# 100% Pass Microsoft MB-230 - Microsoft Dynamics 365 Customer Service Functional Consultant Fantastic Exam Topics Pdf




Prepare for the Microsoft MB-230 exam with ease using ValidTorrent Microsoft MB-230 exam questions in a convenient PDF format. Our PDF files can be easily downloaded and accessed on various devices, including PCs, laptops, Macs, tablets, and smartphones. With the Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) PDF questions, you have the flexibility to study anytime and anywhere, eliminating the need for additional classes. Our comprehensive PDF guide contains all the essential information required to pass the MB-230 in one shot.

To prepare for the Microsoft MB-230 exam, candidates can opt for various training courses offered by Microsoft. These courses cover topics such as configuring and managing Dynamics 365 Customer Service, creating and managing cases, knowledge management, and integrating Dynamics 365 Customer Service with other applications. Candidates can also take advantage of practice exams and study materials available online to prepare for the exam.

Achieving the Microsoft MB-230 Certification demonstrates that a professional has the knowledge and skills required to work effectively with customers to design and implement solutions that meet their needs. Microsoft Dynamics 365 Customer Service Functional Consultant certification can help professionals advance their careers and differentiate themselves in the competitive job market.

**>> Exam Topics MB-230 Pdf <<**

## 2025 High Pass-Rate Microsoft MB-230: Exam Topics Microsoft Dynamics 365 Customer Service Functional Consultant Pdf

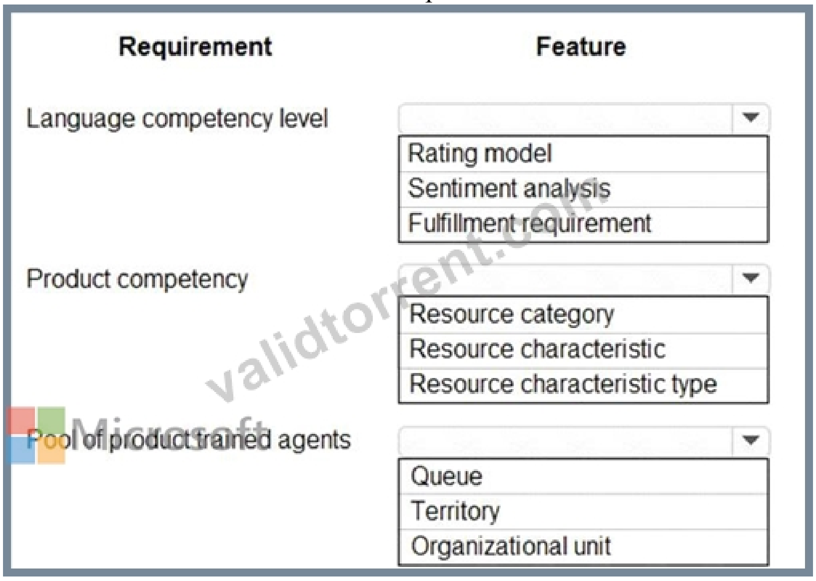
Online test version is the best choice for IT person who want to feel the atmosphere of Microsoft real exam. And you can practice latest MB-230 exam questions on any electronic equipment without any limit. Besides, there is no need to install any security software because our MB-230 Vce File is safe, you just need to click the file and enter into your password.

Microsoft MB-230 certification exam is an essential credential for functional consultants who want to demonstrate their skills in implementing and configuring customer service solutions using Dynamics 365. MB-230 Exam covers various topics related to customer service, and passing it can help professionals advance their careers and gain recognition for their expertise.

## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q86-Q91):

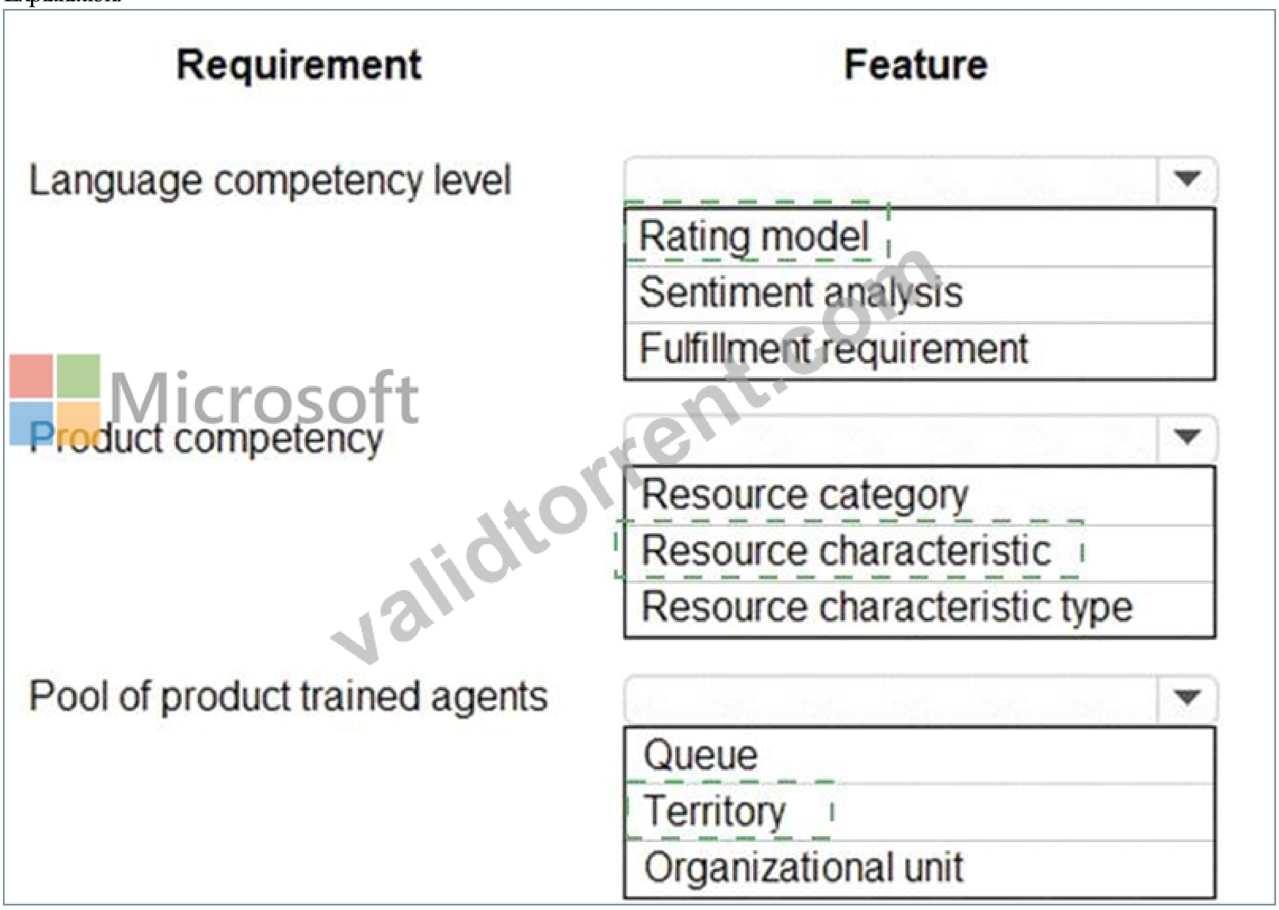
**NEW QUESTION # 86**
A company is implementing Omnichannel for Customer Service.
The company plans to release a new product in the following markets: Germany, Spain, and France.
Before the product launches, one agent from each country/region will receive training on the new product. The agents are included as

part of a new team for the product. Each agent is part of a team specific to the country/region that they serve.
Inquiries about the new product must be routed as follows:
1. Route inquiries to an agent who knows the new product and is fluent in the language of the caller.
2. Route inquiries to an agent who knows the new product but speaks only a bit of the language of the caller.
3. Route inquiries to an agent who speaks all caller languages but does not know the new product.
You need to configure the system.
Which feature should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

