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Microsoft MB-230 certification exam is ideal for professionals who work in customer service or customer support roles. Microsoft Dynamics 365 Customer Service Functional Consultant certification is also suitable for professionals who want to advance their careers in Dynamics 365 Customer Service. Microsoft Dynamics 365 Customer Service Functional Consultant certification provides a strong foundation for professionals who want to become Dynamics 365 Customer Service functional consultants. Microsoft Dynamics 365 Customer Service Functional Consultant certification is recognized globally and is highly respected in the industry.

The Microsoft MB-230 Exam is intended for professionals who have a strong understanding of the Dynamics 365 Customer Service application and its features. Candidates for MB-230 exam should have experience in customer service, sales, marketing, and other related fields. They should also have experience with Microsoft Power Platform and Microsoft Azure.

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## How to book the MB-230: Microsoft Dynamics 365 Customer Service Exam

These are following steps for registering the MB-230: Microsoft Dynamics 365 Customer Service exam

- Step 1: Visit to Microsoft Learning and search for MB-230: Microsoft Dynamics 365 Customer Service
- Step 2: Sign up/Login to Pearson VUE account
- Step 3: Select local centre based on your country, date, time and confirm with a payment method.

## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q185-Q190):

### NEW QUESTION # 185

You need to configure each escalation scenario.

Which configuration should you use for each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Configuration
Escalation workstreams	<input type="text"/> <ul style="list-style-type: none"> <li>One routing rule that includes both escalations and regular tickets</li> <li>Two routing rules: one for escalations and one for regular tickets</li> <li>Code snippet to engage a bot</li> <li>Bot channel from the Microsoft Azure portal</li> </ul>
Escalation handling tool	<input type="text"/> <ul style="list-style-type: none"> <li>Power Virtual Agents</li> <li>Unified Service Desk</li> <li>Customer Service Insights</li> <li>Customer Insights</li> </ul>

Answer:

Explanation:

Scenario	Configuration
Escalation workstreams	<input type="text"/> <ul style="list-style-type: none"> <li>One routing rule that includes both escalations and regular tickets</li> <li>Two routing rules: one for escalations and one for regular tickets</li> <li>Code snippet to engage a bot</li> <li>Bot channel from the Microsoft Azure portal</li> </ul>
Escalation handling tool	<input type="text"/> <ul style="list-style-type: none"> <li>Power Virtual Agents</li> <li>Unified Service Desk</li> <li>Customer Service Insights</li> <li>Customer Insights</li> </ul>

Explanation

Graphical user interface, text, application Description automatically generated

Scenario	Configuration
Escalation workstreams	<input type="text" value="One routing rule that includes both escalations and regular tickets"/> <input type="text" value="Two routing rules: one for escalations and one for regular tickets"/> <input type="text" value="Code snippet to engage a bot"/> <input type="text" value="Bot channel from the Microsoft Azure portal"/>
Escalation handling tool	<input type="text" value="Power Virtual Agents"/> <input type="text" value="Unified Service Desk"/> <input type="text" value="Customer Service Insights"/> <input type="text" value="Customer Insights"/>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent>

### NEW QUESTION # 186

A company uses Dynamics 365 Customer Service. The app is shared by agents and the inventory department.

The inventory department manages the products- The agents have read-only access.

Agents must have access to the products to add the products to cases. The agents do not need to view the products in the site map.

You need to prevent agents from viewing products in the site map while maintaining the ability for the inventory department.

What should you do?

- A. Configure the site map subarea privileges of the product table.
- **B. Configure the site map to remove the subarea where the product is displayed.**
- C. Set product privileges to Local for the agents.
- D. Set product privileges to Basic for the agents.

**Answer: B**

### NEW QUESTION # 187

A company uses Dynamics 365 Customer Service.

A user is configuring IoT devices to record specific types of information, such as temperature, humidity, and air flow. Several types of devices require configuration for pre-set commands and ease of administration.

You need to configure the devices to generate the correct recordings.

NOTE: Each correct selection is worth one point.

types	Requirement	Type
Device category	Set up temperature IoT devices.	<input type="text"/>
Property definition	Set up reading parameters.	<input type="text"/>
Command	Set up temperature values.	<input type="text"/>
Command definition		

**Answer:**

Explanation:

types	Requirement	Type
Device category	Set up temperature IoT devices.	Device category
Property definition	Set up reading parameters.	Property definition
Command	Set up temperature values.	Command definition
Command definition		

Explanation:

**Types**

- Device category
- Property definition
- Command
- Command definition

**Answer Area**

**Requirement**

- Set up temperature IoT devices.
- Set up reading parameters.
- Set up temperature values.

**Type**

- Device category
- Property definition
- Command definition

**NEW QUESTION # 188**

You must set up the following:

- \* A work stream must be configured to use Twitter.
- \* The cases must automatically go to the next available sales representative.
- \* Any existing case that comes in must be assigned automatically to the sales representative who worked on the case originally.

You need to choose the correct setting.

Which setting should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Function	Setting
Work stream type	<ul style="list-style-type: none"><li>SMS work stream</li><li>LINE work stream</li><li>Live Chat work stream</li><li>Social channel work stream</li></ul>
Work distribution mode	<ul style="list-style-type: none"><li>Assign</li><li>Pick</li><li>Push</li><li>Route</li></ul>
Reassignment to original rep	<ul style="list-style-type: none"><li>Queues</li><li>Agent Affinity</li><li>Pre-chat response</li><li>Entity record routing</li></ul>

**Answer:**

Explanation:

Function	Setting
Work stream type	<ul style="list-style-type: none"><li>SMS work stream</li><li>LINE work stream</li><li>Live Chat work stream</li><li>Social channel work stream</li></ul>
Work distribution mode	<ul style="list-style-type: none"><li>Assign</li><li>Pick</li><li>Push</li><li>Route</li></ul>
Reassignment to original rep	<ul style="list-style-type: none"><li>Queues</li><li>Agent Affinity</li><li>Pre-chat response</li><li>Entity record routing</li></ul>

Explanation:

Function	Setting
Work stream type	<input type="text"/> SMS work stream LINE work stream Live Chat work stream Social channel work stream
Work distribution mode	<input type="text"/> Assign Pick Push Route
Reassignment to original rep	<input type="text"/> Queues Agent Affinity Pre-chat response Entity record routing

Reference:

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

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entity-workstream>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams>

### NEW QUESTION # 189

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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.

An electrical engineering company is implementing Dynamics 365 Customer Service.

Engineers schedule work in one-hour blocks.

Engineers who complete a job before the end of the one-hour block must not be able to start a new job in that same block.

Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Create a fulfillment record and set the interval to one hour.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: A**

Explanation:

Fulfillment preferences are customizable entities that let you choose how schedule assistant results are displayed, like with neat hourly appointments or morning and afternoon time windows.

By default, the schedule assistant displays results based entirely on resource schedules and the earliest available time, such as 10:39 AM. With fulfillment preferences set to hourly, the same resource's availability shows as 11:00 AM. This makes it simpler for the scheduler to view and understand availability and communicate it to the customer.

Intervals

