



MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

Pass Microsoft MB-230 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.passapply.com/mb-230.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

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:

Roles	Answer Area	Role
Omnichannel supervisor	Case managers	
Omnichannel agent	Case representatives	
Productivity tools user	Customer satisfaction representatives	
Productivity tools administrator		

Correct Answer:

Roles	Answer Area	Role
	Case managers	Omnichannel supervisor
	Case representatives	Omnichannel agent
Productivity tools administrator	Customer satisfaction representatives	Productivity tools user

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 2

A company uses Dynamics 365 for Customer Service.

You need to document the case resolution process.

How are each of the cases resolved? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Hot Area:

Answer Area

Case	Resolution
A case has activities owned by other users and is in progress.	<ul style="list-style-type: none"> Case is resolved. Open activities are closed. Case is resolved. Open activities are canceled. Case is not resolved. Open activities must be closed. Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	<ul style="list-style-type: none"> Case is resolved. Entitlement is decremented by four hours. Case is resolved. Entitlement is decremented by six hours. Case is not resolved. Billable hours cannot be more than the total duration. Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<ul style="list-style-type: none"> Open activities for child cases are merged into parent and canceled. Open activities of parent case are marked as completed. Open activities of child cases remain open. Open activities of child cases are canceled.

Correct Answer:

Answer Area

Case	Resolution
A case has activities owned by other users and is in progress.	<ul style="list-style-type: none"> Case is resolved. Open activities are closed. Case is resolved. Open activities are canceled. Case is not resolved. Open activities must be closed. Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	<ul style="list-style-type: none"> Case is resolved. Entitlement is decremented by four hours. Case is resolved. Entitlement is decremented by six hours. Case is not resolved. Billable hours cannot be more than the total duration. Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<ul style="list-style-type: none"> Open activities for child cases are merged into parent and canceled. Open activities of parent case are marked as completed. Open activities of child cases remain open. Open activities of child cases are canceled.

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hub-user-guide-case-sla>

QUESTION 3

HOTSPOT

You need to configure the correct settings.



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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Scenario	Setting
Process cases for an insurance type once a type is selected.	<input type="checkbox"/> Case routing <input type="checkbox"/> Automatically create and update records <input type="checkbox"/> Create queues
Receive and process an email from a customer to open an insurance claim.	<input type="checkbox"/> Case routing <input type="checkbox"/> Automatically create and update records <input type="checkbox"/> Create queues
Ensure cases phoned in can be separated and taken only by the applicable representative.	<input type="checkbox"/> Case routing <input type="checkbox"/> Automatically create and update records <input type="checkbox"/> Create queues

Correct Answer:

Answer Area

Scenario	Setting
Process cases for an insurance type once a type is selected.	<input checked="" type="checkbox"/> Case routing <input type="checkbox"/> Automatically create and update records <input type="checkbox"/> Create queues
Receive and process an email from a customer to open an insurance claim.	<input type="checkbox"/> Case routing <input checked="" type="checkbox"/> Automatically create and update records <input type="checkbox"/> Create queues
Ensure cases phoned in can be separated and taken only by the applicable representative.	<input type="checkbox"/> Case routing <input type="checkbox"/> Automatically create and update records <input checked="" type="checkbox"/> Create queues



QUESTION 4

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.

You must display the question: Have you used the product before? If the response is Yes, you must display additional questions concerning the product. If the answer is No, you must display a different set of questions concerning other products.

You need to select a survey feature to use.

Which survey feature should you use?

- A. Answer tag
- B. Response routing
- C. Piping
- D. List of ratings
- E. Basic

Correct Answer: B

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey#design-interactive-surveys-by-using-response-routing>

QUESTION 5

DRAG DROP

A company creates a single-page Power BI visualization to show how a Power Virtual Agents chatbot is performing.

Users must be able to navigate to the charts from anywhere within the Customer Service workspace.

You need to add the Power BI information to the Customer Service workspace app.