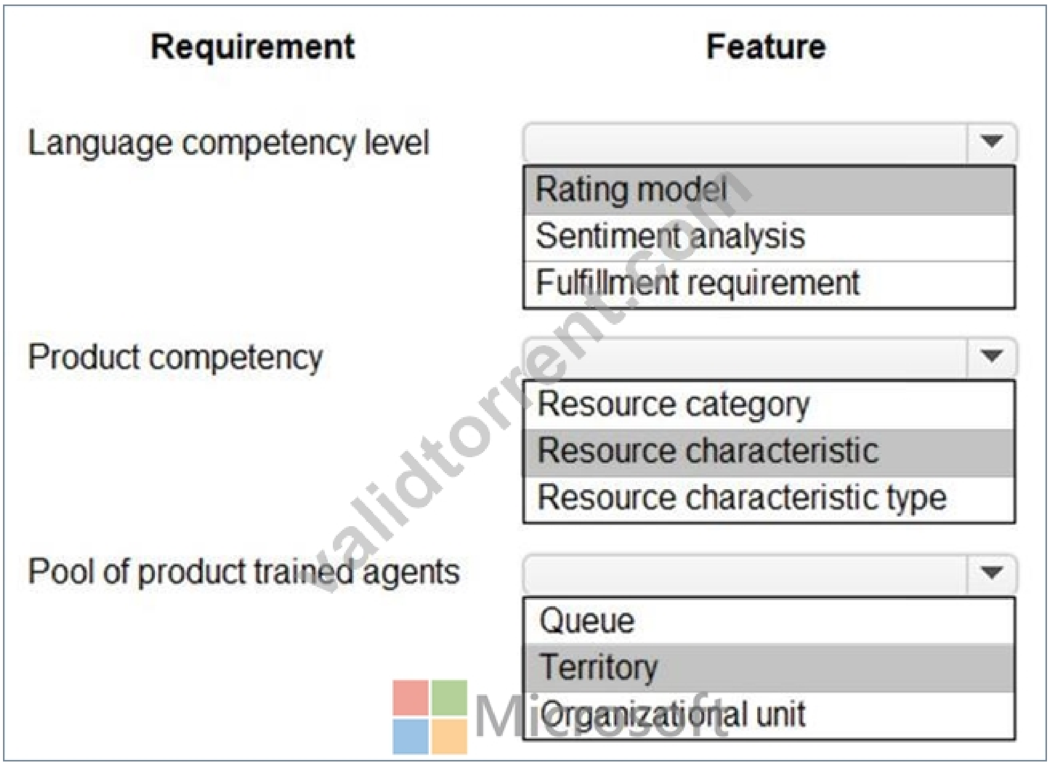



**Answer:**

Explanation:

