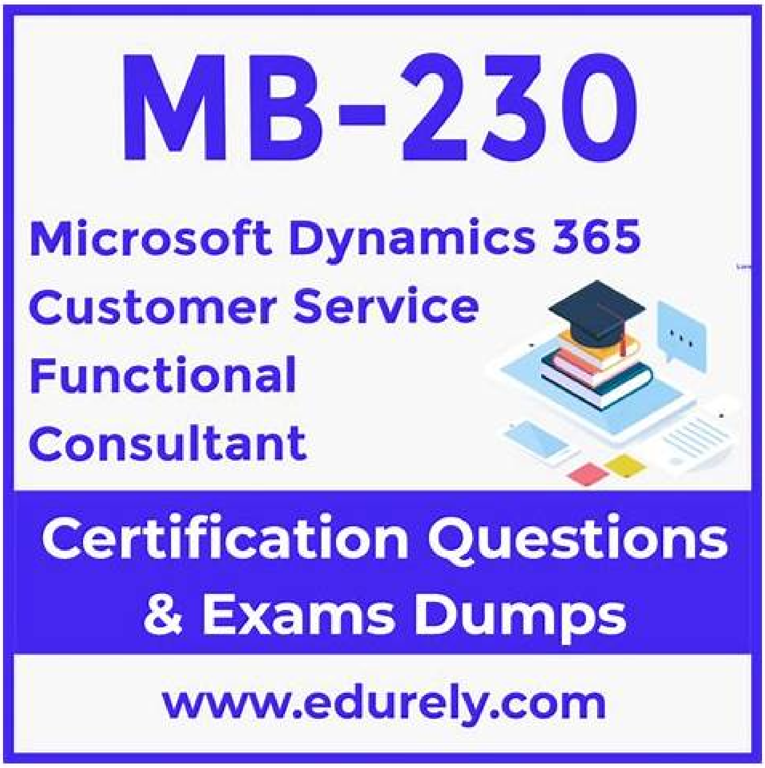
MB-230 Learning Materials - Detailed MB-230 Study Dumps



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The MB-230 exam is intended for individuals who have experience working with Dynamics 365 Customer Service, and are familiar with the customer service module's features and functionality. Candidates are expected to have a strong understanding of customer service business processes and should be able to map these processes to Dynamics 365 Customer Service. Passing the MB-230 exam demonstrates that the candidate has the skills and knowledge required to implement and customize customer service solutions in Microsoft Dynamics 365.

Preparation Process for Microsoft MB-230 Exam

Preparation is the most important part of the Microsoft MB-230 exam and the whole certification program that you need to clear. The candidates should be very careful when choosing the resources because the amount of efforts they invested will determine how well they pass the test. Without much ado, here are a handful of tools that you can trust.

- **Books**

  Books have been and are still the most valued resource for preparation. The students can refer to several guides for the Microsoft MB-230 exam of their choice. You can also pick the ones from the book stores or libraries. There is also an opportunity to choose some e-books if you need them instead of the paperback version. Ensure that the guide you are choosing has all the main points of the syllabus and covers it in detail. The content of the book you are choosing should be easy to understand.

- **Instructor-Led Training**

  If you are one of those inquisitive candidates who encounter many doubts, then the instructor-led training is definitely the right choice for you. These interactive sessions are prepared and presented by the world-class experts with the years of experience in the subject matter. The sessions can help the individuals gain the required skills within a shorter time.

- **Microsoft Documentation**

  Microsoft provides its own documentation to candidates for using it during the exam preparation. Candidates can access the documentation directly from the official site of Microsoft. This is the most reliable source in regards to syllabus authenticity and quality. These materials can serve the candidates as the best options for preparation.

- **Practice Tests and Sample Papers**

  Taking sample papers and practice tests as much as you can is something that will greatly help you pass your MB-230 Exam with flying colors. These resources can help the applicants identify their weak portions and loopholes. Every time you finish a practice session, you will be able to improve in your performance. This will definitely increase your chances to ace the actual exam.

- **Microsoft Learning Paths**

  The Microsoft learning paths are the official online classes that are made available for the candidates by the vendor. These are made available totally free of cost and they can help a great deal in the preparation process by developing in-depth concepts for all the exam topics.

