

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 some 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.



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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.

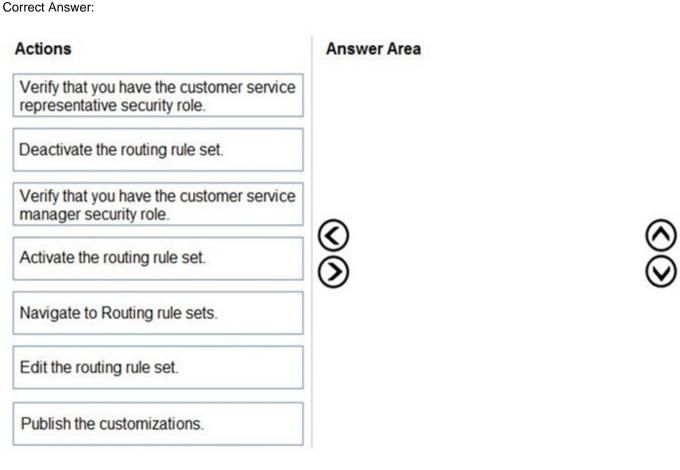
Which options should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

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Actions 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, Create a new survey Comparison Value, and Answer fields Adc a value for the Answer tag field Add a response action and scope



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

QUESTION 5

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DRAG DROP

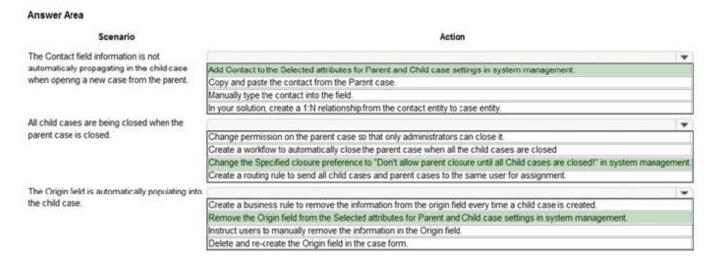
You are configuring Dynamics 365 Customer Service.

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.

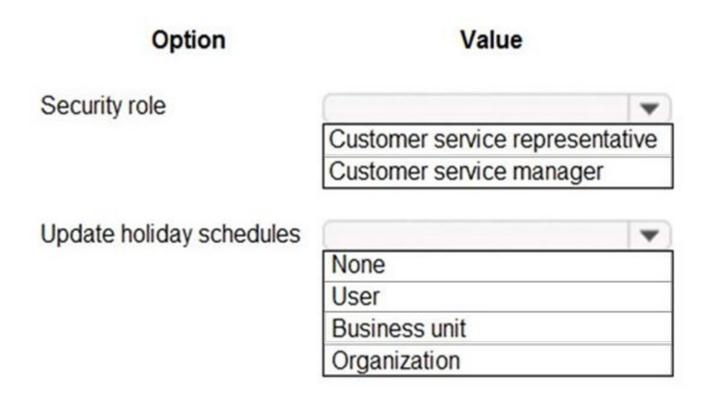
Select and Place:



Correct Answer:



Answer Area



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