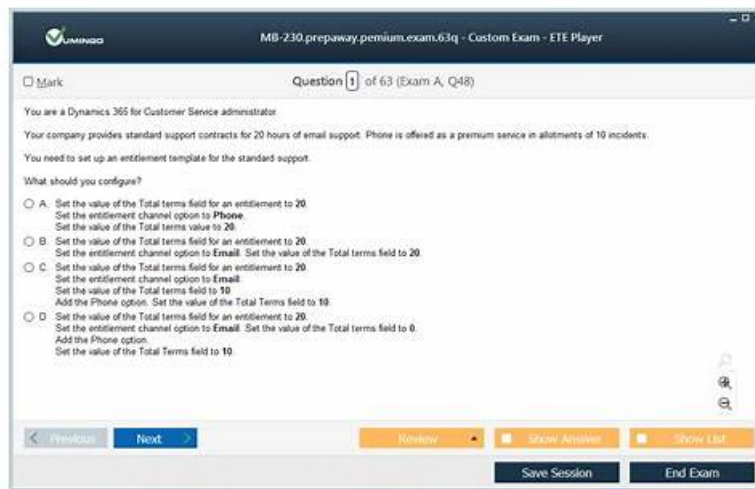


# Quiz Microsoft Pass-Sure MB-230 - Valid Microsoft Dynamics 365 Customer Service Functional Consultant Test Questions



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Microsoft MB-230 exam is designed for individuals who want to become certified as Dynamics 365 Customer Service Functional Consultants. This credential is ideal for professionals who work with Dynamics 365 Customer Service applications and have a deep understanding of customer service operations, case management, and service level agreements. MB-230 exam measures the candidate's ability to configure and manage Dynamics 365 Customer Service, analyze data to improve customer service operations, and design and implement service management strategies.

Microsoft MB-230 Exam is intended for individuals who have experience working with Microsoft Dynamics 365 and want to specialize in customer service. MB-230 exam is ideal for functional consultants, customer service managers, and IT professionals who want to enhance their skills and knowledge in delivering customer service solutions using Microsoft Dynamics 365. Microsoft Dynamics 365 Customer Service Functional Consultant certification will also be beneficial for those who want to progress their career in customer service management.

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## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q206-Q211):

### NEW QUESTION # 206

You make a phone call regarding an existing case record.

You need to create a phone call activity that appears on the case record timeline.

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.

Actions	Answer Area
Enter a subject	
Select an existing case record	
Change the phone call Regarding value to the case contact	
Select Add phone call activity	
Create a new case record	

Answer:

Explanation:

Requirement	Option
Specify the default process flow.	<div>▼</div> <div>Order</div> <div>Stage</div> <div>Step</div>
Show actions that must be completed by the customer service representative staff.	<div>▼</div> <div>Step</div> <div>Stage</div>

### Answer Area

	Select an existing case record	
	Select Add phone call activity	
⬅	Change the phone call Regarding value to the case contact	⬆
➡		⬇

### NEW QUESTION # 207

You are a Microsoft Dynamics 365 for Customer Service administrator. You create an article for a knowledge base. A reviewer selects articles for review.

You approve some articles and revert some articles to draft status.

For each action, what should you do next? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Action	Next Step
Approve	<div>Send back for final edits</div> <div>Change to Active status</div> <div>Publish the article</div>
Revert to draft	<div>Sent back for edits</div> <div>Send to manager</div>

Answer:

Explanation:

Action	Next Step
Approve	<div>Send back for final edits</div> <div>Change to Active status</div> <div>Publish the article</div>
Revert to draft	<div>Sent back for edits</div> <div>Send to manager</div>

### NEW QUESTION # 208

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.

