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- B. You should configure a business process flow.
- C. You should configure entitlement channels.
- D. You should configure routing rules.

Correct Answer: C

QUESTION 13

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.

Hot Area:

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Microsoft MB-230 Exam is ideal for those who are looking to enhance their careers in the field of Dynamics 365 Customer Service. MB-230 exam is suitable for consultants, developers, and administrators, who have a good understanding of Dynamics 365 Customer Service and its functionality. Microsoft Dynamics 365 Customer Service Functional Consultant certification validates the candidate's ability to configure and customize Dynamics 365 Customer Service to meet the business requirements of their clients.

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q175-Q180):

NEW QUESTION # 175

A company is implementing Omnichannel for Customer Service.

You must set up the system to minimize human error and automate actions. The requirements to set up the system are as follows:

- * Representatives must create a new support record when a customer contacts them through chat.
- * Knowledge base articles must open in a separate tab when representatives research answers.
- * When a knowledge base article resolves a customer issue, representatives must send the article to the customer via chat.

You need to set up the macros.

Which macro type should you use? To answer, drag the appropriate macro types to the correct requirements.

Each macro type 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.

Answer:

Explanation:

Explanation:

Box 1: Productivity automation

Productivity automation

As an administrator, you can use the actions any number of times across different macros to automate and perform model-driven app operations.

The following screenshot shows the actions that are explained in the subsequent sections.

Box 2: Session connector

Session connector

As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to a session in Customer Service workspace.

Box 3: Omnichannel connector

Omnichannel connector

As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to Omnichannel for Customer Service.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros>

NEW QUESTION # 176

A company implements Dynamics 365 for Customer Service.

Which status reason is used for each case status? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

NEW QUESTION # 177

You are an Omnichannel supervisor for a company.

The company wants to deploy an Omnichannel Insights dashboard.

You need to set up and monitor KPIs.

In which section is each KPI located? To answer, drag the appropriate sections to the correct KPIs. Each section 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.

Answer:

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-insights-dashboard>

NEW QUESTION # 178

You are a Dynamics 365 for Customer Service administrator. Your company provides support between 9 a.m. and 5 p.m.

You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.

You need to enable service-level agreements (SLAs) for accounts.

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

Answer:

Explanation:

- 1 - Customize the accounts entity to enable SLAs....
- 2 - Create an enhanced SLA on the account that tracks....
- 3 - Configure the SLA details and set a warning at six hours and a failure at eight hours.
- 4 - Publish the account customizations...

NEW QUESTION # 179

You make a phone call regarding an existing case record.

You need to create a phone call activity that appears on the case record timeline.

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:

NEW QUESTION # 180

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