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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.

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**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

Total Terms allocated

Configuration

	▼
10	
15	
25	
30	

Set emails/phone calls allowed



Microsoft

	▼
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.

SLA types

Standard

Enhanced

KPIs

Answer Area

Requirement	SLA type
Track the status and times of an SLA	SLA type
Add success actions to an SLA	SLA type

Answer:

Explanation:

SLA types

Standard

Enhanced

KPIs

Answer Area

Requirement	SLA type
Track the status and times of an SLA	KPIs
Add success actions to an SLA	Enhanced

Explanation

Answer Area

Requirement	SLA type
Track the status and times of an SLA	KPIs
Add success actions to an SLA	Enhanced

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 Area

Case attribute value

The status of CaseB

Description values of CaseB

Customer name in CaseA

Customer name in CaseB

Merge outcome

Canceled	
Active	
Resolved	
Canceled	
Merged with the CaseA description field	
Merged with the CaseA description field	
Added to the activities	
Does not get brought over to the merged case	
Does not change	
Does not change	
Loses the reference to the customer in the merged case	
Added as a customer in the notes	
Loses the reference to the customer in the merged case	
Becomes the customer field value in the merged record	
Loses the reference to the customer in the merged case	
Added as a customer in the notes	

Answer:

Explanation:

Answer Area



Case attribute value

The status of CaseB

Description values of CaseB

Customer name in CaseA

Customer name in CaseB

Merge outcome

Canceled	
Active	
Resolved	
Canceled	
Merged with the CaseA description field	
Merged with the CaseA description field	
Added to the activities	
Does not get brought over to the merged case	
Does not change	
Does not change	
Loses the reference to the customer in the merged case	
Added as a customer in the notes	
Loses the reference to the customer in the merged case	
Becomes the customer field value in the merged record	
Loses the reference to the customer in the merged case	
Added as a customer in the notes	

Explanation

Answer Area

Case attribute value

The status of CaseB

Description values of CaseB

Customer name in CaseA

Customer name in CaseB

Merge outcome

Canceled	
Merged with the CaseA description field	
Does not change	
Loses the reference to the customer in the merged case	

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.

Macro types	Requirement	Macro type
Flow connector	Open new form, and then create a record.	
Session connector	Open a new application tab.	
Omnichannel connector		
Productivity automation	Send a knowledge base article in chat.	

Answer:

Explanation:

Macro types	Requirement	Macro type
Flow connector	Open new form, and then create a record.	Productivity automation
Session connector	Open a new application tab.	Session connector
Omnichannel connector		Omnichannel connector
Productivity automation	Send a knowledge base article in chat.	

Explanation

Graphical user interface, text, application Description automatically generated

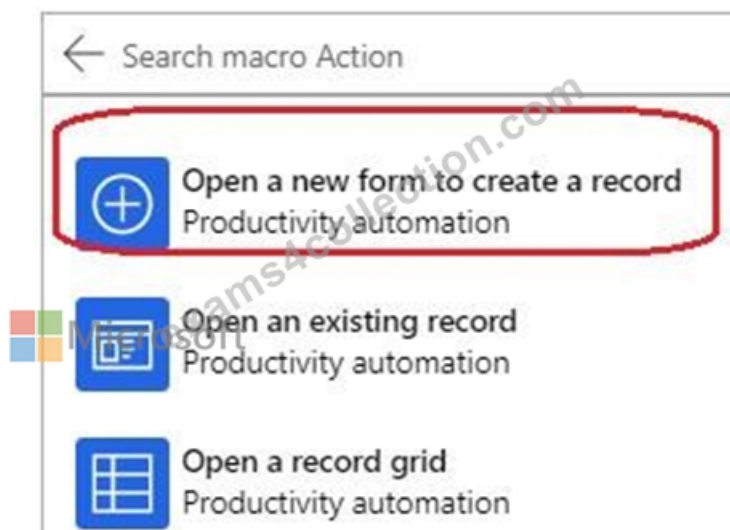
Macro types	Requirement	Macro type
Flow connector	Open new form, and then create a record.	Productivity automation
Session connector	Open a new application tab.	Session connector
Omnichannel connector		Omnichannel connector
Productivity automation	Send a knowledge base article in chat.	

