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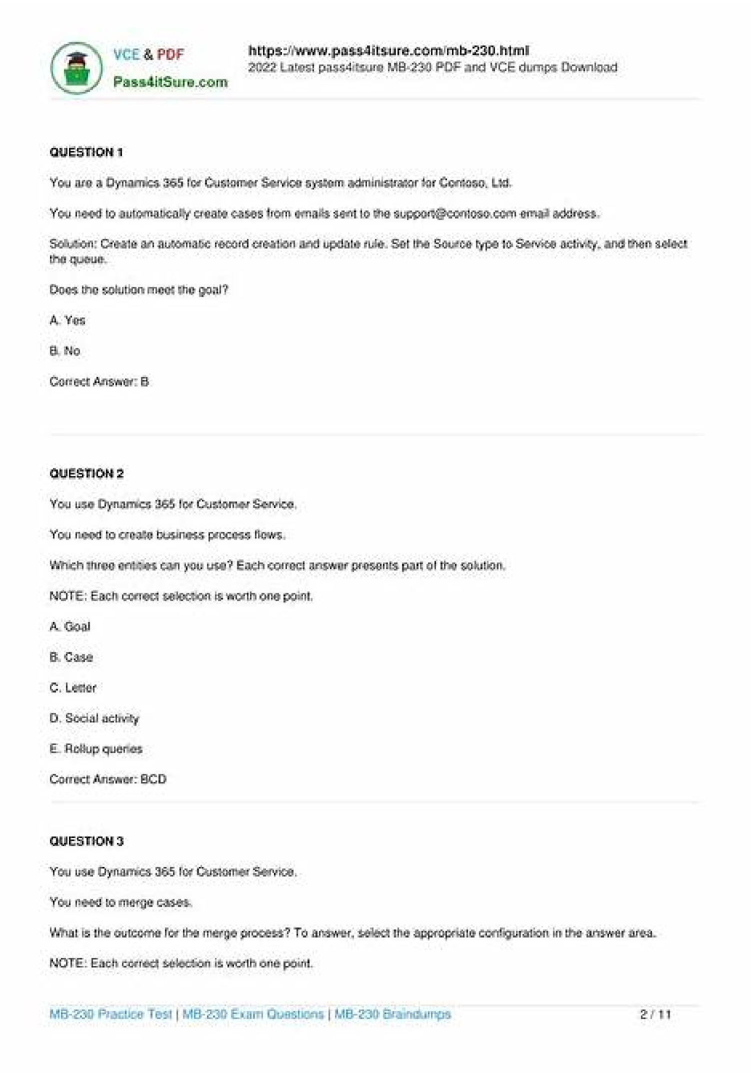

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QUESTION 1

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Service activity, and then select the queue.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 2

You use Dynamics 365 for Customer Service.

You need to create business process flows.

Which three entities can you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Goal

B. Case

C. Letter

D. Social activity

E. Rollup queries

Correct Answer: BCD

QUESTION 3

You use Dynamics 365 for Customer Service.

You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

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Microsoft MB-230 exam is designed to assess the skills of professionals who wish to become certified as Microsoft Dynamics 365 Customer Service Functional Consultants. Microsoft Dynamics 365 Customer Service Functional Consultant certification is essential for those who aspire to work in customer service or customer relationship management roles within organizations that use Microsoft Dynamics 365. Candidates who pass the MB-230 Exam will demonstrate a deep understanding of the Dynamics 365 platform, its features, and how to configure them to deliver outstanding customer service experiences.