Case	Resolution
A case has activities owned by other users and is in progress.	<div>Case is resolved. Open activities are closed.</div> <div>Case is resolved. Open activities are canceled.</div> <div>Case is not resolved. Open activities must be closed.</div> <div>Case is resolved. Open activities are reassigned to case owner.</div>
Total time for a case is set to four hours. Billable time is set to six hours.	<div>Case is resolved. Entitlement is decremented by four hours.</div> <div>Case is resolved. Entitlement is decremented by six hours.</div> <div>Case is not resolved. Billable hours cannot be more than the total duration.</div> <div>Case is resolved. Billable hours offset to six hours. Entitlement is decremented.</div>
A parent case has four child cases.	<div>Open activities for child cases are merged into parent and canceled.</div> <div>Open activities of parent case are marked as completed.</div> <div>Open activities of child cases remain open.</div> <div>Open activities of child cases are canceled.</div>

**Answer:**

Explanation:

**Case**

A case has activities owned by other users and is in progress.

**Resolution**

- 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.

- 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.

- 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.

Explanation

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

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuse>

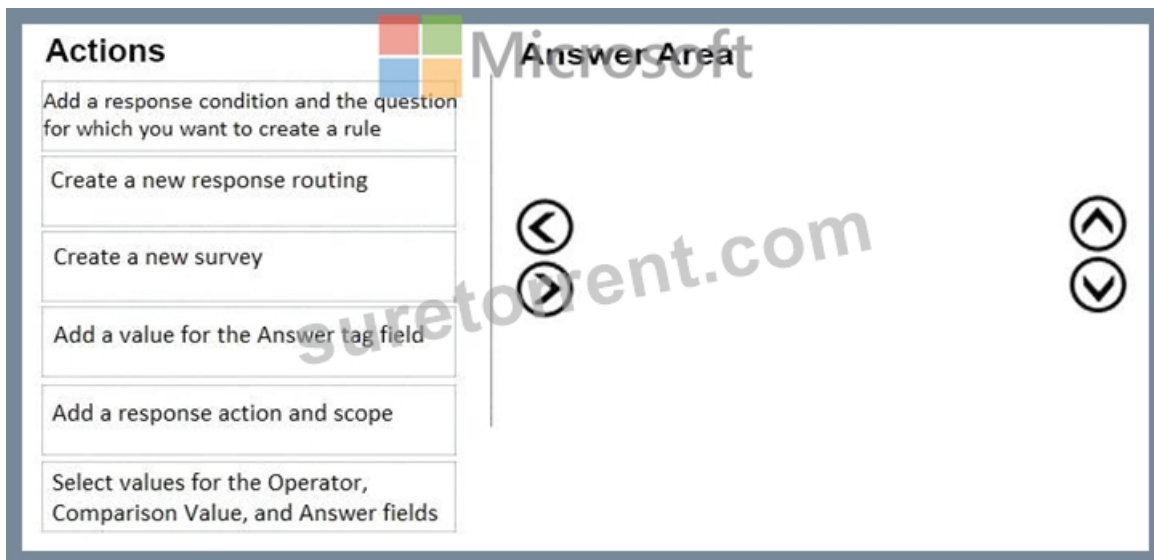
**NEW QUESTION # 209**

You are a Dynamics 365 for Customer Service administrator. You are using Voice of the Customer and are reviewing survey A survey responder marked 10 percent for overall satisfaction.

You need to ask additional questions based on the response.

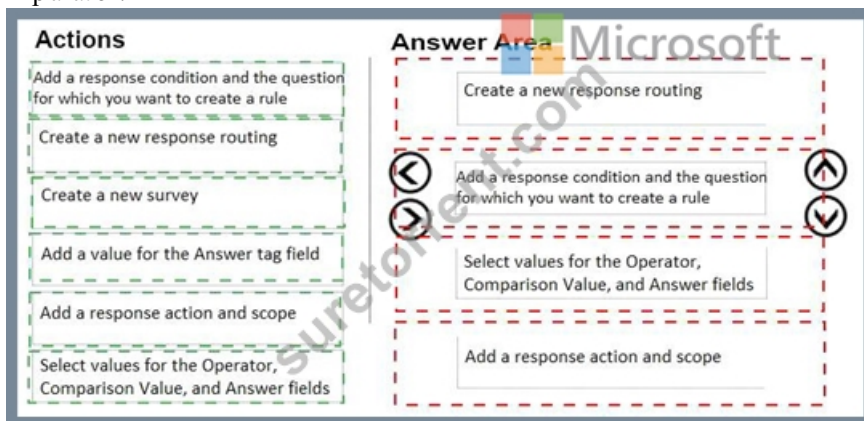
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