Realistic Microsoft MB-230 Learning Materials Free PDF

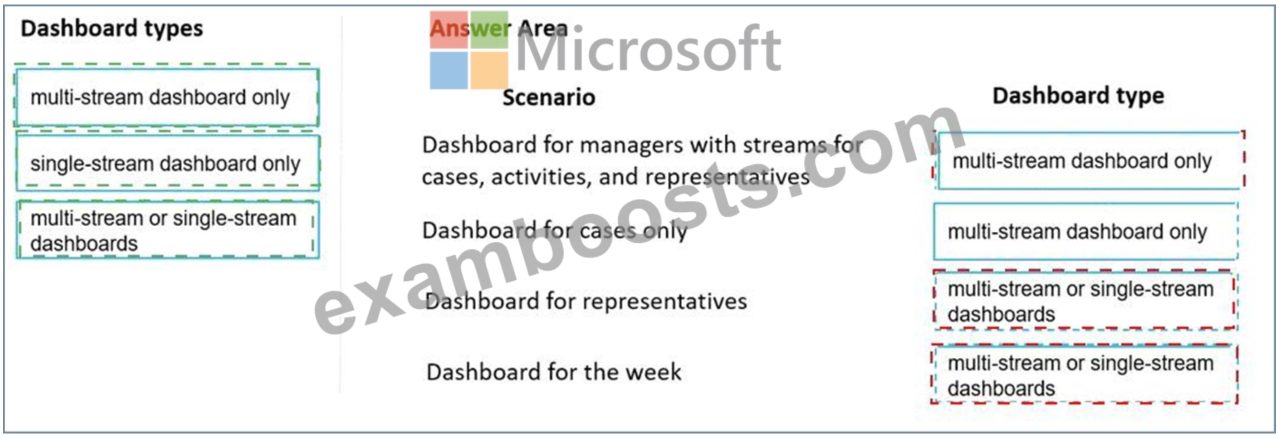
The MB-230 study materials from our company are compiled by a lot of excellent experts and professors in the field. In order to help all customers pass the exam in a short time, these excellent experts and professors tried their best to design the study version, which is very convenient for a lot of people who are preparing for the MB-230 Exam. You can find all the study materials about the exam by the study version from our company.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q142-Q147):

NEW QUESTION # 142
You need to create the dashboards.
Which dashboard types should you use? To answer, drag the appropriate dashboard types to the correct scenario. Each dashboard type 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.

Answer:

Explanation:



Explanation:
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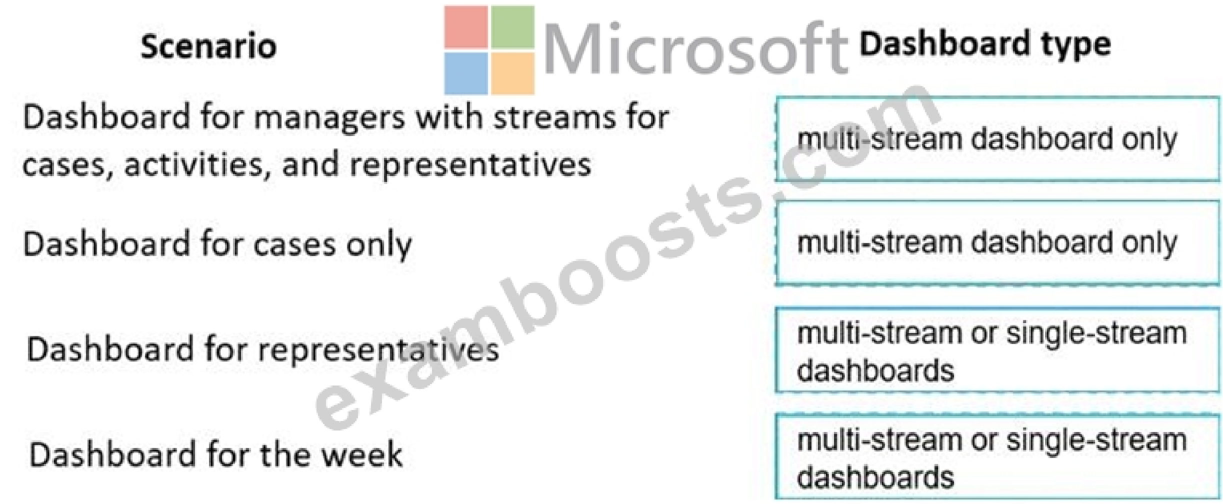
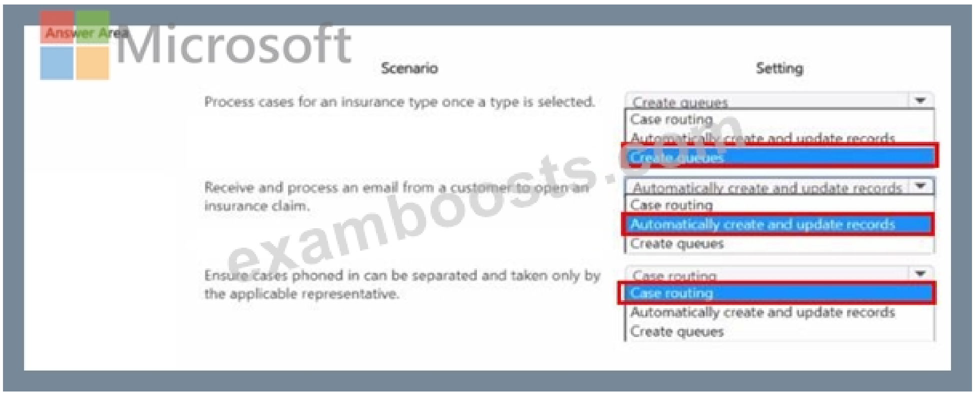


Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard

NEW QUESTION # 143
You need to configure the settings to handle customer claims.
Which settings should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:



Topic 3, The Phone Company

Overview

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.

Overview

The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.

The company has an existing on-premises software system. The current system no longer meets the company's needs.

The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.

Requirements

Support desk

The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.

You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling

New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.

The system must automatically create a case when email is received by companies that are not in the system.

The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.

Users must be able to initiate routing for manually created cases.

The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.

Main cases must not be closed until all the sub-cases are closed.

Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.

When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base

Users must be able to search the knowledge base when opening a new case form or when checking on cases.

Users must be able to use relevant searches and include any customer entities.

Dashboards

Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.

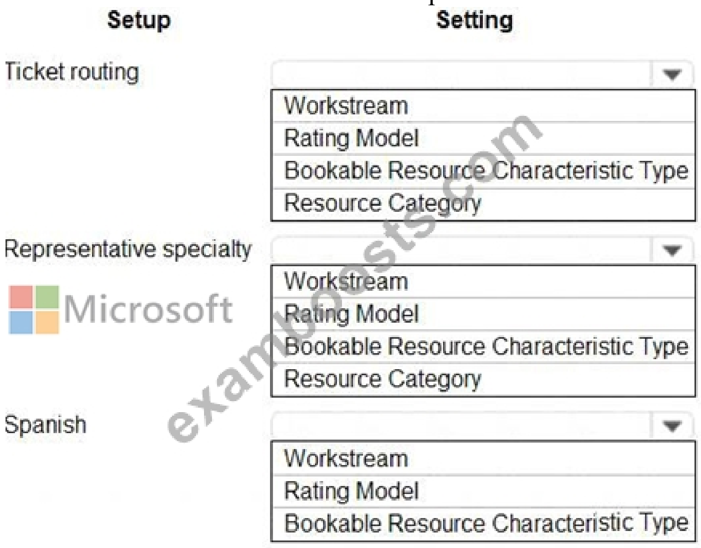
Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen. Managers must be able to drill down within each area.

Managers need a dashboard that displays weekly statistics for cases and representatives.

Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

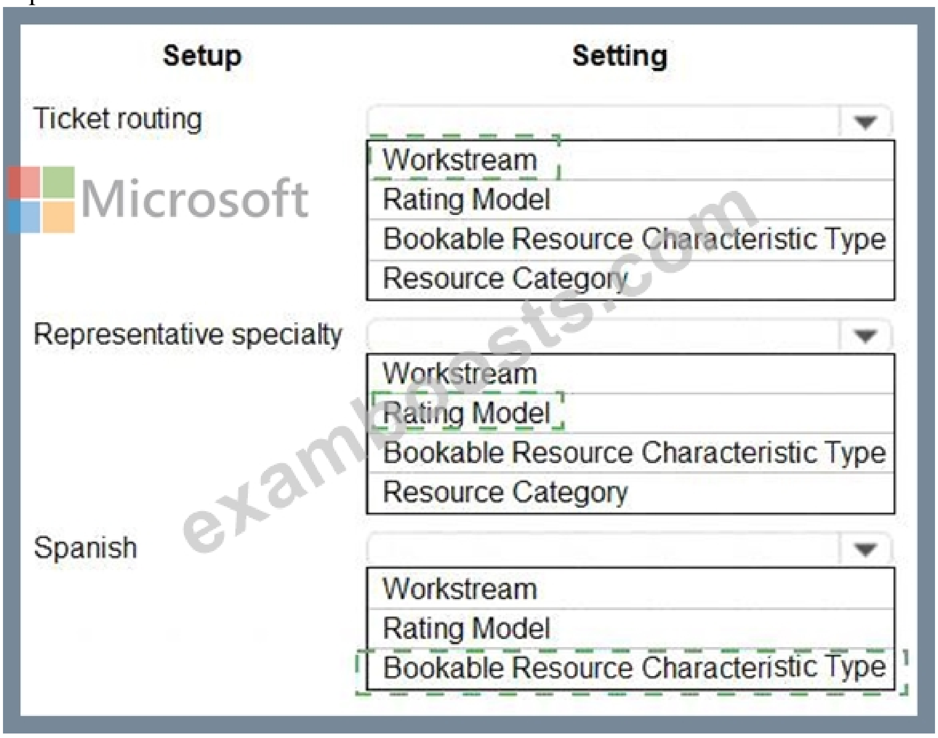
Service-level agreements
Most customers must be contacted within 90 minutes of their case being opened.
Some customers can purchase faster service on call backs.
Emails must be sent to support managers when service-level agreements (SLAs) are missed.
Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.
SLA KPIs must be tracked in the system.
SLA KPIs must appear on the case form.
Cases must be able to be placed on hold if issues arise with related contracts.
Issues
Users report they are not able to search the Knowledge Base.

NEW QUESTION # 144
You need to select which setting needs to be configured for each setup.
Which settings should you select? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



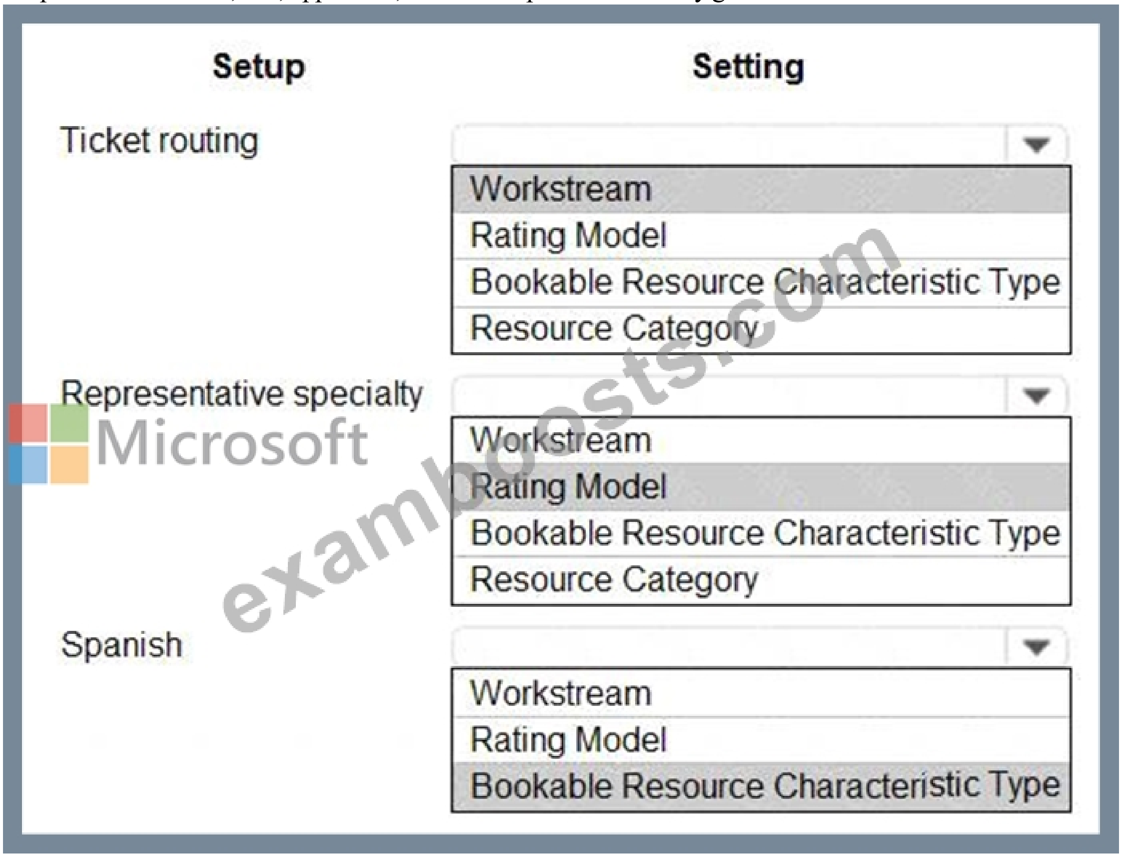
Answer:

Explanation:



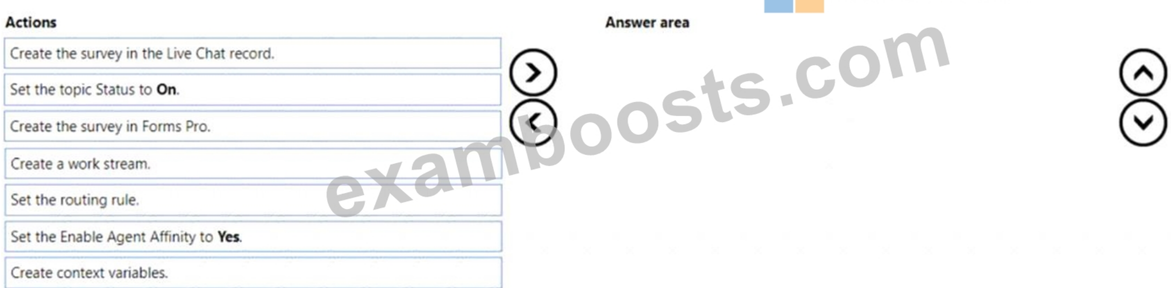
Explanation:

Graphical user interface, text, application, email Description automatically generated



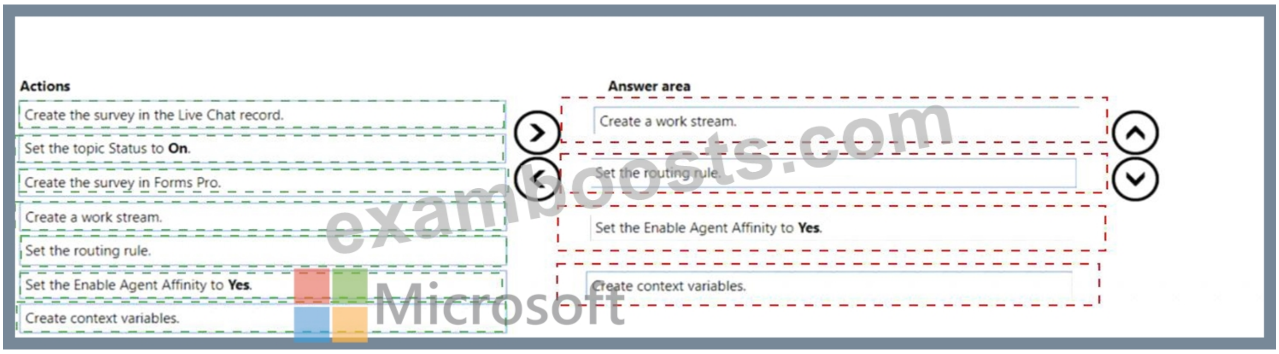
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams
https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-skill-routing-create-rating-model