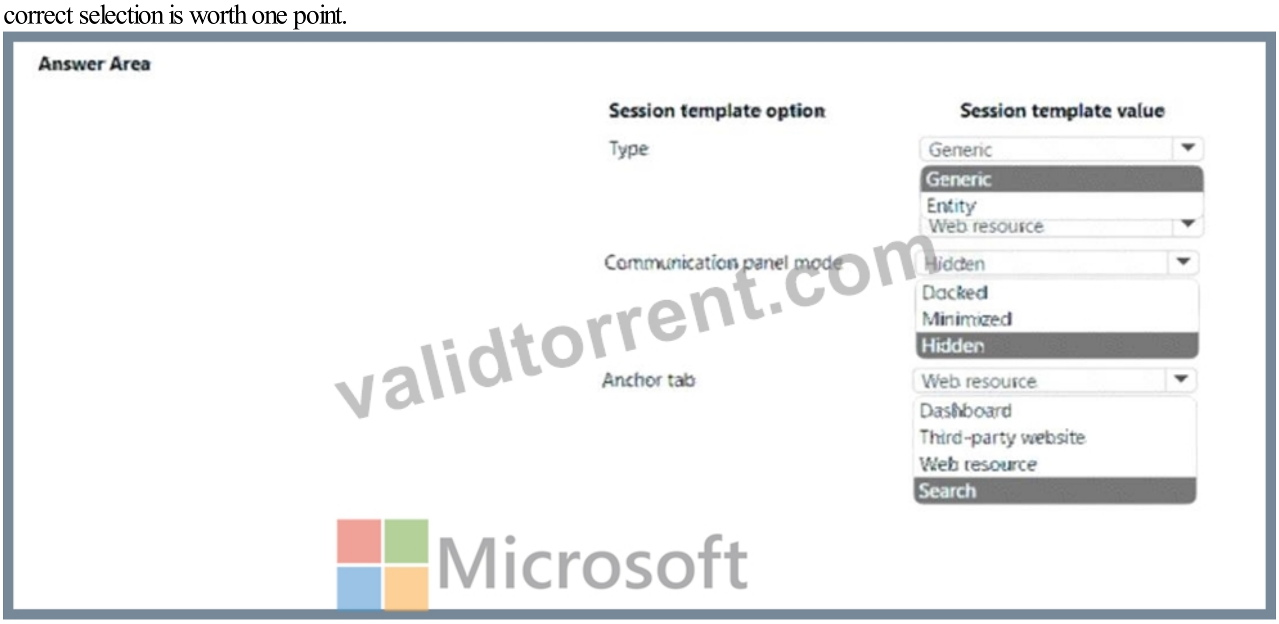



Explanation
Graphical user interface, text, application, email Description automatically generated




Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/setup-skills-assign-agents

**NEW QUESTION # 87**
A credit card company uses Dynamics 365 Customer Service. Agents receive conversations through Omnichannel for Customer Service.
A browser-based internal application Drawees, a history of a customer's payments and credit scores, You create an application tab template for the internal application.
if a customer requests a credit limit increase, the agent must use the internal application within Omnichannel for Customer Service to determine eligibility.
Because the internal application requires; maximum) screen space, communications with customers must remain hidden. The internal application must be displayed on the anchor tab.
Once an eligibility check is performed the agent must be able To- chat with the customer again.
You need to create a session template for the company.
How should you configure each area at the template? To answer., select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

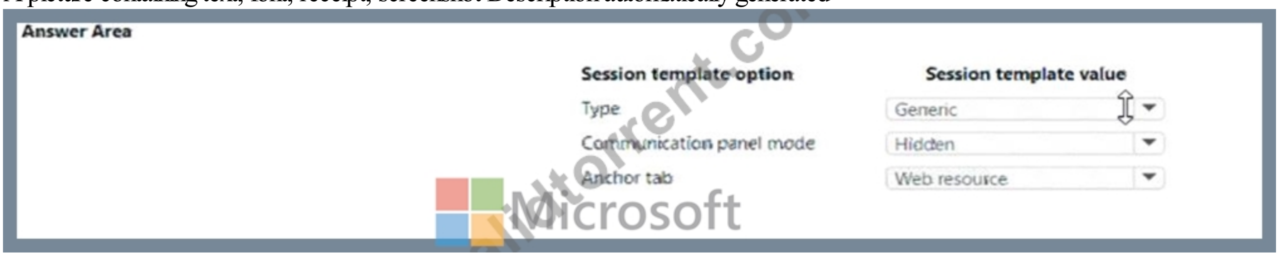


**Answer:**

Explanation:


Explanation

A picture containing text, font, receipt, screenshot Description automatically generated