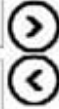
Which five actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Actions

- Select **Power BI dashboard** for Type. Enter the Power BI workspace and Power BI report values.
- Export the solution, edit the customizations.xml file, and add XML code for the Power BI workspace ID and report ID.
- Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea.
- Navigate to the maker portal and create a new solution.
- Select **Add Existing** and then select **Dashboard**.
- Select **Power BI report** for Type. Enter the Power BI workspace and Power BI report values.
- Select **New** and then create a Power BI embedded dashboard.
- Save and publish the customization.

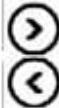


Answer area

Correct Answer:

Actions

- Export the solution, edit the customizations.xml file, and add XML code for the Power BI workspace ID and report ID.
- Select **Power BI report** for Type. Enter the Power BI workspace and Power BI report values.
- Select **New** and then create a Power BI embedded dashboard.



Answer area

- Navigate to the maker portal and create a new solution.
- Select **Add Existing** and then select **Dashboard**.
- Select **Power BI dashboard** for Type. Enter the Power BI workspace and Power BI report values.
- Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea.
- Save and publish the customization.



Navigate to the maker portal and create a new solution.

Select **Add Existing** and then select **Dashboard**.

Select **Power BI report** for Type. Enter the Power BI workspace and Power BI report values.

Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea.

Save and publish the customization.

Step 1: Navigate to the maker portal and create a new solution.

Step 2: Select Add Existing and then select Dashboard.

Step 3: Select Power BI Report for type. Enter the Power BI workspace and Power BI report values.

Note: Get the embedding parameter values

To embed your content, you need to obtain certain parameter values. The table below shows the required values, and indicates if they're applicable to the service principal authentication method, the master user authentication method, or both.

Before you embed your content, make sure you have all the values listed below. Some of the values will differ, depending on the authentication method you're using.



Parameter	Service principal	Master user
Client ID	✓	✓
Workspace ID	✓	✓
Report ID	✓	✓
Client secret	✓	✗
Tenant ID	✓	✗
Power BI username	✗	✓
Power BI password	✗	✓

Step 4: Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea

Edit the default site map

Your environment comes with a default site map. This site map is supported for both custom business apps and Dynamics 365 for Outlook.

In the Dynamics 365 - custom app, go to Settings > Customizations.

Select Customize the System.

In the solution window, under Components, select Client Extensions. Double-click to select the site map that has the display name Site Map and is in a Managed state. You can also select the site map, and then on the toolbar, select Edit.

The site map opens in the site map designer.

Add an area to the site map.

Add a group to the site map.

Add a subarea to a group in the site map.

Select Save.

Select Publish.

Step 5: Save and publish the customization

QUESTION 6

A customer has three cases in process and two cases for the current calendar year.



You need to determine how many cases the customer has left on their entitlement.

How many cases are left?

Case Study Title (Case Study):Case Study

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background

Humongous Insurance is contracted to process all insurance claims for a health facility that accepts the following types of health insurance:

1.

Health maintenance organization (HMO)

2.

Preferred-provider organization (PPO)

3.

Gold

Cases are classified as new claims, claim disputes, and follow-ups. Each insured person is entitled to open 25 new cases each calendar year.

Support representatives specialize by and process claims by insurance type.

Humongous Insurance currently accepts claims only by telephone. The call center is open from 06:00 GMT to 24:00 GMT daily. Call center staff work one of the following shifts: 06:00 GMT to 12:00 GMT, 12:00 GMT to 18:00 GMT, and 18:00 GMT to 24:00 GMT.

When a case is received by email, a staff member categorizes the case as email and closes the case immediately.

Current environment

1.

Humongous Insurance has three departments to handle claim types: HMO, PPO, and Gold.



2.

The company uses handwritten forms to send claims information to the correct department.

3.

Each department maintains a workbook to record calls received.

Requirements. Support desk

1.

Configure the system to track the number of insurance claims filed each year.

2.

Categorize claims by type as they are opened.

3.

Configure the system to track staff responsiveness to service-level agreements (SLAs).

4.

Ensure that business hours reflect the hours that support staff are scheduled.

