



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

Microsoft Dynamics 365 Customer Service

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### QUESTION 1

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.

You must display the question: Have you used the product before? If the response is Yes, you must display additional questions concerning the product. If the answer is No, you must display a different set of questions concerning other products.

You need to select a survey feature to use.

Which survey feature should you use?

- A. Answer tag
- B. Response routing
- C. Piping
- D. List of ratings
- E. Basic

Correct Answer: B

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey#design-interactive-surveys-by-using-response-routing>

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### QUESTION 2

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>

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### QUESTION 3

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

Correct Answer: CD

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/queues-omnichannel>

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### QUESTION 4

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:

## 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	

Correct Answer:

## 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	

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-goal-metric>

### QUESTION 5

Your company makes use of Dynamics 365 for Customer Service.

You have configured a customer service business unit as a parent of a call center, a digital response, and an escalation



business unit. These business units all have their own queues. Customer service cases are directed to the correct parties via the queues. You have not amended any security roles.

You have been tasked with making sure that a user in the customer service business unit is able to read queues in both the parent and child business units.

You assign the user the CSR Manager security role.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

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