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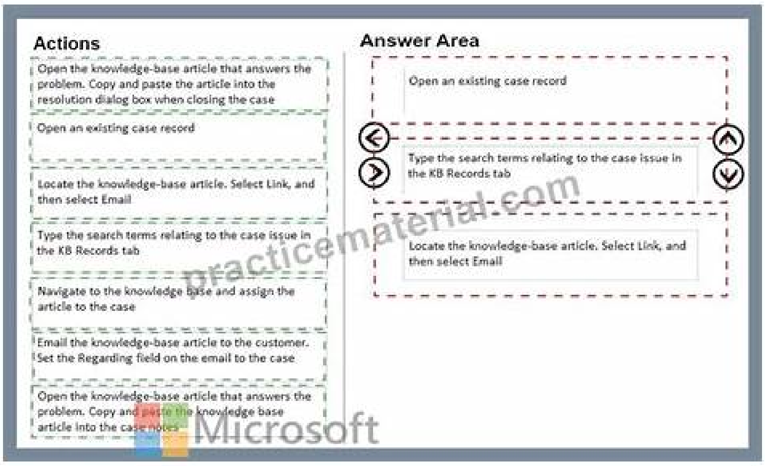

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The Microsoft MB-230 exam consists of 40-60 multiple-choice questions which must be completed within 180 minutes. To pass the exam, individuals must achieve a score of at least 700 out of 1000. MB-230 exam can be taken at any Pearson VUE testing center worldwide.

Microsoft MB-230 exam is designed to test the skills and knowledge of individuals who are looking to become Microsoft Dynamics 365 Customer Service Functional Consultants. Microsoft Dynamics 365 Customer Service Functional Consultant certification is ideal for professionals who are interested in enhancing their expertise in the field of customer service management and improving their career prospects.

Microsoft MB-230 Certification Exam covers a range of topics that are essential for individuals seeking to become Dynamics 365 Customer Service Functional Consultants. These topics include customer service concepts, case management, service level agreements, queue management, knowledge management, and analytics. MB-230 exam also covers how to configure and customize Dynamics 365 Customer Service applications, including configuring security, creating and managing forms, views, and charts, and configuring workflows and business rules.

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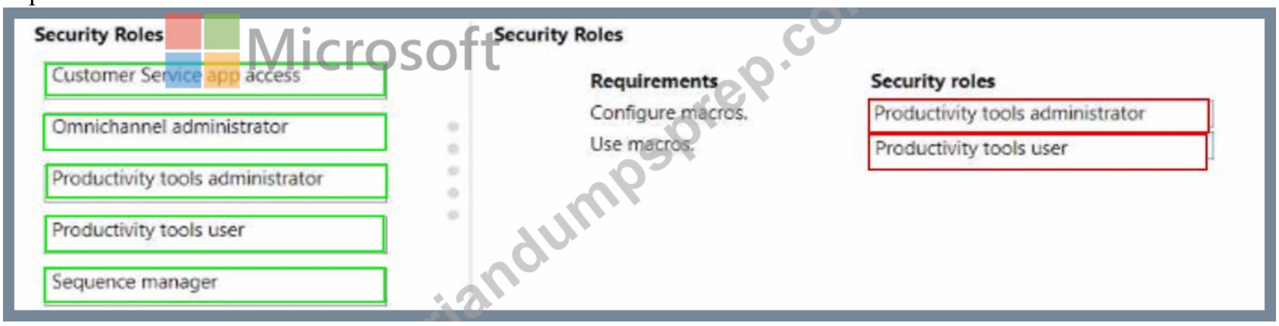
Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q336-Q341):

NEW QUESTION # 336
A customer has a Customer Service deployment.
The customer needs to implement macros.

You need to identify the security roles that are required to configure and use macros.
Which security roles are required? To answer, move the appropriate security roles to the correct requirements. You may use each security role once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content
NOTE: Each correct selection is worth one point.

Answer:

Explanation:



NEW QUESTION # 337
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: Clone the satisfaction survey and customize the questions.
Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basicsurvey#clo

NEW QUESTION # 338
A company uses Dynamics 365 Customer Service.
Help desk representatives must be able to open multiple sessions. Each representative must have the same application experience when logging into the application. Agents must provide a standard response depending on what the customer issue is when someone calls in for support. The standardized response must use the same language each time.
You need to configure the required features.
What should you configure? To answer drag the appropriate configurations to the correct requirements. Each configuration 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.

Answer:

Explanation:

NEW QUESTION # 339

Case Study 4 - Lamna Healthcare

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.

Lamna must use Microsoft Forms Pro for their surveys.

All surveys must have the company logo.

The logo's company colors must not be changed. Any modifications to the graphic or colors is a breach of company policies.

A survey must automatically be sent once a case is resolved.

A manual survey must be sent if a case is escalated.