>> New MB-230 Braindumps <<

2025 MB-230: Microsoft Dynamics 365 Customer Service Functional Consultant –High-quality New Braindumps

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Analytics Management: 10-15%

- Customer Service Insights Configuration: This section requires one's knowledge of use cases and capabilities of Customer Service Insights dashboards. It also measures the skills in managing workspaces and connecting to Customer Service Insights.
- Visualization Creation & Configuration: The candidates need to possess the expertise in designing and creating charts and reports with the use of Design wizard. This subtheme will also evaluate the competence of the examinees in configuring interactive dashboards.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q168-Q173):

NEW QUESTION # 168
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.
You need to customize the survey for each client.
Solution: Create custom question types. Add the custom question types to a new survey. Customize the questions.
Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:
Section: Topic 4, Configure Voice of the Customer

NEW QUESTION # 169
You need to configure entitlements for contracts.
What should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Requirement	Configuration
Total Terms allocated	▼ 10 / 15 / 25 / 30
Set emails/phone calls allowed	▼ Entitlement Channel / Total Terms / Allocation Type / Timeline
Remaining Terms	▼ Auto-calculate / Create Workflow / Select Refresh / Check Status

Answer:

Explanation:

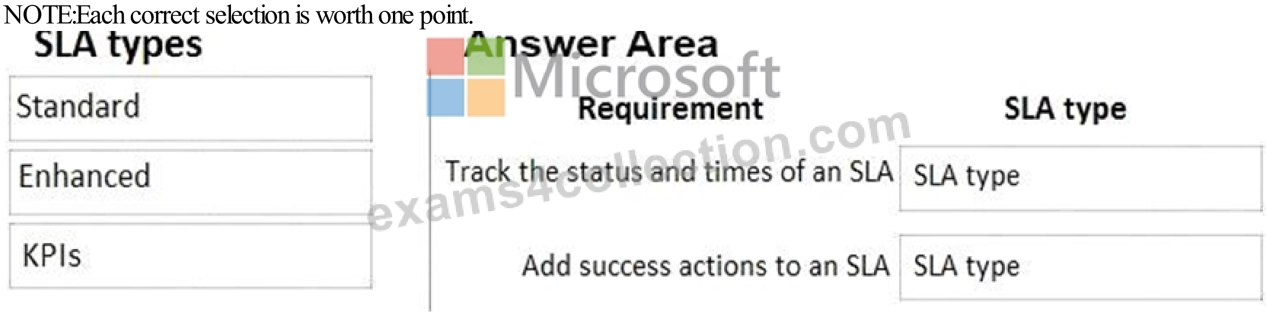
Requirement	Configuration
Total Terms allocated	▼ 10 / 15 / 25 / 30
Set emails/phone calls allowed	▼ Entitlement Channel / Total Terms / Allocation Type / Timeline
Remaining Terms	▼ Auto-calculate / Create Workflow / Select Refresh / Check Status

Explanation

Box 1: 25

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.
If you want to restrict support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their total terms.
Box 2: Entitlement Channel
The Entitlement Channel section specifies the support channel through which the customer can reach the organization and seek support.
Use this section to define the channels your customers are entitled to and track the customer support term for each channel. For example, you can add phone and email as the channels through which you'll offer support.
If you want to restrict support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their total terms.
Box 3: Auto-calculate
The remaining term is auto-calculated and shows the total number of hours or cases remaining for the customer's entitlement.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-custom

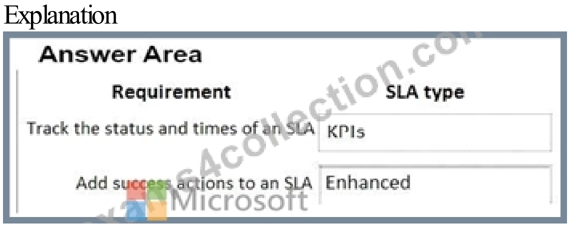
NEW QUESTION # 170
You are a Dynamics 365 for Customer Service system administrator.
You need to create service-level agreements (SLAs) to meet company requirements.
What SLA types should you use? To answer, drag the appropriate SLA types to the correct requirements. Each SLA type may be used once, more 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:

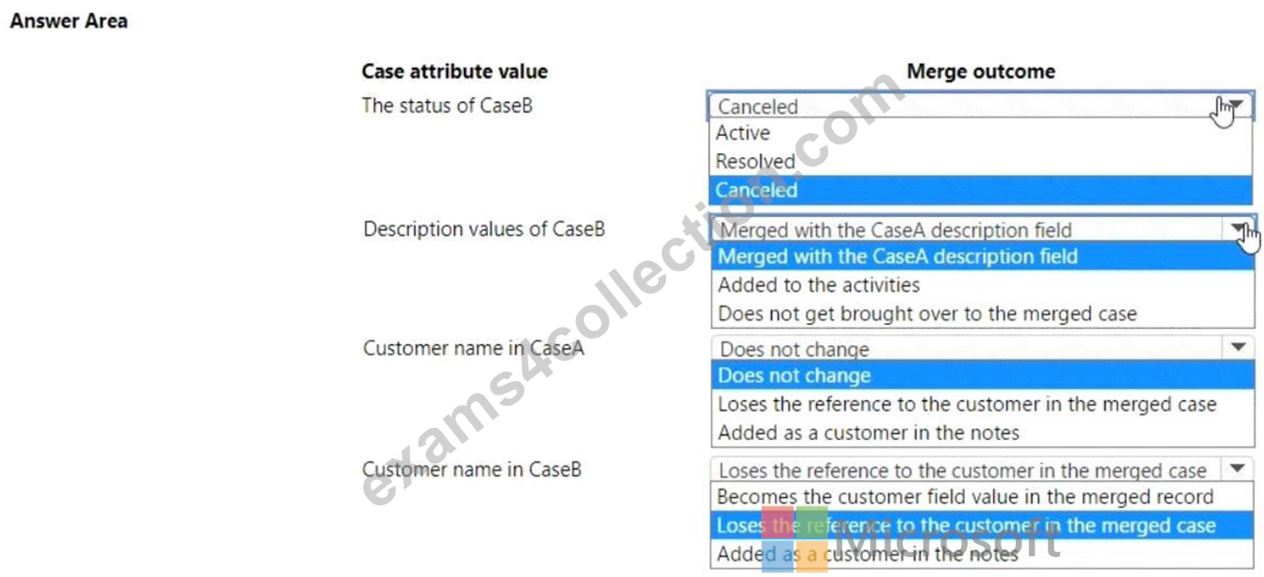
Explanation:

Explanation



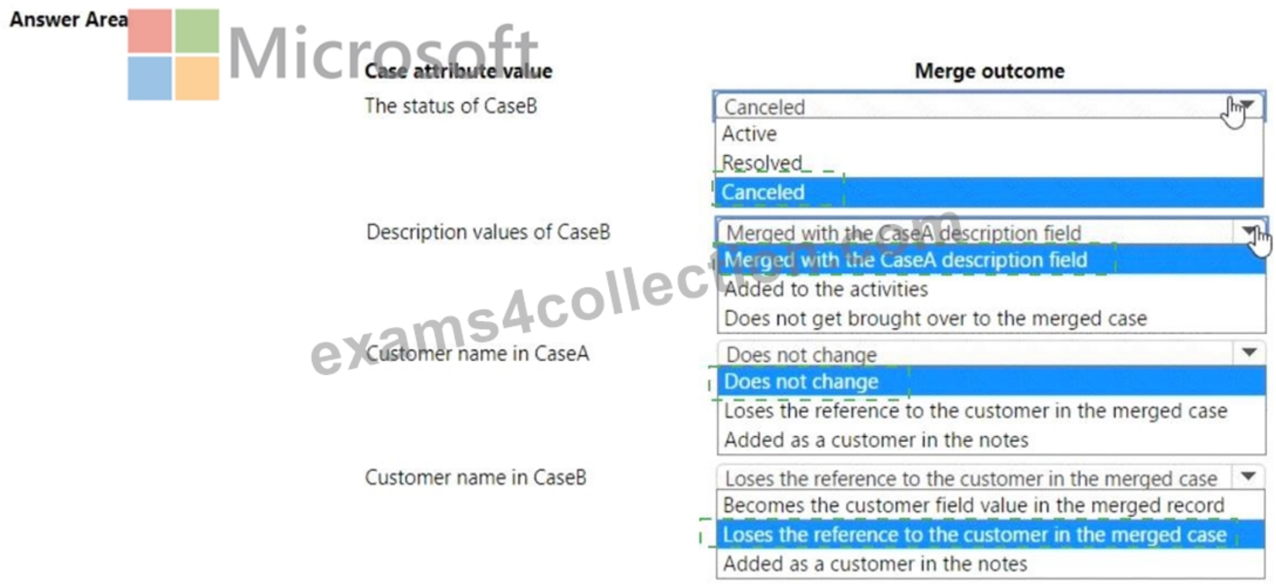
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-levelagree