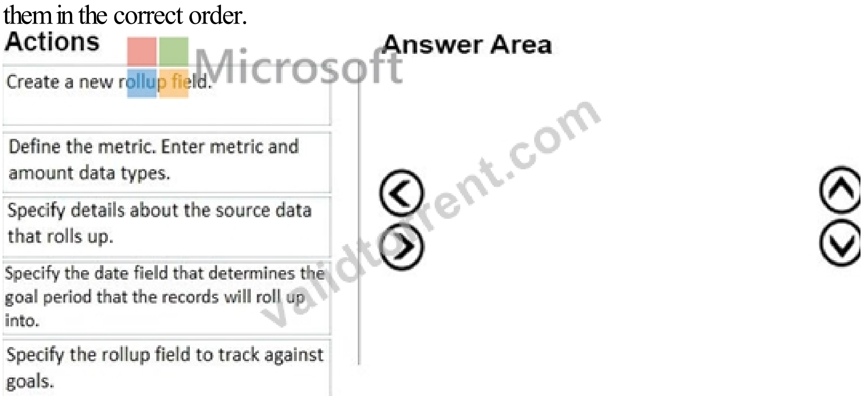

**NEW QUESTION # 88**

You are a Dynamics 365 system administrator.

Your customer service team must define goal metrics to track and measure all resolved cases.

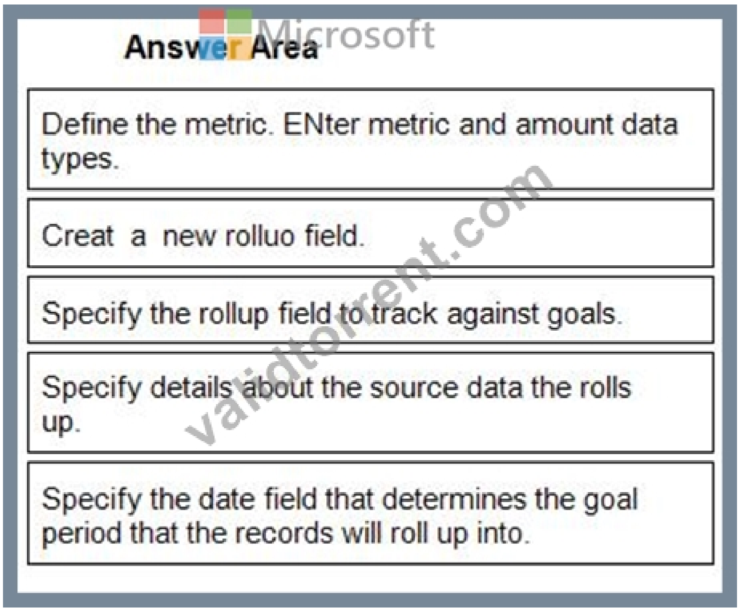
You need to create a goal metric with a rollup field.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.




**Answer:**

Explanation:




1 - Define the metric. ENter metric and amount data types.
2 - Creat a new rolluo field.
3 - Specify the rollup field to track against goals.
4 - Specify details about the source data the rolls up.
5 - Specify the date field that determines the goal period that the records will roll up into.