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.

Productivity Automation



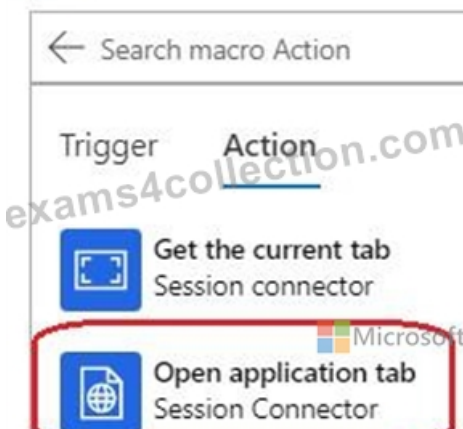
The following screenshot shows the actions that are explained in the subsequent sections.

Box 2: Session connector

Session connector

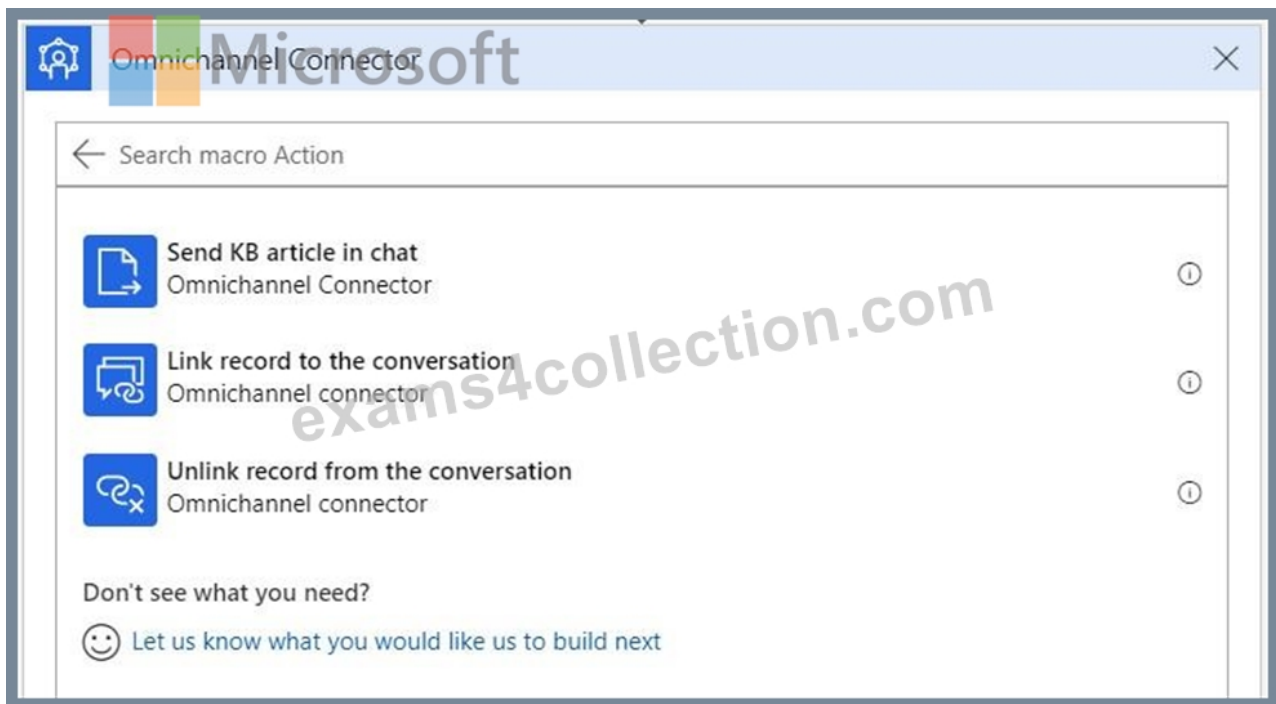
As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to a session in Customer Service workspace.

Session Connector



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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