NEW QUESTION # 171
You are the Dynamics 365 administrator for a help desk. You merge CaseB into CaseA. You need to examine each case and determine what occurred.
What is the result of the merge? To answer, select the appropriate action in the dialog box in the answer area.
NOTE: Each correct selection is worth one point.

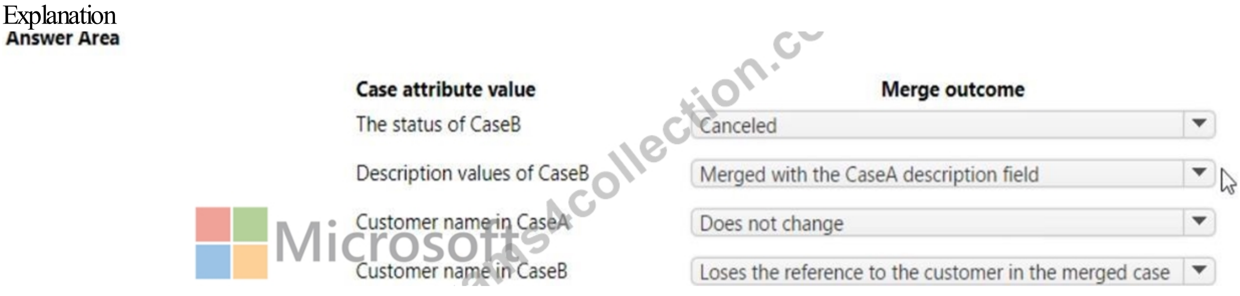


Answer:

Explanation:



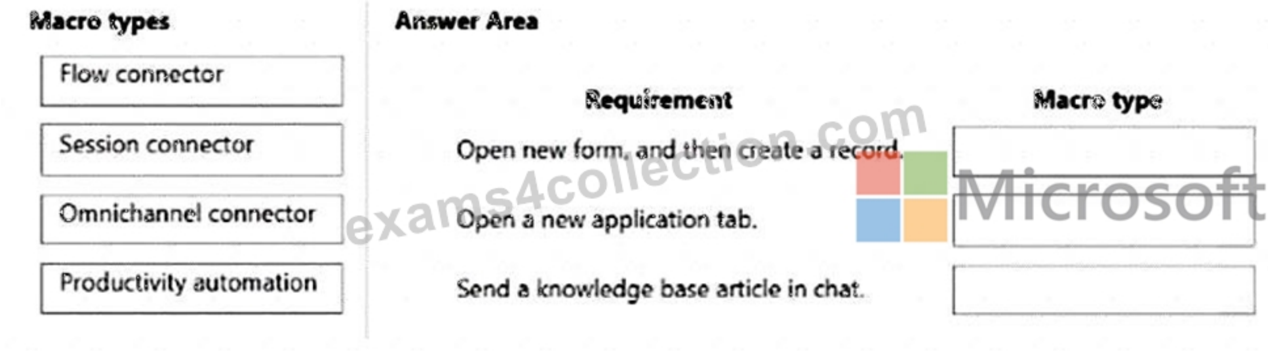
Explanation



NEW QUESTION # 172

A company is implementing Omnichannel for Customer Service.
You must set up the system to minimize human error and automate actions. The requirements to set up the system are as follows:
* Representatives must create a new support record when a customer contacts them through chat.
* Knowledge base articles must open in a separate tab when representatives research answers.
* When a knowledge base article resolves a customer issue, representatives must send the article to the customer via chat.
You need to set up the macros.
Which macro type should you use? To answer, drag the appropriate macro types to the correct requirements.
Each macro 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