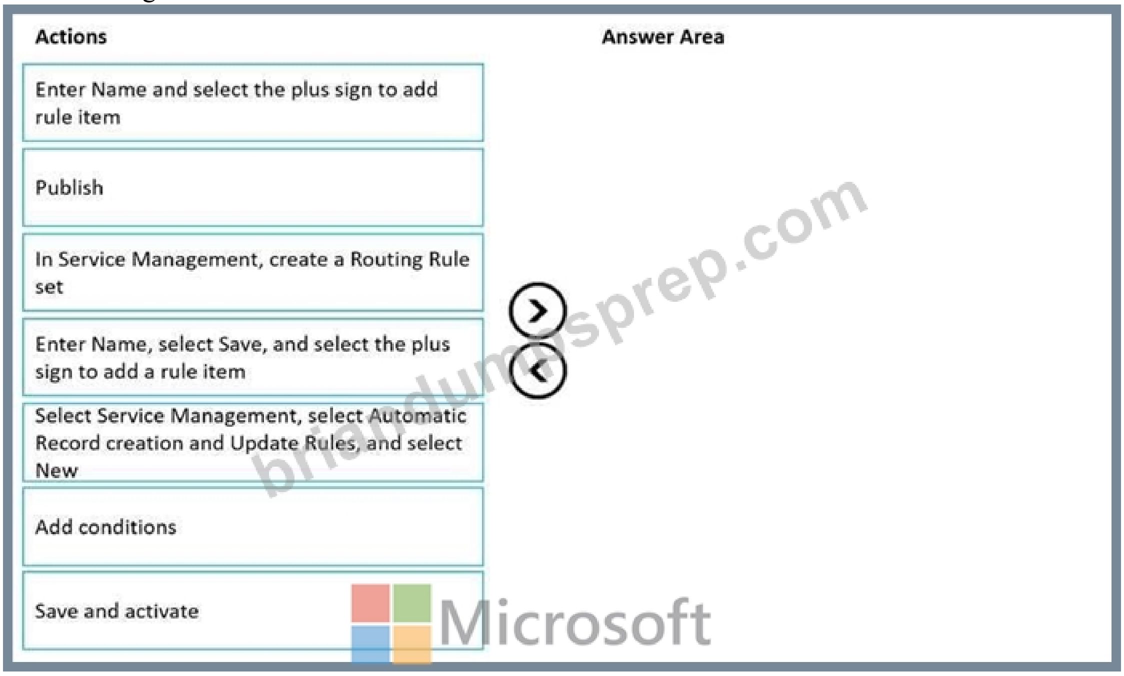
A survey must not be sent without confirming that it is accurate.

Supervisors must test a survey before it is finalized.

Drag and Drop Question

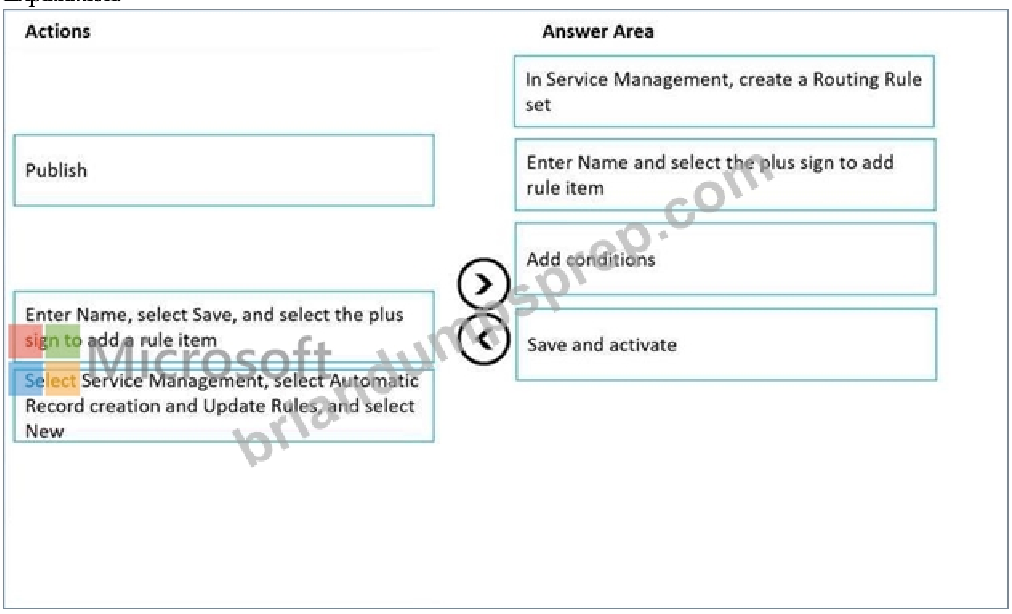
You need to set up the system for cases going to supervisors.

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:
Step 1: In Service Management, create a Routing Rule set.
Scenario: If a case is open more than 30 days, the case must automatically be routed to the supervisor.
Create routing rulesets to route cases.
Use routing rules in Customer Service to route cases to the right agents at the right time without any manual intervention. You can also use routing rules to route cases that are escalated to specific queues.
Step 2: Enter Name, Select Save, and select the plus sign to add a rule item On the General tab, in Routing Rule Set Information, Enter Name and Description for the routing ruleset.
Select Save. The routing ruleset is saved, and the Rule Items section is displayed. In the Rule Items section, select the Add Rule Item button + to specify conditions for routing cases to a queue.
Step 3: Add conditions
Under Then Conditions, specify the queue to which the cases will be routed or the user or team to which the cases will be assigned if the conditions in the If Conditions section are met.
Step 4: Save and activate.
Select Save and Close.
In the routing ruleset record, select Activate so that the ruleset is applied to the cases matching the conditions in the rule.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route- cases

NEW QUESTION # 340
A customer has three cases in process and two cases for the current calendar year.
You need to determine how many cases the customer has left on their entitlement.
How many cases are left?

- A. 0
- B. 1
- C. 2
- D. 3

Answer: C

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-termscustomer

NEW QUESTION # 341
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