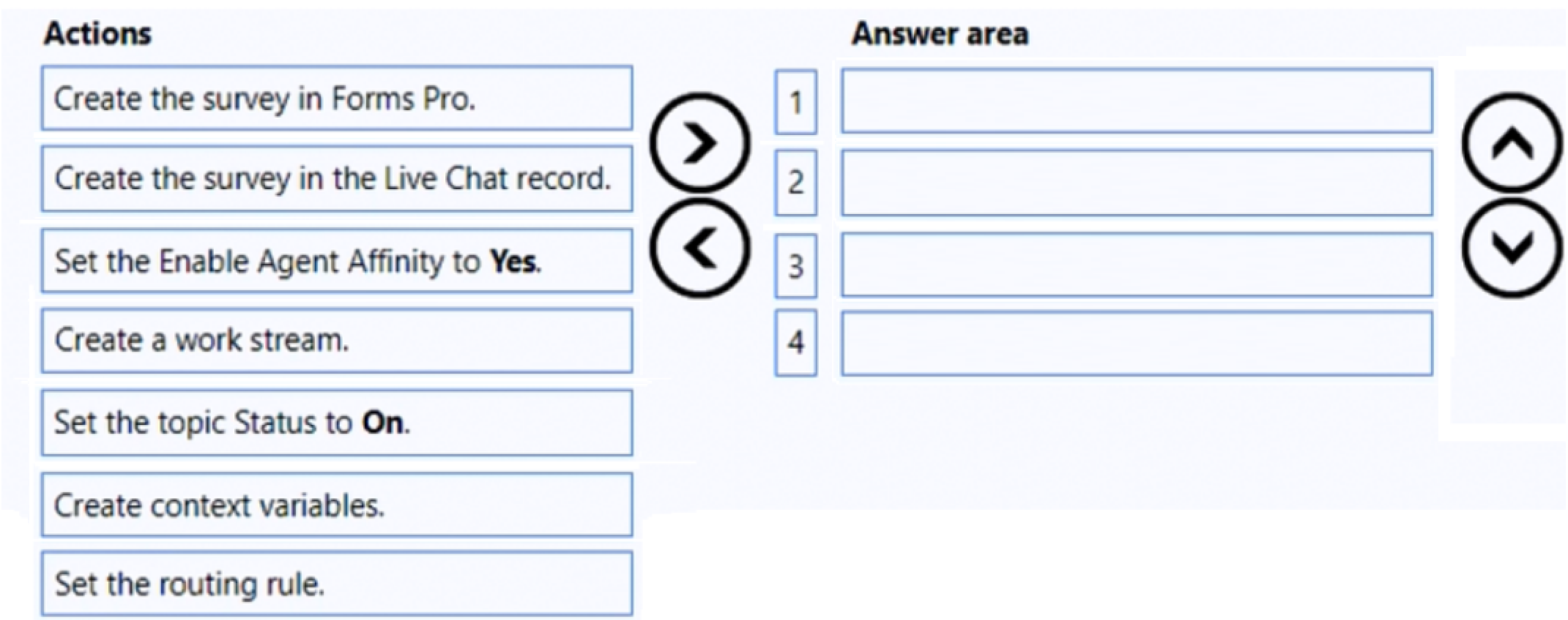
DRAG DROP
-

A company is using Omnichannel for Customer Service.

You add a live chat button to your company's website for existing customers. Requests for chats are handled by the next available representative. The chat must route the customer to the same representative if the customer is inadvertently disconnected.

You need to configure the chat.

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.



Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 26
Topic #: 4
[All MB-230 Questions]

A company is implementing Omnichannel for Dynamics 365 Customer Service.

The company's requirements are:

• Live chat must be available through Omnichannel for cases only.
• High-priority cases must automatically be sent to the next available agent.
• Lower-priority cases must wait to be picked up by an agent.
• All work must be distributed evenly with no other conditions.

You need to select the setup that meets the requirements.

Which setup should you select?

A. one workstream and one routing rule

B. two workstreams and two routing rules per workstream

C. one workstream and two routing rules

D. two workstreams and one routing rule per workstream

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 27
Topic #: 4
[All MB-230 Questions]

A company is developing a Power Virtual Agents chatbot that integrates with Dynamics 365 Omnichannel for Customer Service. The company has offices in Africa and South America.

You need to deploy Power Virtual Agents (PVAs) to all supported countries/regions.

To which three geographies should you deploy the PVAs? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. South America

B. United States

C. Africa

D. Asia

E. Europe

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 28
Topic #: 4
[All MB-230 Questions]

HOTSPOT
-

You are provisioning Omnichannel for Customer Service.

You need to configure the system.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
Allow Omnichannel for Customer Service to read and write data on behalf of users.	Select the Chat tab and set the toggle to Yes. Open https://portal.azure.com and select Bot Services in the All services section. Manage Omnichannel for Customer Service in the Power Platform Administrator portal. Sign in as a Global Tenant Admin and grant permissions on the Data access consent URL.
Set up Omnichannel for Customer Service for current organization.	Select the Chat tab and set the toggle to Yes. Open https://portal.azure.com and select Bot Services in the All services section. Manage Omnichannel for Customer Service in the Power Platform Administrator portal. Sign in as a Global Tenant Admin and grant permissions on the Data access consent URL.

Show Suggested Answer

Actual exam question from Microsoft's MB-230
Question #: 29
Topic #: 4
[All MB-230 Questions]

You are implementing Omnichannel for Customer Service.

The customer service supervisor wants to change one of the intraday KPI calculation methods.

You need to modify the supervisor dashboard with the new KPI.

Which tool should you use?

A. Power BI Pro

B. Report Wizard

C. Power Platform Maker portal

D. Supervisor settings

Show Suggested Answer