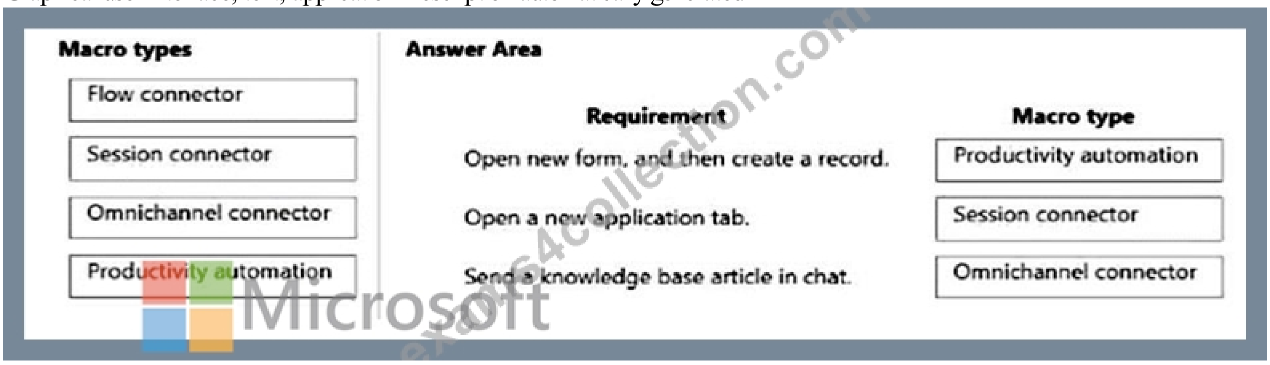
view content.
NOTE: Each correct selection is worth one point.



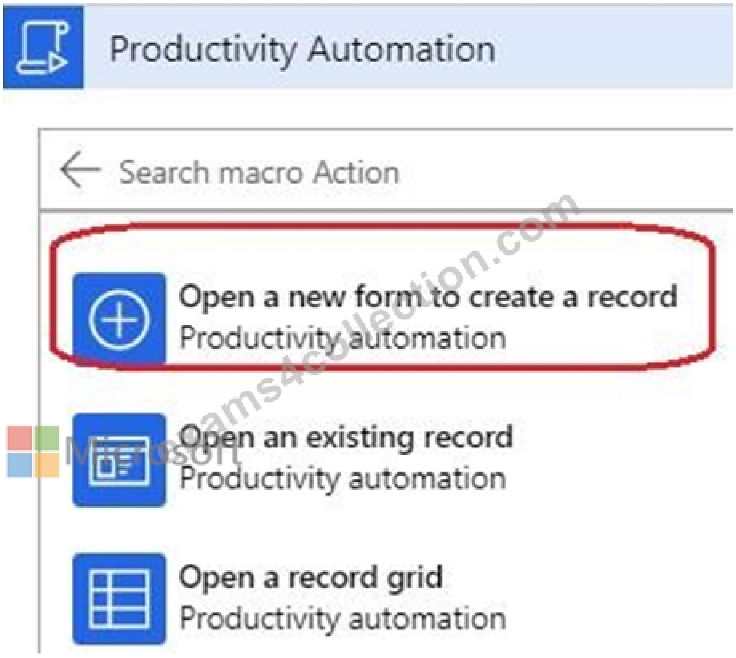
Answer:

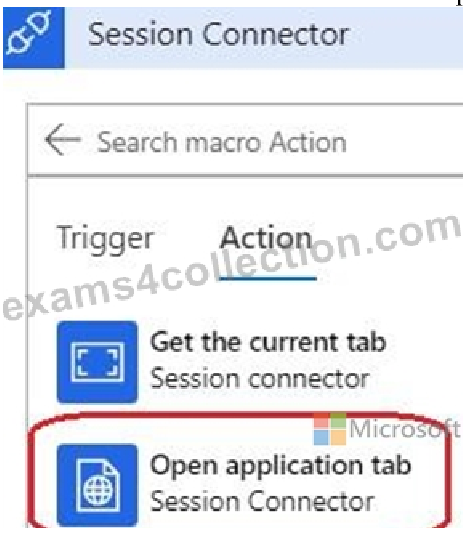
Explanation:

