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Microsoft MB-230 Exam



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Get complete detail on MB-230 exam guide to crack Microsoft Dynamics 365 Customer Service Functional Consultant. You can collect all information on MB-230 tutorial, practice test, books, study material, exam questions, and syllabus. Firm your knowledge on Microsoft Dynamics 365 Customer Service Functional Consultant and get ready to crack MB-230 certification. Explore all information on MB-230 exam with number of questions, passing percentage and time duration to complete test.

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Microsoft MB-230 Exam is designed for professionals who are seeking to become certified as a Microsoft Dynamics 365 Customer Service Functional Consultant. Microsoft Dynamics 365 Customer Service Functional Consultant certification validates the skills and knowledge required to implement and configure Microsoft Dynamics 365 for Customer Service solutions. It is a great opportunity for individuals who want to showcase their proficiency in customer service solutions and enhance their career prospects.

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Microsoft MB-230 Exam is a certification exam that is designed for individuals who want to become a Microsoft Dynamics 365 Customer Service Functional Consultant. MB-230 exam measures the candidate's ability to configure, customize, and implement various customer service solutions using Microsoft Dynamics 365. Passing MB-230 Exam demonstrates that the candidate has the necessary skills and knowledge required to work as a functional consultant in the customer service domain.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q76-Q81):

NEW QUESTION # 76

You are a Dynamics 365 for Customer Service administrator.

Your company is trying to determine whether it needs to use standard or enhanced service-level agreements (SLAs).

You need to configure SLAs based on the requirements.

Which type of SLAs should you use? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	SLA options
Configure business hours. SLA applies only during this time.	<input type="text"/> ▼ <input type="text"/> Only standard SLA <input type="text"/> Only enhanced SLA <input type="text"/> Both standard and enhanced SLA
Pause and resume an SLA.	<input type="text"/> ▼ <input type="text"/> Only standard SLA <input type="text"/> Only enhanced SLA <input type="text"/> Both standard and enhanced SLA
Configure KPI warnings and warning action.	<input type="text"/> ▼ <input type="text"/> Only standard SLA <input checked="" type="text"/> Only enhanced SLA <input type="text"/> Both standard and enhanced SLA

Answer:

Explanation:

Requirement	SLA options
Configure business hours. SLA applies only during this time.	<input type="text"/> ▼ <input type="text"/> Only standard SLA <input checked="" type="text"/> Only enhanced SLA <input type="text"/> Both standard and enhanced SLA
Pause and resume an SLA.	<input type="text"/> ▼ <input type="text"/> Only standard SLA <input checked="" type="text"/> Only enhanced SLA <input type="text"/> Both standard and enhanced SLA
Configure KPI warnings and warning action.	<input type="text"/> ▼ <input type="text"/> Only standard SLA <input checked="" type="text"/> Only enhanced SLA <input type="text"/> Both standard and enhanced SLA

Explanation:

Requirement	SLA options
Configure business hours. SLA applies only during this time.	<ul style="list-style-type: none"> Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Pause and resume an SLA.	<ul style="list-style-type: none"> Only standard SLA Only enhanced SLA Both standard and enhanced SLA
Configure KPI warnings and warning action.	<ul style="list-style-type: none"> Only standard SLA Only enhanced SLA Both standard and enhanced SLA

NEW QUESTION # 77

Drag and Drop Question

A company implements Dynamics 365 Customer Service.

You are setting up scheduling to dispatch repair technicians. You encounter the following issues:

- You are unable to create a new organizational unit.
- Repair technicians are accidentally scheduled to work on days when company is on holiday.
- RepairTechnicianA does not appear on the schedule for Fridays for any issue.

You need to resolve the issues.

What should you modify to correct the issues? To answer, drag the appropriate resolutions to the correct issues. Each source 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.

Resolutions	Issue	Resolution
Resources	You are unable to create a new organizational unit	<input type="text"/>
Security roles	Repair technicians are scheduled to work on days when company is on holiday	<input type="text"/>
Working hours	RepairTechnicianA does not appear on the schedule for Fridays	<input type="text"/>
Business closures		

Answer:

Explanation:

Resolutions	Answer Area  Issue	Resolution
Resources	<p>You are unable to create a new organizational unit</p> <p>Repair technicians are scheduled to work on days when company is on holiday</p> <p>RepairTechnicianA does not appear on the schedule for Fridays</p>	<div data-bbox="1029 257 1260 324">Security roles</div> <div data-bbox="1029 347 1260 414">Business closures</div> <div data-bbox="1029 436 1260 504">Working hours</div>

NEW QUESTION # 78

You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys.

You need to determine which survey question feature is needed to complete the design of the survey.

Which survey features should you use? To answer, select the appropriate survey type in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	<div data-bbox="534 840 933 873">▼</div> <div data-bbox="534 873 933 981"> <ul style="list-style-type: none"> Basic survey Response routing Piping Tagging </div>
Create a different set of follow-up questions depending on the answer the candidate selects.	<div data-bbox="534 985 933 1019">▼</div> <div data-bbox="534 1019 933 1126"> <ul style="list-style-type: none"> Basic survey Client-side routing Response routing Piping </div>
Hide questions depending on the answer the candidate selects.	<div data-bbox="534 1131 933 1164">▼</div> <div data-bbox="534 1164 933 1272"> <ul style="list-style-type: none"> Basic survey Response routing Client-side routing Tagging </div>
Populate the second question with answers from the first question.	<div data-bbox="534 1276 933 1310">▼</div> <div data-bbox="534 1310 933 1404"> <ul style="list-style-type: none"> Piping Response routing Client-side routing Tagging </div>

Answer:

Explanation:



Scenario

Create a theme for the survey with the company logo and colors.

