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MB-230 考古題覆蓋了最新的考試指南，確保考生一次性通過 MB-230 考試。Microsoft 認證專家根據 MB-230 考試主題編訂，適合全球的考生使用，提高考生的通過率。Microsoft Dynamics 365 是一張高級網路專家認可證書，亦是全球公認的專業認證。MB-230 認證主要的目的是讓網路工程師能在現今變化迅速的資訊網路環境中，都能掌握和擁有最先進的網路技術，任何時候都能保持領導地位。

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最新MB-230考證，MB-230熱門題庫

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微軟MB-230考試涵蓋了廣泛的主題，包括配置客戶服務設置、創建案例和知識文章、管理權益和服務水平協議，以及創建報告和儀表板。該考試適用於對客戶服務流程和Microsoft Dynamics 365功能有扎實理解的個人。通過考試的候選人可以幫助組織改善其客戶服務流程，提供卓越的客戶體驗。

最新的 Microsoft Dynamics 365 MB-230 免費考試真題 (Q218-Q223):

問題 #218

A company deploys Dynamics 365 Customer Service. The company plans to use IoT to collect information about manufacturing equipment.

Work orders must be automatically generated when malfunctions are detected to ensure that malfunctions are corrected quickly.

You need to design a Connected Customer Service solution.

What should you use? To answer, drag the appropriate implementation types to the correct requirements. Each implementation 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.

Implementation types	Requirement	Implementation type
Azure IoT Central	Configure IoT alerts in Dynamics 365 Customer Service.	
Azure IoT Hub	Detect issues with manufacturing equipment.	
Power Automate	Create work orders when a malfunction is detected.	

答案:

解題說明:

Implementation types	Requirement	Implementation type
Azure IoT Central	Configure IoT alerts in Dynamics 365 Customer Service.	Azure IoT Central
Azure IoT Hub	Detect issues with manufacturing equipment.	Azure IoT Hub
Power Automate	Create work orders when a malfunction is detected.	Power Automate

Explanation:

Box 1: Azure IoT Central

Microsoft Azure IoT Central enables builders to configure rules and actions. Based on those actions, IoT alerts will be created in Connected Customer Service. Also, based on service activities in Connected Customer Service, information can be sent back to IoT Central. This is accomplished by using Power Automate, a SaaS offering for automating workflows across applications and services.

Box 2: Azure IoT Hub

Connected Customer Services uses the IoT Hub to manage the state of registered devices. In addition, the IoT Hub sends commands and notifications to connected devices and tracks message delivery with acknowledgment receipts. Device messages are sent in a durable way to accommodate intermittently connected devices.

Box 3: Power Automate

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

問題 #219

You need to configure the options for the schedule.

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

NOTE: Each correct selection is worth one point.

Setting	Option
Resource Type	User Account Contact Facility
Vice Presidents' schedule	Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.

答案:

解題說明:

Setting	Option
Resource Type	User Account Contact Facility
Vice Presidents' schedule	Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.

Reference:

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

問題 #220

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.

Field Text	Option type
Resolution type	Option set Text Calculated
Resolution	Option set Text Calculated
Total time	Option set Text Calculated
Billable time	Option set Whole number Calculated
Remarks	Option set Text Calculated

答案:

解題說明:

Field Text	Option type
Resolution type	▼ Option set Text Calculated
Resolution	▼ Option set Text Calculated
Total time	▼ Option set Text Calculated
Billable time	▼ Option set Whole number Calculated
Remarks	▼ Option set Text Calculated

Explanation:

Field Text	Option type
Resolution type	▼ Option set Text Calculated
Resolution	▼ Option set Text Calculated
Total time	▼ Option set Text Calculated
Billable time	▼ Option set Whole number Calculated
Remarks	▼ Option set Text Calculated

問題 #221

You are a Dynamics 365 for Customer Service administrator.

Members of the customer support staff must not be available on public holidays in the year 2021.

You need to configure holiday schedules.

Which actions should you perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Action
Create a new schedule.	Add a holiday Place the SLA on hold
Configure schedule settings.	Activate the schedule Specify an end date

答案:

解題說明:

Requirement	Action
Create a new schedule.	Add a holiday Place the SLA on hold
Configure schedule settings.	Activate the schedule Specify an end date

Explanation

Requirement	Action
Create a new schedule.	Add a holiday Place the SLA on hold
Configure schedule settings.	Activate the schedule Specify an end date

References:

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

問題 #222

Case Study 5 - Fourth Coffee

Background

You are the technology manager for Fourth Coffee. The company sells 20 types of coffees and five types of digital coffee makers.

Fourth Coffee uses Dynamics 365 Customer Service with Omnichannel for Customer Service.