Explanation
Graphical user interface, text, application Description automatically generated

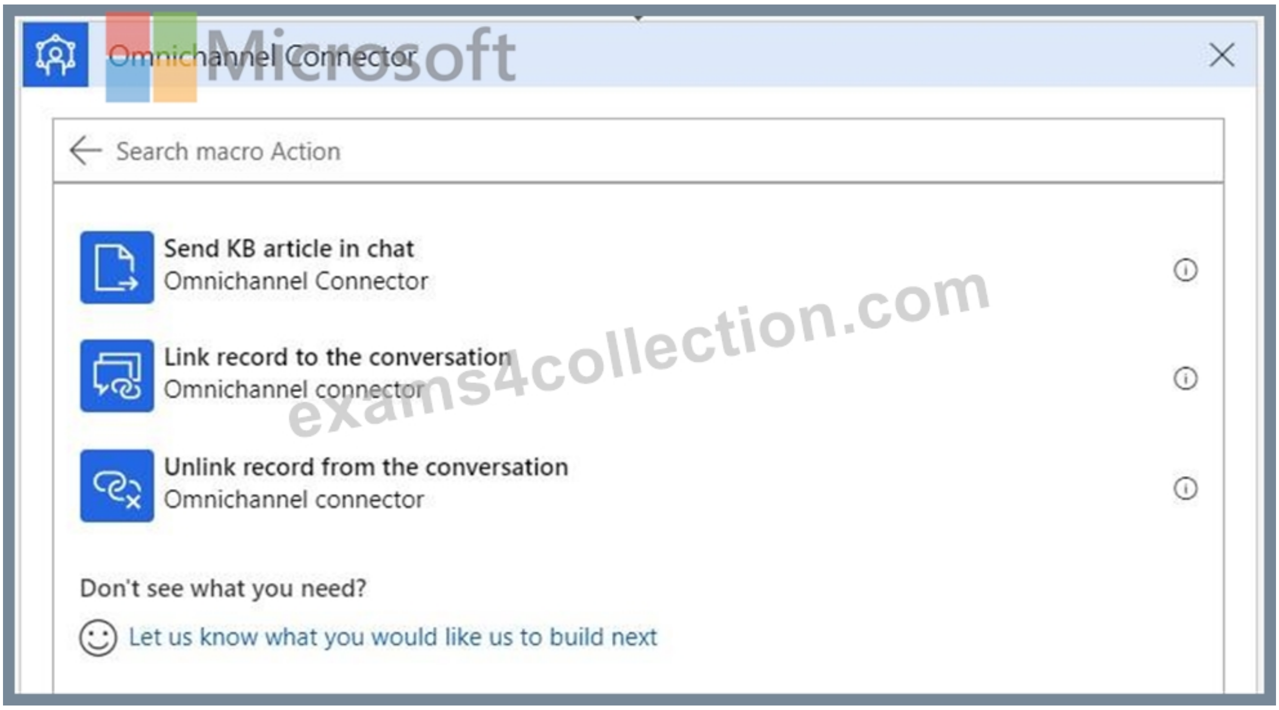


Box 1: Productivity automation
Productivity automation
As an administrator, you can use the actions any number of times across different macros to automate and perform model-driven app operations.



The following screenshot shows the actions that are explained in the subsequent sections.
Box 2: Session connector
Session connector
As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to a session in Customer Service workspace.


Graphical user interface, application Description automatically generated Box 3: Omnichannel connector Omnichannel connector As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to Omnichannel for Customer Service.
Graphical user interface, text, application, email Description automatically generated



Reference:
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros

NEW QUESTION # 173
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