



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

Microsoft Dynamics 365 Customer Service

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## QUESTION 1

### DRAG DROP

You are implementing Omnichannel for Customer Service for a call center.

The call center's requirements for the implementation are as follows:

1.

When a new chat conversation is started, the Customer Summary and New Case form tabs must be open.

2.

The Customer Summary tab must be the primary tab during the conversation.

3.

Agents must be able to close the New Case form tab.

4.

Agents must not be able to close the Customer Summary tab.

You need to configure the tabs.

Which configuration should you use for each tab? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information 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:



### Configurations

Session Template

Application Tab Template

Anchor Tab in Session  
Template

Anchor Tab in Application  
Tab Template

### Answer Area

#### Tab

Customer Summary

New Case form

#### Configuration


Correct Answer:



## Configurations

Application Tab Template
Anchor Tab in Application Tab Template

## Answer Area

Tab	Configuration
Customer Summary	Anchor Tab in Session Template
New Case form	Session Template

Reference: <https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/session-templates>

### QUESTION 2

You are using Dynamics 365 Customer Service.

You need to ensure that customers request support by using email, phone or web, based on their signed contracts with your company.

What should you do?

- A. Configure entitlement channels.
- B. Create an entity for each channel and configure the relationship with the entitlement.
- C. Create queues for each channel.
- D. Configure routing rules.



Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer>

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### QUESTION 3

A company uses Dynamics 365 for Customer Service. A case in the queue is routed to you.

You will be going on a vacation.

You need to assign the case to someone else.

What should you do?

- A. Release the case.
- B. Route the case to another queue.
- C. Share the case.
- D. Escalate the case

Correct Answer: A

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### QUESTION 4

You are employed as an administrator for your company's Dynamics 365 for Customer Service implementation.

Your company has several business process flows for managing contracts.

You want to specify the default process flow.

You configure the order of the business process flows.

Does the action achieve your objective?

- A. Yes, it does
- B. No, it does not

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview>

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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 parent-child case relationships to achieve your goal.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: B

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