



MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one

correct solution, while others might not have a correct solution.

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.

An electrical engineering company is implementing Dynamics 365 Customer Service.

Engineers schedule work in one-hour blocks.

Engineers who complete a job before the end of the one-hour block must not be able to start a new job in that same block.

Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Create a fulfillment record and set the interval to one hour.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

Fulfillment preferences are customizable entities that let you choose how schedule assistant results are displayed, like with neat hourly appointments or morning and afternoon time windows.

By default, the schedule assistant displays results based entirely on resource schedules and the earliest available time, such as 10:39 AM. With fulfillment preferences set to hourly, the same resource's availability shows as 11:00 AM. This makes it simpler for the scheduler to view and understand availability and communicate it to the customer.

Intervals Intervals display schedule assistant results in neat time slots that dictate start time of subsequent bookings. When configured as 30-minute intervals, the schedule assistant will display a resource available at 9:27 AM as available at 9:30 AM and will book the start time (arrival time) for 9:30 AM. This includes travel time for onsite requirements and work orders, meaning travel time will begin before 9:30 AM, and a field resource will arrive and start work at 9:30 AM.

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups>

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>

QUESTION 3

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>

QUESTION 4

HOTSPOT

You need to configure the options for the schedule.

Which options should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



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 ⬇

Correct Answer:

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

◀ ▶

⬆ ⬇

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

QUESTION 5



DRAG DROP

You are configuring Dynamics 365 Customer Service.

Child cases must inherit the customer name and contact from the parent case when opened.

You need to configure the case inheritance.

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:

Answer Area

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	<div><div>Add Contact to the Selected attributes for Parent and Child case settings in system management.</div><div>Copy and paste the contact from the Parent case.</div><div>Manually type the contact into the field.</div><div>In your solution, create a 1:N relationship from the contact entity to case entity.</div></div>
All child cases are being closed when the parent case is closed.	<div><div>Change permission on the parent case so that only administrators can close it.</div><div>Create a workflow to automatically close the parent case when all the child cases are closed.</div><div>Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management.</div><div>Create a routing rule to send all child cases and parent cases to the same user for assignment.</div></div>
The Origin field is automatically populating into the child case.	<div><div>Create a business rule to remove the information from the origin field every time a child case is created.</div><div>Remove the Origin field from the Selected attributes for Parent and Child case settings in system management.</div><div>Instruct users to manually remove the information in the Origin field.</div><div>Delete and re-create the Origin field in the case form.</div></div>

Correct Answer:



Answer Area

Option

Value

Security role

▼

Customer service representative
Customer service manager

Update holiday schedules

▼

None
User
Business unit
Organization

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