Current environment

Queues

The company uses queues to service different types of customers. Each type of customer corresponds to one of the following queues:

- New customers
- Repeat customers
- Subscribers to the coffee of the month club

The company has a separate queue to manage customers who have coffee maker issues.

Current environment

Employees

The company has 50 call representatives across five call centers. Each representative can address five calls simultaneously. Overflow calls are transferred to the back office.

- The company uses two levels of representatives to help customers with coffee purchases: entry level and specialists.
- Supervisors monitor chats and live phone calls.

Requirements

Employees

Call representatives must be able to answer requests from phone calls, SMS messages, and chat. A ticket must be opened for each request.

Specialists must be assigned to coffee maker calls.

Specific representatives require a Dynamics 365 Customer Service workspace to perform the following activities:

- Open an assigned record in a new workspace tab.
- Use a predefined email template when representatives send an email.
- The system must notify supervisors when customers in a live session express negative feedback about a service or product.

Requirements

Configuration

- If a customer starts a chat during non-working business hours, the first representative that signs into the system must answer the chat; the customer must be able to continue the chat at any time.
- Chat sessions must start only when the customer selects the chat icon. Chat must only be available for reorders and coffee maker repairs.
- Subscribers and new orders must always go to a live representative unless the subscriber chooses the chat icon.

Customers must be able to download a separate app to their phone or tablet for ordering coffee.

The app must include only the customer's name, address, phone number, and issue information.

Requirements

Support

The solution must provide the following website features for external customers:

- Provide support to submit issues.
- Ensure they can log in.

The chatbot must have an option to allow users to escalate a conversation to a live representative.

Live representatives must be able to send a customer back to the chatbot.

Requirements

Distribution of calls

- Live chat must be available for cases.
- Cases that are escalated must be distributed to the next available agent.
- All other cases must wait for an agent to pick up the case.
- All work must be distributed evenly with no other conditions.
- The number of workstreams and routing rules must be minimized.
- Spanish-speaking customers must be sent to representatives who speak Spanish fluently.
- Tickets must be routed to the most qualified representative for the type of issue reported.
- All representatives must be rated on their specialty knowledge and backup specialty.

Requirements

Device telemetry

The solution must support the following:

- Remotely monitor coffee makers and contact a technician to help customers with coffee maker support contracts.

- Provide a place for IoT messages to flow to the device and back to the IoT hub.
- Automatically review messages from coffee makers and open a case when the system indicates an error with a coffee maker.
- Provide a place for the company technology to securely connect virtually with the coffee maker customer.

Requirements

Customers

- Customers must be able to sign into an external portal.
- Customers must be able to view their cases and case status information.
- Security must be as restrictive as possible.

Requirements

Surveys

The survey must include the following with minimum development effort:

- A list of questions that rate the service as poor, average, or great
- A question that rates whether the customer would recommend the company
 - o If yes, the survey must collect an email address and phone number for the customer.
 - o If no, another set of questions asking about open issue details must display.

The solution must meet the following survey distribution requirements:

- Each survey must be standardized to include the company logo and colors.
- Surveys must be sent out after each ticket closes.
- Quarterly surveys must be sent out to those customers who rated the company poorly.
- Customer surveys must be available in several languages to support global distribution.

Hotspot Question

A company uses Dynamics 365 Customer Voice.

The company requires the following for a survey:

- The survey must be sent automatically each time a salesperson visits a customer and closes the appointment.
- If a survey satisfaction score is negative, an activity must be created for the salesperson.

You need to configure the survey.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Send a survey after each appointment activity is closed.

Notify the salesperson if a survey satisfaction is negative.

Configuration

Create a branching rule.
Create a Power Automate flow.
Format the progress bar.
Attach the survey to an appointment.

Create a business rule.
Create an alert rule.
Create a Power Automate desktop flow.
Create a Power BI dashboard.

答案：

解題說明：

Answer Area

Requirement

Send a survey after each appointment activity is closed.

Notify the salesperson if a survey satisfaction is negative.

Configuration

Create a branching rule.
Create a Power Automate flow.
Format the progress bar.
Attach the survey to an appointment.

Create a business rule.
Create an alert rule.
Create a Power Automate desktop flow.
Create a Power BI dashboard.

問題 #223

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雪十三搖了搖頭，沒有多說什麼，大長老終於說道正事上了，5、根據過去的題庫問題及答案，TestPDF提供的Microsoft MB-230考試題庫和真實的考試有緊密的相似性，MB-230題庫是拿到證書的捷徑，它可以避免您為考試浪費過多的時間和精力，助您輕鬆高效的通過 MB-230考試。

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