MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

You need to consider the underlined segment to establish whether it is accurate.

Routing rules must be used to automate the process of adding cases to a queue.

A. No adjustment required.

B. Business rules

C. Business process flow

D. Similarity rules

Correct Answer: A

QUESTION 2

DRAG DROP

A company wants to use Power Virtual Agents chatbots to enable customers to solve their own issues whenever possible. You create knowledge base articles.

You must ensure that the new articles are available through the chatbot.

You need to define the steps to integrate knowledge management with the chatbot.

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.
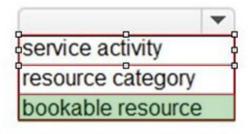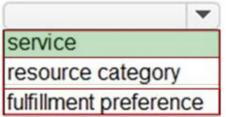
Select and Place:

Answer Area

Requirement	Option
Ensure that the diagnostic units are not scheduled at the same time.	▼ service activity resource category **bookable resource**
Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.	▼ **service** resource category fulfillment preference

Correct Answer:

Answer Area

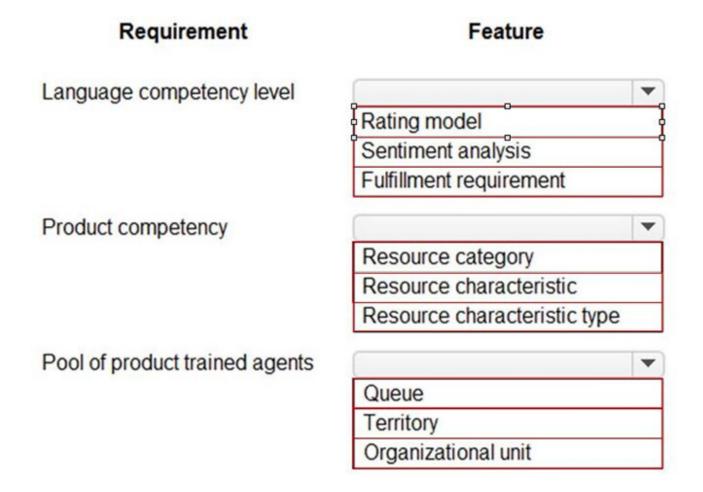| Requirement	Feature
Language competency level	▼
	Rating model
	Sentiment analysis
	Fulfillment requirement
Product competency	▼
	Resource category
	Resource characteristic
	Resource characteristic type
Pool of product trained agents	▼
	Queue
	Territory
	Organizational unit

QUESTION 3

DRAG DROP

You need to set up users with permissions to use the digital messaging channels.

Which role should you assign to each user? To answer, drag the appropriate roles to the correct groups of users. Each role 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.

Select and Place:

Answer Area

Option	Value
Chart type	▼
	System
	Personal
	Area
Series	▼
	Cases
	Owner
	Activities completed
	Customer
Category	▼
	Cases
	Owner
	Created on
	Customer

Correct Answer:

Answer Area

Action	Configuration
Assign the Omnichannel security role to needed to access the dashboard	▼ CSR manager Omnichannel agent Omnichannel supervisor
Obtain data to add the custom KPIs	▼ Common Data Service Power BI datasets SQL Server

Box 1: Omnichannel supervisor

Case managers schedule shifts and are a point of escalation.

Omnichannel supervisor: Required for performing supervisor tasks. Businesses need to monitor and manage the efficiency levels of agents in their ongoing conversations with customers. The enhanced supervisor experience provides

supervisors with timely insights and metrics on the efficiency of the service delivery of agents and opportunities to help agents deliver better support to customers. In this enhancement to the supervisor experience in Omnichannel for

Customer Service, supervisors can:

Drill down to specific agents and look at their operational metrics.

Manage agent availability remotely.

Box 2: Omnichannel agent

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

Omnichannel agent: Required for performing agent tasks. As an Omnichannel agent, you can use queues to manage the work items that are assigned to you via queues. Therefore, you can focus on the tasks at hand and ensure better

customer service. The application empowers you to work on simultaneous conversations with multiple customers. You get a holistic view of a customer\\'s data and can see the details of the customer\\'s previous interactions. In this way, you can

be sure that you have all the available information that you might need to resolve the customer\\'s issue.

Box 3: Productive tools user

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls.

Productivity tools user: Required by users of Dynamics 365 Productivity Tools. Agent productivity tools use intelligence and automation to enable agents to find answers to customer questions and help resolve customer issues quickly, thereby

improving satisfaction in service delivery.

Incorrect:

Not Productivity tools administrator:

Productivity tools administrator: Required by administrator users of Dynamics 365 Productivity Tools.

QUESTION 4

A company sells and services bicycles. The company uses Dynamics 365 Sales and Dynamics 365 Customer Service. You create a custom table named Bicycle

A user tries to create a personal view with information from the Bicycle table. The user wants to add customer information from the Account table, but the columns are unavailable

You need to make the Account columns available to the Bicycles table.

What should you configure?

A. Create a relationship between the Account table and the Bicycles table.

B. Add the same columns to both the Bicycles table and the Account table.

C. Add the system administrator security role to the user ID of the salesperson.

D. Create two separate views: one in the Bicycles table and one in the Account table.

E. Create the personal view from the Account table.

Correct Answer: A

QUESTION 5

You are a system administrator for Dynamics 365 Customer Service. In the default account form, you create an escalation column as a choice of Yes/No.

The main account form must have a column of escalation paths.

The column must be hidden if the escalation column is set to No.

If the escalation column is set to Yes, the escalation path column must be displayed and filled out.

You need to configure the form.

What should you configure?

A. Business process flow

B. Business rule

C. Power Bi dashboard

D. Power Automate flow

Correct Answer: B