	▼
Basic survey	
Response routing	
Piping	
Tagging	

Create a different set of follow-up questions depending on the answer the candidate selects.

	▼
Basic survey	
Client-side routing	
Response routing	
Piping	

Hide questions depending on the answer the candidate selects.

	▼
Basic survey	
Response routing	
Client-side routing	
Tagging	

Populate the second question with answers from the first question.

	▼
Piping	
Response routing	
Client-side routing	
Tagging	

Explanation

Scenario

Create a theme for the survey with the company logo and colors.

Create a different set of follow-up questions depending on the answer the candidate selects.

Hide questions depending on the answer the candidate selects.

Populate the second question with answers from the first question.

Survey type

	▼
Basic survey	
Response routing	
Piping	
Tagging	
	▼
Basic survey	
Client-side routing	
Response routing	
Piping	
	▼
Basic survey	
Response routing	
Client-side routing	
Tagging	
	▼
Piping	
Response routing	
Client-side routing	
Tagging	

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey>

NEW QUESTION # 79

You are implementing a new channel within Omnichannel.

You need to enable an SMS channel.

On which entity should you configure each task? To answer, drag the appropriate entities to the correct tasks.

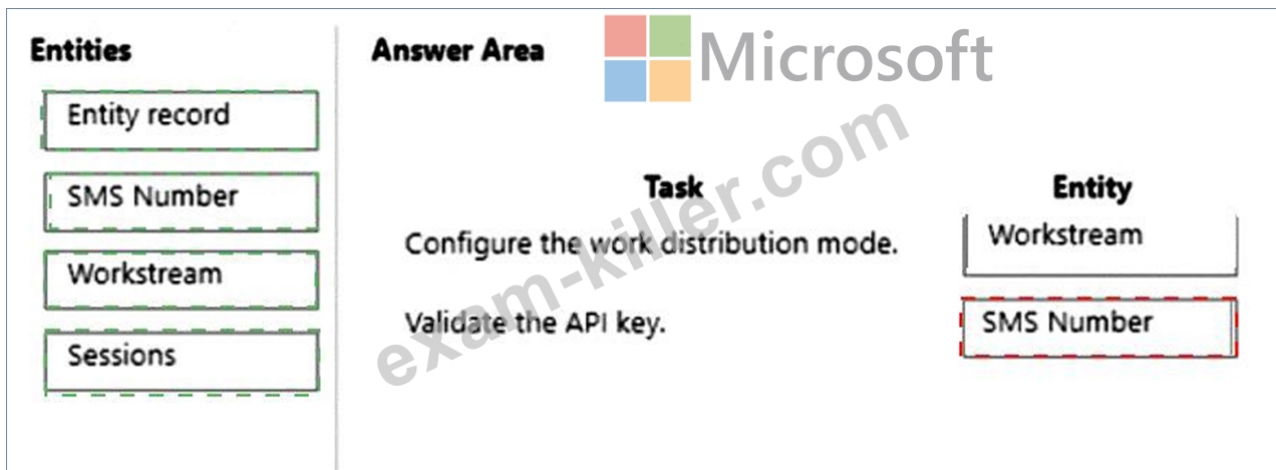
Each entity may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Entities	Answer Area						
Entity record							
SMS Number							
Workstream							
Sessions							
	<table border="1"><thead><tr><th>Task</th><th>Entity</th></tr></thead><tbody><tr><td>Configure the work distribution mode.</td><td><input type="text"/></td></tr><tr><td>Validate the API key.</td><td><input type="text"/></td></tr></tbody></table>	Task	Entity	Configure the work distribution mode.	<input type="text"/>	Validate the API key.	<input type="text"/>
Task	Entity						
Configure the work distribution mode.	<input type="text"/>						
Validate the API key.	<input type="text"/>						

Answer:

Explanation:



Explanation

Box 1: Workstream

Configure work distribution

In the Work distribution area of a workstream, you can either accept the default settings or select See more and update the following options:

Auto-close after inactivity

Work distribution mode

Capacity

Block capacity for wrap up

Etc.

Box 2: SMS Number

In SMS phone numbers, select Add, and enter the following details in Add SMS number:

Number: Specify the support phone number that you purchased from TeleSign in the <phone_number> format, such as 14252306549. Make sure that you don't enter blank spaces or special characters.

Type: Select Geo, Short code, or Toll free.

Description: Enter a description.

Validate: Select to validate the customer ID and API key.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel>

NEW QUESTION # 80

You need to enable the Map view for the schedule board. What should you do first?

- A. Enable the connection to Bing Maps.
- B. Enable service territories.
- C. Select a resource details view.
- D. Enable Custom Geolocation.

Answer: A

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-schedule-board>

NEW QUESTION # 81

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