

# MB-230<sup>Q&As</sup>

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.

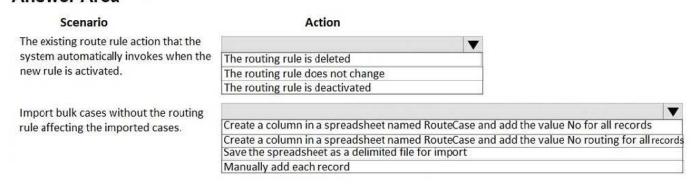
Select and Place:

# Answer Area

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

Correct Answer:

## **Answer Area**



### **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.



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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.

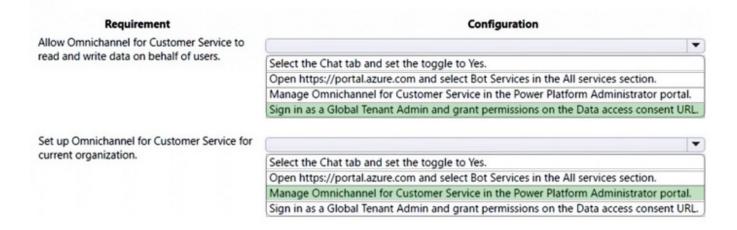
The virtual agent must provide the ability to route customers to live agents for escalation.

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:



Correct Answer:



# **Answer Area**

# 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



Correct Answer: B

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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.
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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 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.

Reference: https://docs.microsoft.com/en-us/dynamics 365/customer-engagement/customer-service/define-service-level-agreements

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