



MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view

content.

NOTE: Each correct selection is worth one point.

Select and Place:

Queue types

- Private
- Public

Answer Area

Scenario

Set up a product defect queue. Add the defect group as the members for the queue.

Set up an unknown queue for anyone to review tickets that are not classified.

Set up an escalation queue that enables only upper management to review the tickets.

Queue type

- queue type
- queue type
- queue type

Correct Answer:

Queue types

- Private
- Public

Answer Area

Scenario

Set up a product defect queue. Add the defect group as the members for the queue.

Set up an unknown queue for anyone to review tickets that are not classified.

Set up an escalation queue that enables only upper management to review the tickets.

Queue type

- Private
- Public
- Private

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queues-manage-activities-cases>

QUESTION 2



You are a Dynamics 365 for Customer Service administrator. You are using Voice of the Customer and are reviewing survey

A survey responder marked 10 percent for overall satisfaction.

You need to ask additional questions based on the response.

Which four 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

- Add a response condition and the question for which you want to create a rule
- Create a new response routing
- Create a new survey
- Add a value for the Answer tag field
- Add a response action and scope
- Select values for the Operator, Comparison Value, and Answer fields

Answer Area



Correct Answer:

Actions

-
-
- Create a new survey
- Add a value for the Answer tag field
-
-

Answer Area

- Create a new response routing
- Add a response condition and the question for which you want to create a rule
- Select values for the Operator, Comparison Value, and Answer fields
- Add a response action and scope



References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advanced-survey>

QUESTION 3

You are a Dynamics 365 for Customer Service administrator.

You must track time against enhanced service-level agreements (SLAs).

You need to add a timer.

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:

Actions

Add the quick create forms to the primary entity form.

Create a quick view form for each SLA KPI instance field.

Ensure the entity is enabled for SLA.

Add the quick view forms to the primary entity form.

Create a quick-create form for each SLA KPI instance field.

Answer Area



Correct Answer:



Actions

Add the quick create forms to the primary entity form.

Create a quick-create form for each SLA KPI instance field.

Answer Area

Ensure the entity is enabled for SLA.

Create a quick view form for each SLA KPI instance field.

Add the quick view forms to the primary entity form.

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add-timer-forms-track-time-against-enhanced-sla>

QUESTION 4

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 5

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses Dynamics 365 Customer Service Hub.

Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.

A customer service representative is not able to perform a relevance search for emails.

You need to ensure that the customer service representative can perform relevance searches for email addresses.

Solution: Enable smart matching. Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

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