



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

Microsoft Dynamics 365 Customer Service

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## QUESTION 1

### 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.

Hot Area:

### Requirement

### Setting

Language

Rating Model

Bookable Resource Characteristic Type

Workstream

Power Virtual Agents

Specialty

Rating Model

Bookable Resource Characteristic Type

Workstream

Power Virtual Agents

Ticket routed correctly

Rating Model

Bookable Resource Characteristic Type

Workstream

Power Virtual Agents

Correct Answer:



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 <a href="https://portal.azure.com">https://portal.azure.com</a> 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 <a href="https://portal.azure.com">https://portal.azure.com</a> 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>

## QUESTION 2

You manage a Dynamics 365 Customer Service environment.

The company processes thousands of cases daily. Some cases are parent cases, but most are child cases.

When a child case is created, users report that they must re-enter information in fields from the parent case.

You need to ensure that, when a new child case is created from within the context of a parent case, information in specific fields from the parent case is passed to the child case fields.

What should you do?

- A. Create a many-to-many relationship and update the data mapping.
- B. Use a business rule.
- C. Update the attributes that the child case will inherit from the parent case.
- D. Create a routing rule.

Correct Answer: C

## QUESTION 3

### HOTSPOT

You need to ensure cases are handled correctly.

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

NOTE: Each correct selection is worth one point.

Hot Area:



# Options

# Answer

Account

Goal

Email

Rollup queries

Quote

Correct Answer:



# Options

# Answer

Goal

Rollup queries

Account

Email

Quote

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing>

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## QUESTION 4

You are a Dynamics 365 for Customer Service administrator.

You have been tasked with making sure that cases are automatically created for emails received by clients in possession of a support contract.

You have created an automatic record creation and update rule.

Which two of the following actions should you take NEXT?

A. You should configure the rule to generate a case if a valid entitlement exists.

B. You should configure the rule to send automatic email responses to customers when records are created.



C. You should set the source type to service activity.

D. You should set the source type to email.

Correct Answer: AD

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#### QUESTION 5

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

You have been tasked with detecting and removing duplicate cases.

You decide to make use of business rules to achieve your goal.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

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