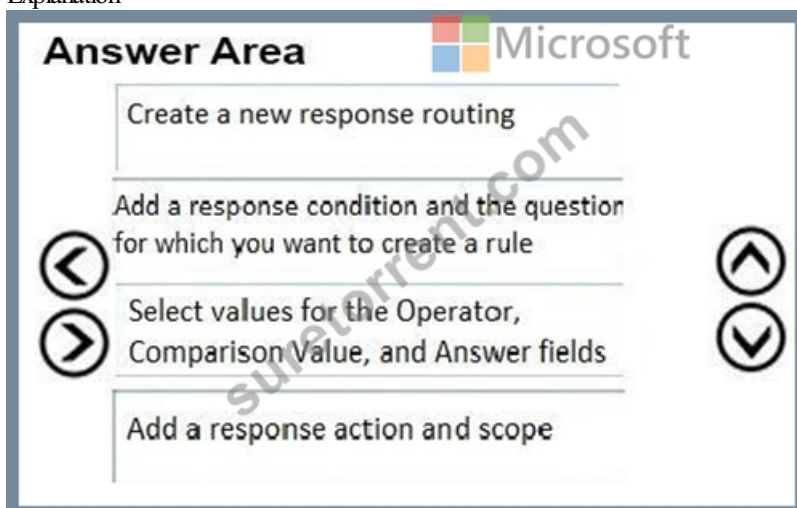


**Answer:**

**Explanation:**



**Explanation**



**References:**

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey>

### **NEW QUESTION # 210**

You are a customer service schedule administrator for a company. The company hires an electrical engineer who will work remotely. You need to set the resource to enable the engineer to work remotely.

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

Actions	Answer area
Set the skill on the engineer record to <b>Electrical Engineer</b> .	
On the resource record, set the Job Title to <b>Electrical Engineer</b> .	
On the engineer's contact record, populate the address fields.	
On the resource record, set the Resource Territory to <b>Home</b> .	
Create a contact resource and select the engineer's contact record.	
Create a user record named <b>Electrical Engineer</b> .	
Create a user resource record and select the new engineer.	
On the resource record, set the start and end location option list to <b>Resource Address</b> .	

**Answer:**

**Explanation:**

Actions	Answer area
Set the skill on the engineer record to <b>Electrical Engineer</b> .	Set the skill on the engineer record to <b>Electrical Engineer</b> .
On the resource record, set the Job Title to <b>Electrical Engineer</b> .	
On the engineer's contact record, populate the address fields.	
On the resource record, set the Resource Territory to <b>Home</b> .	
Create a contact resource and select the engineer's contact record.	
Create a user record named <b>Electrical Engineer</b> .	
Create a user resource record and select the new engineer.	
On the resource record, set the start and end location option list to <b>Resource Address</b> .	On the resource record, set the start and end location option list to <b>Resource Address</b> .

**Explanation:**

Actions	Answer area
Set the skill on the engineer record to <b>Electrical Engineer</b> .	
On the resource record, set the Job Title to <b>Electrical Engineer</b> .	
On the engineer's contact record, populate the address fields.	
On the resource record, set the Resource Territory to <b>Home</b> .	
Create a contact resource and select the engineer's contact record.	
	1 Create a user record named <b>Electrical Engineer</b> .
	2 Create a user resource record and select the new engineer.
	3 On the resource record, set the start and end location option list to <b>Resource Address</b> .

## NEW QUESTION # 211

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