Requirements. Case handling

1.

All new cases must be automatically placed into a queue based on insurance type after the type is selected.

2.

All insurance types need to be automatically moved to the proper queue when the subject is picked.

3.

All cases must be created and closed immediately when received.

4.

The status reason must be set to Email Sent or Phone Call.

5.

Information must be restricted by insurance and phone call type.

6.

Managers must be alerted when customers reach their limit of 25 cases for the year.

7.

Changes to cases must not be counted against entitlements until the case is closed.

Requirements. Disputes



1.

Claim disputes must be categorized as low priority.

2.

The status for all disputed cases must be set to Review by a Manager before a disputed case may be closed.

Requirements. Knowledge base

1.

A knowledge base must be used as a repository for all answers.

2.

Representatives must be able to search the knowledge base when opening a new case for similar claims.

3.

Representatives must be able to search across all entities at all times.

4.

Searches must check any field in the entity for matches in a single search.

5.

Searches must return results in a single list and sort the list so that the most relevant results appear at the top of the list.

6.

Representatives must be able to link the knowledge base to cases when applicable.

7.

Representatives must create a new knowledge base article if an answer is not found in the existing knowledge base.

8.

Representatives must be able to use SQL-like syntax to search the knowledge base.

Requirements. Service-level agreements

When a customer calls to open a claim, the company must respond to the caller within the following time frames:

Plan Response time

HMO 24 hours PPO 6 business hours Gold 1 business hour

Requirements. Alerts

1.

Cases must be flagged when they are past the SLA threshold.



2.

An email alert must be sent to the manager to indicate an SLA noncompliance.

3.

An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.

4.

Send an email alert to support managers when disputes are ready to be closed.

5.

Send an email alert to customers when cases are closed.

Requirements. Issues

1.

The current process is all manual and not efficient.

2.

There is no easy way to determine whether the company is meeting its SLAs.

3.

Representatives are often inconsistent regarding how they handle customers and answer customer questions.

4.

There is no accountability for any of the representatives who take calls.

A. 20

B. 22

C. 23

D. 25

Correct Answer: C

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

QUESTION 7

You are a Dynamics 365 Customer Service system administrator. You work with the Customer Service Hub application.

You need to enable entities for service-level agreements (SLAs).

For which entity can you enable SLAs?



- A. Contract
- B. Business unit
- C. KPIs
- D. Customer service schedule
- E. Holiday schedule
- F. Account

Correct Answer: F

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-service-level-agreements>

QUESTION 8

You send surveys to customers who have opened cases within the past month.

You need to send a summary of the survey results to individuals who do not have a Dynamics 365 license.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Run the summary report. Export the report to Microsoft Excel. Send the Excel file to the users.
- B. Run the survey summary report. Send a link to the report from within Dynamics 365.
- C. Create a dashboard of the survey summary reports and share the dashboards with the users.
- D. Create a view with the data, and then email a link.
- E. Run the survey summary report. Print the report to a PDF file. Send the PDF file to the users.

Correct Answer: AE

QUESTION 9

You are an Omnichannel supervisor at a company. You install a dashboard in Power BI. You need to ensure that managers are able to access the intraday insights dashboard. What should you do?

- A. From the supervisor configuration, add all users to the intraday insights dashboard.
- B. From the agent configuration, promote the users to supervisors.
- C. From universal service desk, enable all dashboards.
- D. From the supervisor configuration, add the required users.
- E. From Power BI, share the dashboard with the entire organization.



Correct Answer: D

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-intraday-dashboard-supervisor>

QUESTION 10

Customer service representatives are not able to manually add service-level agreements (SLAs) to a record.

You need to enable on-demand SLAs.

What should you do?

- A. Configure the scope of the workflow
- B. Publish the on-demand SLA
- C. Activate the SLA
- D. Request an administrator to add the SLA field to the entity form

Correct Answer: D

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-level-agreements>

QUESTION 11

DRAG DROP

You need to ensure that customers cannot open more cases than they are allowed.

