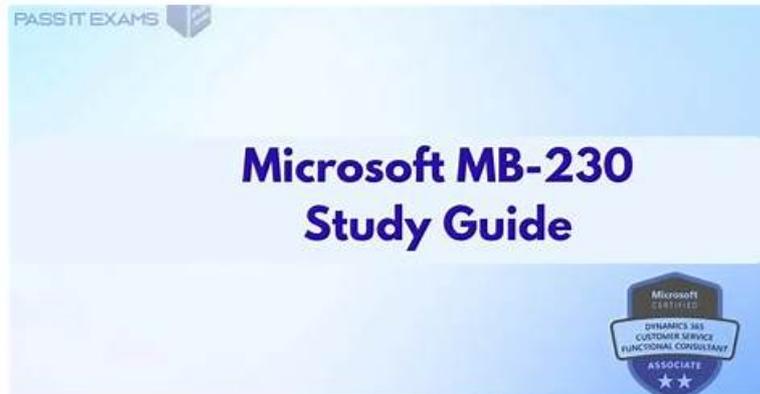


# Provides Excellent MB-230 Prep Guide for MB-230 Exam - ITPassLeader



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The MB-230 exam covers topics such as case management, customer service analytics, customization and configuration, entitlements and service level agreements, and knowledge management. Through MB-230 exam, candidates will learn how to effectively manage the entire customer service process from receipt of a customer inquiry to resolution of a case. They will also become proficient in identifying and addressing customer trends and issues, as well as leveraging data analytics to drive continuous improvement of the customer experience.

The Microsoft MB-230 Exam, which is also known as Microsoft Dynamics 365 Customer Service, is one of the prerequisite tests for earning the Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate certification. It is required that you pass it along with Microsoft PL-200 in order to get certified.

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## Trustworthy MB-230 Practice | MB-230 Reliable Exam Price

No doubt the Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) certification exam is a challenging exam that always gives a tough time to their candidates. However, with the help of ITPassLeader Microsoft Exam Questions, you can prepare yourself quickly to pass the Microsoft Dynamics 365 Customer Service Functional Consultant exam. The ITPassLeader Microsoft MB-230 Exam Dumps are real, valid, and updated Microsoft MB-230 practice questions that are ideal study material for quick Microsoft Dynamics 365 Customer Service Functional Consultant exam dumps preparation.

Microsoft MB-230 certification exam is designed for professionals who want to become certified as a Microsoft Dynamics 365 Customer Service Functional Consultant. Microsoft Dynamics 365 Customer Service Functional Consultant certification exam tests the candidate's knowledge and skills in implementing and configuring customer service solutions for businesses using Microsoft Dynamics 365. MB-230 Exam consists of multiple-choice questions and simulations, which test the candidate's ability to design and implement customer service solutions, manage cases and knowledge base, and configure the application for customer service.

## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q57-Q62):

### NEW QUESTION # 57

You are implementing Omnichannel for Customer Service for a company. The company has the following requirements:

The Knowledgebase article search tab must open when a new chat conversation begins.

The Chat Session template must be in expanded mode for the agents.

You need to complete the implementation to meet the requirements.

Which configuration should you use for each requirement? To answer, select the appropriate options in the answer area.

**Answer:**

Explanation:

Explanation:

Box 1: Docked

Communication panel mode - Select the default mode of the panel when a session is started. Choose one of the following:

Docked: The panel will be in expanded mode.

Minimized: The panel will be in minimized mode.

Hidden: The panel will be hidden.

Box 2: Entity Search

Manage application tab templates, Search, The following parameters are available for the entity search page type.

searchType - Define to use Relevance search or Categorized search.

searchText - Define the string you want to search.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/session-templates>

<https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/application-tab-templates>

#### NEW QUESTION # 58

You use multiple workspaces within Dynamics 365 Customer Service insights.

You need to switch workspaces.

What should you do?

- A. Navigate to <https://csi.ai.dynamics.com> and then share a workspace.
- B. Select View and then select a workspace view.
- C. Select Dashboard filters and then select a filter.
- **D. Select My workspaces and then select a workspace.**

**Answer: D**

Explanation:

As an owner of a workspace, you launch sharing of a workspace by going to the My workspaces panel, hovering your mouse over the workspace name, and then selecting the share icon to open a dialog. From there, you add any users from your company's Azure Active Directory. Any viewers will receive an email notifying them with a link to the workspace.

Reference:

<https://cloudblogs.microsoft.com/dynamics365/it/2019/06/13/new-in-dynamics-365-customer-service-insights-sh>

#### NEW QUESTION # 59

You are a help desk support representative using Dynamics 365 Customer Service Hub case management with limited permissions.

You need to create a personal chart that meets the following requirements:

Show the number of open cases assigned to you for each customer.

Ensure that specific team members can view the chart and view any changes as you update the chart.

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

NOTE: Each correct selection is worth one point.

**Answer:**

Explanation:

Reference:

<https://docs.microsoft.com/en-us/stream-analytics-query/count-azure-stream-analytics>

#### NEW QUESTION # 60

You need to create an entitlement template. In System Settings, you navigate to Service Management.

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.

**Answer:**

Explanation:

- 1 - Create new Entitlement template
- 2 - Enter 30 in Total Entitlement terms
- 3 - Enter 15 phone and 15 email for terms in Entitlement Channel
- 4 - Save the template

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entitlements-templates>

Topic 4, Lamna Healthcare Company (NEW)

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.

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.



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