



MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

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:

Answer Area

Action	Access level
Create entitlement templates.	<div>▼</div> <div>Organization</div> <div>Append</div>
Create knowledgebase records.	<div>▼</div> <div>Append</div> <div>Business Unit</div>

Correct Answer:

Answer Area

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

QUESTION 2

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

You have been tasked with detecting and removing duplicate cases.

You decide to merge cases to achieve your goal.



Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: B

QUESTION 3

HOTSPOT

You are creating a virtual agent to handle common customer inquiries.

The virtual agent must provide the ability to route customers to live agents for escalation.

You need to recommend a solution.

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

NOTE: Each correct selection is worth one point.

Hot Area:

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

Correct Answer:



Answer Area

Requirement

Configuration

Start the conversation.

▼
Create topics.
Customize the default canvas.
Create a Power Automate cloud flow.

Talk to a live person.

▼
Add comments to the bottom.
Use click-to-call.
User agent transfers.
Create a Power Automate cloud flow.

QUESTION 4

You are implementing Dynamics 365 Customer Service Insights.

The product manager would like to see product sales trends by age group. The groupings are as follows:

1.
Ages 18 and younger
2.
Ages 19-25
3.
Ages 26-40
4.
Ages 41-55
5.
Ages 56 and older



You need to configure the system.

What should you define?

- A. activity
- B. measure
- C. segment
- D. member

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-insights/audience-insights/measures>

QUESTION 5

You are employed as a system administrator for your company's Dynamics 365 for Customer Service implementation.

You have been tasked with making sure that customer service representatives have the ability to add service-level agreements (SLAs) to a record manually.

You activate the SLA.

Does the action achieve your objective?

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

Correct Answer: B

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

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