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 the start date and end date.
- Save the entitlement and then add the entitlement channel.
- Add the entitlement channel as email with 25 as the total term.
- Add the entitlement channel as phone with 25 as the total term.
- Create new entitlement in Service Management.
- Add entitlement channel before saving the new entitlement.
- Create new service level agreement in Service Management.

Answer Area



Correct Answer:



Actions

Empty text box

Empty text box

Add the entitlement channel as email with 25 as the total term.

Empty text box

Empty text box

Add entitlement channel before saving the new entitlement.

Create new service level agreement in Service Management.

Answer Area

Create new entitlement in Service Management.

Add the start date and end date.

Save the entitlement and then add the entitlement channel.

Add the entitlement channel as phone with 25 as the total term.

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

QUESTION 12

HOTSPOT

You are an Omnichannel supervisor for an inbound call center.

The call center's customer service rating has decreased over the past few months.

You need to enable analysis to view real-time customer sentiment.

In which configuration area should you enable each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

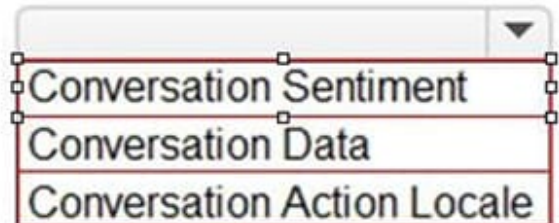


Answer Area

Requirement

Enable change tracking.

Configuration area



Enable real-time sentiment analysis.



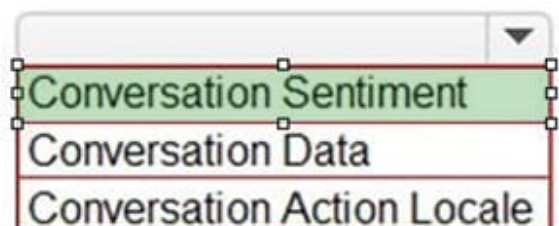
Correct Answer:

Answer Area

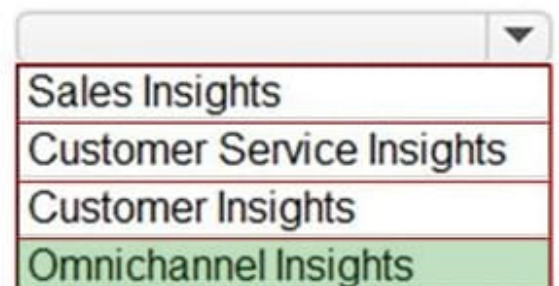
Requirement

Enable change tracking.

Configuration area



Enable real-time sentiment analysis.





QUESTION 13

You are customizing an Omnichannel for Customer Service implementation.

You need to configure the escalation process to a human agent.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. In the Power Virtual Agent topic, add the Transfer to agent node.
- B. Add a context variable in Power Virtual Agents to escalate the conversation.
- C. Select a context variable in Omnichannel and update the information from Power Virtual Agents.
- D. Add a bot user to the Omnichannel queue.
- E. Set the operating hours to escalate a conversation.

Correct Answer: ABD

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent>

QUESTION 14

You are responsible for creating surveys via Voice of the Customer (VoC).

You want to make sure that clients who currently receive surveys are able to unsubscribe when they no longer want to receive them.

You add an unsubscribe link to the email message.

Does the action achieve your objective?

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

Correct Answer: A

Reference: <https://www.inogic.com/blog/2018/02/exploring-the-unsubscribe-survey-option-in-voice-of-customer-in-dynamics-365-crm/>

QUESTION 15

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 timegroup with the preference setting of one hour.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Time groups enable schedulers to search and view results as blocks of time when using the schedule assistant. Typical examples include mornings, afternoon, nights, and 2-hour windows. Unlike intervals, time groups do not dictate the start

time of subsequent bookings. Time groups organize results, but leave the start time/arrival time as-is, based on the particular resource's schedule.

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

Note: 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>

[MB-230 VCE Dumps](#)

[MB-230 Practice Test](#)

[MB-230 Brindumps](#)