

Quiz 2026 Microsoft MB-230: Trustable Microsoft Dynamics 365 Customer Service Functional Consultant Latest Braindumps Free



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The Microsoft MB-230 validation is an associate-level exam, which aims at equipping the candidates with the knowledge and skills required to implement omnichannel solutions for the purposes of reliability, quality, efficiency, service, and customer satisfaction. It is an ideal exam for candidates who have a passion for the implementation and design of service management reports and visualizations.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q129-Q134):

NEW QUESTION # 129

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 timegroup with the preference setting of one hour. Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION # 130

You manage Dynamics 365 for Customer Service. You need to create a list of holidays and ensure that existing service-level agreements (SLAs) observe those holidays. 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:

References:

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

NEW QUESTION # 131

A client plans to implement a case resolution process. Which field types does the Case Resolution form use? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation

NEW QUESTION # 132

You are configuring Dynamics 365 Customer Service. Child cases must inherit the customer name and contact from the parent case when opened. You need to configure the case inheritance. 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

Graphical user interface, text, application Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases>

NEW QUESTION # 133

You are using Dynamics 365 for Customer Service. You have existing routing rules.

You need to create a routing rule for cases and bulk-import cases.

Which actions should you perform? 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 # 134

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