



MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

You create a Power Virtual Agents chatbot. The chatbot includes Power Automate flows.

You are not a system administrator.

Users in your organization must collaborate to develop the chatbot.

You attempt to share the chatbot by adding user email addresses and assigning them Manager, Power Automate User, and Transcript Viewer permissions on the bot. The Send an email invitation to new users option is disabled.

Sharing of the chatbot fails.

You need to use the principle of least privilege to share the chatbot with users for collaboration.

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

NOTE: Each correct selection is worth one point.

- A. Assign the users the Environment Maker security role.
- B. Ensure that a System Administrator assigns the users the Environment Maker security role.
- C. Share the Power Automate flows.
- D. Enable Send an email invitation to new users and re-share the chatbot.
- E. Configure a custom context variable for the chatbot.

Correct Answer: BC

B: Insufficient environment permissions

Users in the environment must have the Environment maker security role before a bot can be shared with them.

System administrators of the environment need to assign the Environment maker security role to the user before you share the bot.

C: Share Power Automate flows used in a bot

You can add actions to a bot using flows in Power Automate; however, flows in a bot aren't automatically shared with other users when sharing a bot.

Users who don't have access to the shared flow can still run it by using the test bot canvas.

To let other users edit or add flows you'll need to share them in Power Automate. You can open flows directly from the topic where the flow is used.

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/admin-share-bots>

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-site-map-app>



QUESTION 2

HOTSPOT

You are a Dynamics 365 administrator.

You need to determine which type of dashboard needs to be created for different scenarios.

Which dashboard type 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

Scenario	Dashboard type
dashboard for Tier 1 customer service reps handling many support cases at the same time	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="border-bottom: 1px solid #ccc; padding: 2px;">multi-stream dashboard only</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">single-stream dashboard only</div> <div style="padding: 2px;">multi-stream or single-stream dashboard</div> </div>
one dashboard but more than one entity	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="border-bottom: 1px solid #ccc; padding: 2px;">multi-stream dashboard only</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">single-stream dashboard only</div> <div style="padding: 2px;">multi-stream or single-stream dashboard</div> </div>
dashboard that can easily switch from standard view to tile view	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="border-bottom: 1px solid #ccc; padding: 2px;">multi-stream dashboard only</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">single-stream dashboard only</div> <div style="padding: 2px;">multi-stream or single-stream dashboard</div> </div>
dashboard to which Global filters and Time Frame filters can be applied	<div style="border: 1px solid #ccc; padding: 2px;"> <div style="border-bottom: 1px solid #ccc; padding: 2px;">multi-stream dashboard only</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">single-stream dashboard only</div> <div style="padding: 2px;">multi-stream or single-stream dashboard</div> </div>

Correct Answer:



Answer Area

Scenario	Dashboard type
dashboard for Tier 1 customer service reps handling many support cases at the same time	<ul style="list-style-type: none"> multi-stream dashboard only single-stream dashboard only multi-stream or single-stream dashboard
one dashboard but more than one entity	<ul style="list-style-type: none"> multi-stream dashboard only single-stream dashboard only multi-stream or single-stream dashboard
dashboard that can easily switch from standard view to tile view	<ul style="list-style-type: none"> multi-stream dashboard only single-stream dashboard only multi-stream or single-stream dashboard
dashboard to which Global filters and Time Frame filters can be applied	<ul style="list-style-type: none"> multi-stream dashboard only single-stream dashboard only multi-stream or single-stream dashboard

QUESTION 3

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



Correct Answer:

Actions

-
-
- Verify that you have the customer service manager security role.
-
-
-
- Publish the customizations.

Answer Area



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



Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases>

QUESTION 4

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>

QUESTION 5

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Open the source survey and the new survey. Drag the questions from the source survey to the new survey. Then customize the questions.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

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