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-goal-metric

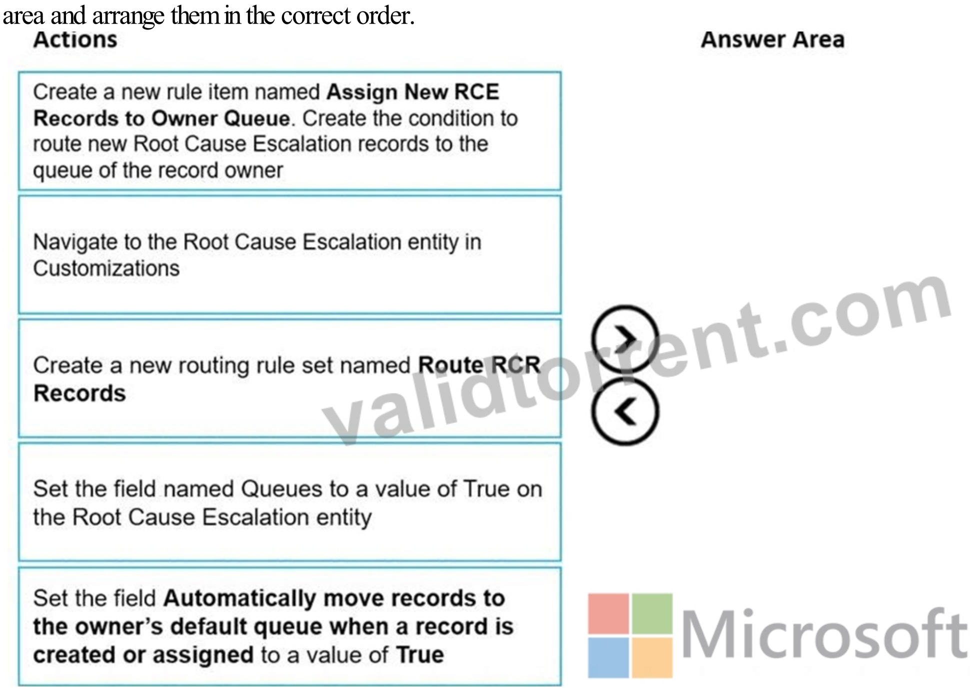
**NEW QUESTION # 89**

You are a Dynamics 365 Customer Service administrator.

You create a new entity named Root Cause Escalation. Queues must be used for new Root Cause Escalation records. The records must be automatically assigned to the record owner's default queue when a record is created.

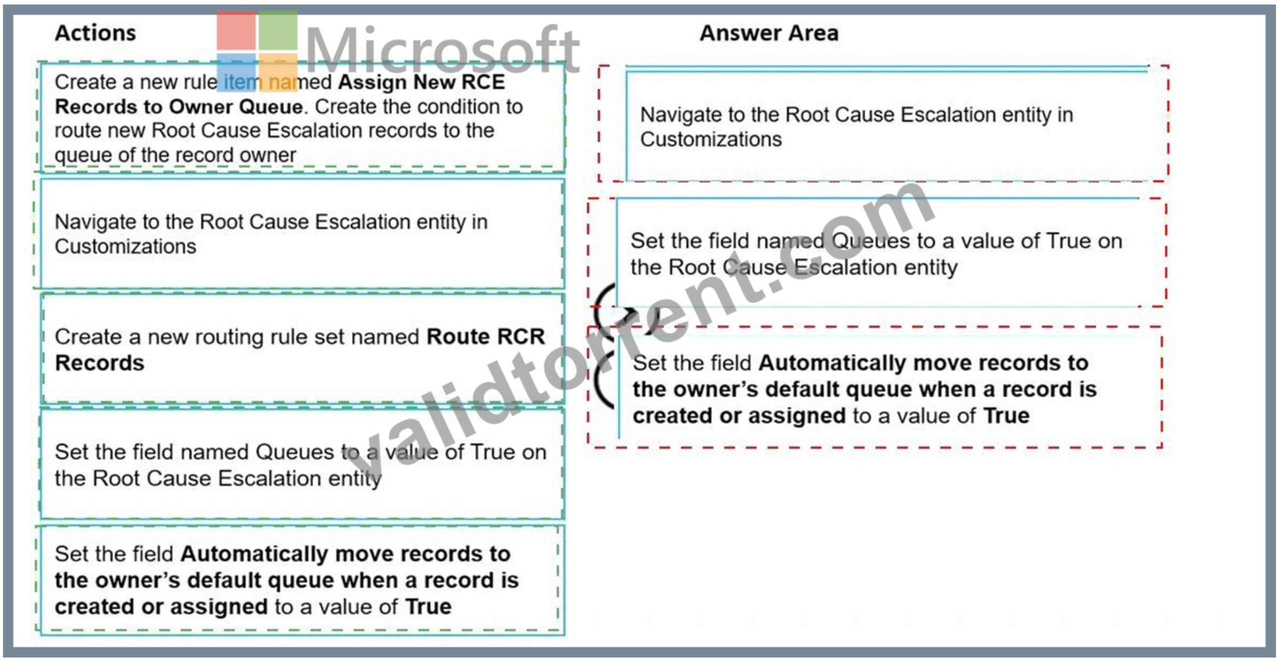
You need to implement the proper functionality to meet the requirements.