NEW QUESTION # 145
A company is using Omnichannel for Customer Service.
You add a live chat button to your company's website for existing customers. Requests for chats are handled by the next available representative. The chat must route the customer to the same representative if the customer is inadvertently disconnected.
You need to configure the chat.
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.
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

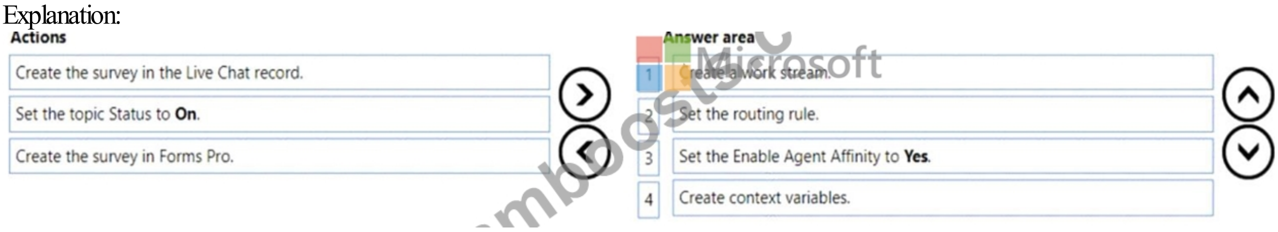


Answer:

Explanation:



Explanation:



NEW QUESTION # 146

Case Study 4 - Lamna Healthcare

Background

Lamna Healthcare Company has a call center for the city. They receive roughly 5,000 calls a day on health issues.

They have the following three departments that take calls daily:

- Chronic illnesses
- Flu-type illnesses
- Geriatric illnesses

There is a fourth area that monitors for miscellaneous issues.

They are implementing Dynamics 365 Customer Service.

Requirements. Queues

A queue has to be set up for each department.

Emails must automatically be routed to the appropriate queue.

Miscellaneous queues must be visible to everyone.

The other queues must be visible only to the appropriate department. If a case is open more than 30 days, the case must automatically be routed to the supervisor. There must be a button on the queue list screen to route a case to a supervisor if requested.

Requirements. Visualizations

Support representatives must have a real-time view of cases assigned to them, including the status of each case.

Support representatives must be able to see a graphic view of cases by customer that are assigned to them.

Requirements. Knowledge Base

Support representatives must use the knowledge base first to try to solve issues. Support representatives must be able to reference the knowledge base when it is used to resolve the case.

The knowledge base article that is used to resolve a case must always be sent to the customer. If the answer is not in the knowledge base, a support representative needs to create a knowledge base article.

Requirements. Cases

The cases must follow a process that includes identify, research, and resolve. A confirmation section must be added before the resolve section. Customers must have contracts that allow them to call Lamna Healthcare 10 times a year for help. In addition to the 10 free calls, customers must be able to send 15 emails a year for support. Cases that come in as phone calls must be resolved with seven business days. Cases that come in as emails must be resolved within three business days.

Requirements. Surveys

Lamna Healthcare sends out about 100,000 surveys a month. Lamna must use Microsoft Forms Pro for their surveys.

All surveys must have the company logo.

The logo's company colors must not be changed. Any modifications to the graphic or colors is a breach of company policies.

A survey must automatically be sent once a case is resolved. A manual survey must be sent if a case is escalated. A survey must not be sent without confirming that it is accurate. Supervisors must test a survey before it is finalized.

Hotspot Question

You need to choose the appropriate actions when using the knowledge base.

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

NOTE: Each correct selection is worth one point.

Status	Action
The knowledge base answer was found	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article
Resolve the case	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article
The answer is not in the knowledge base	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article

Answer:

Explanation:

Status	Action
The knowledge base answer was found	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article
Resolve the case	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article
The answer is not in the knowledge base	Link to resolved case Email the knowledge base article to the customer Create a knowledge base article Publish the article

Explanation:
Box 1: Email the knowledge base article to the customer
Support representatives must use the knowledge base first to try to solve issues. The knowledge base article that is used to resolve a case must always be sent to the customer.
Box 2: Link to resolved case
Support representatives must be able to reference the knowledge base when it is used to resolve the case.
Box 3: Create a knowledge base article
If the answer is not in the knowledge base, a support representative needs to create a knowledge base article.

NEW QUESTION # 147
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