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.

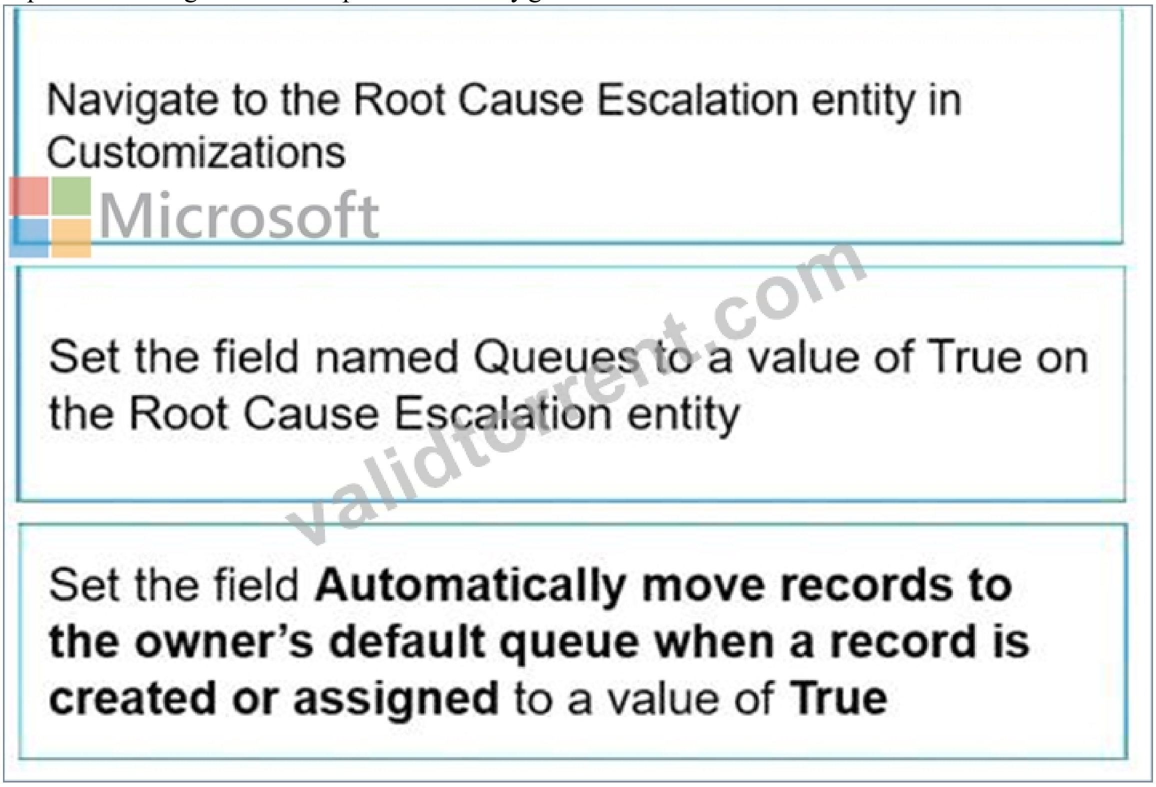



**Answer:**

Explanation:




Explanation
A picture containing timeline Description automatically generated




Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-for-queues

**NEW QUESTION # 90**
You sign in to Dynamics 365 Customer Service as a system administrator. You attempt to configure unified record routing across digital messaging channels.
You receive the following error message:
Some required services need to be installed before unified routing can be turned on. Please contact Microsoft Support.
You need to enable unified record routing and route records.
Which three steps must you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

- A. Set up users as contacts.

- B. Provision unified routing for Customer Service only.
- C. Set up users as leads.
- D. Enable an entity for queues.
- E. Deploy Omnichannel for Customer Service.
- F. Set up users as bookable resources.

**Answer: B,D,E**

**NEW QUESTION # 91**
......