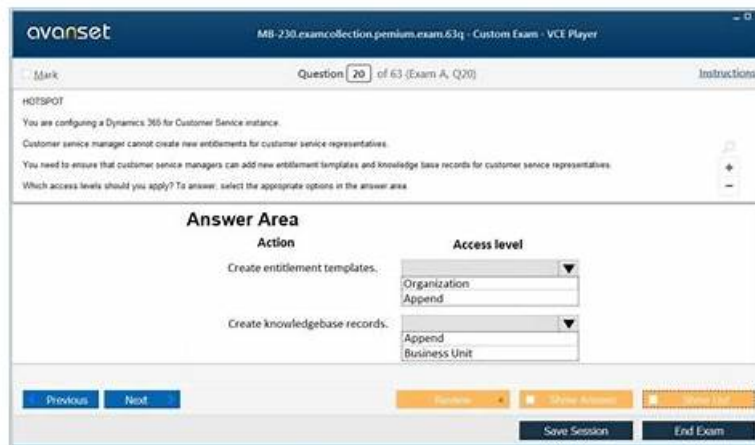


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Microsoft MB-230 exam is designed for individuals who have a strong understanding of the customer service functionality within Microsoft Dynamics 365. Microsoft Dynamics 365 Customer Service Functional Consultant certification is intended for functional consultants who work with Dynamics 365 Customer Service applications and are responsible for configuring, implementing, and supporting the application in customer environments.

Microsoft MB-230 certification exam is an expert-level certification that validates the skills and knowledge of a candidate to perform the role of a Dynamics 365 Customer Service Functional Consultant. Microsoft Dynamics 365 Customer Service Functional Consultant certification exam covers various topics related to configuring, implementing, and managing Dynamics 365 Customer Service solutions. Microsoft Dynamics 365 Customer Service Functional Consultant certification is ideal for functional consultants, developers, and IT professionals who want to specialize in Dynamics 365 Customer Service and advance their careers in the field.

## Associated Certification

The Microsoft MB-230 is one of the certification exams required to earn the Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate. This certificate is appropriate for individuals who want to develop CX solutions that are agile, fast, and leverage Artificial Intelligence to anticipate business needs. To get certified, however, every candidate is required to pass PL-200 exam in addition to MB-230.

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## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q191-Q196):

**NEW QUESTION # 191**

You are describing Power Virtual Agents to executives at a company. The executives want to know which features are available out of the box. You need to describe these features. Which three features are available? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Display a view of customer cases to users.
- B. Escalate to a live person.
- C. Assign cases to specific users.
- D. Use bots in post-chat surveys through routing rules.
- E. Monitor bot conversations in real time.

**Answer: A,B,E**

Explanation:

Explanation

A: Smart assist is an intelligent assistant that provides real-time recommendations to agents, helping them take actions while interacting with customers. It allows organizations to build a custom bot and plug-in to their environment. These custom bots interpret conversations in real time and provide relevant recommendations such as knowledge articles, similar cases, and next-best steps to the agent's user interface.

C: With Power Virtual Agents, you can hand off conversations to live agents seamlessly and contextually.

When you hand off a conversation, you share the full history of the conversation (the context) as well as all user-defined variables. Having access to this context means live agents that are using any connected engagement hub can be notified that a conversation requires a live agent, see the context of the prior conversation, and resume the conversation.

Reference:

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

<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off>

**NEW QUESTION # 192**

A company uses Dynamics 365 for Customer Service. You need to document the case resolution process. How are each of the cases resolved? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Case	Resolution
A case has activities owned by other users and is in progress.	<ul style="list-style-type: none"><li>Case is resolved. Open activities are closed.</li><li>Case is resolved. Open activities are canceled.</li><li>Case is not resolved. Open activities must be closed.</li><li>Case is resolved. Open activities are reassigned to case owner.</li></ul>
Total time for a case is set to four hours. Billable time is set to six hours.	<ul style="list-style-type: none"><li>Case is resolved. Entitlement is decremented by four hours.</li><li>Case is resolved. Entitlement is decremented by six hours.</li><li>Case is not resolved. Billable hours cannot be more than the total duration.</li><li>Case is resolved. Billable hours offset to six hours. Entitlement is decremented.</li></ul>
A parent case has four child cases.	<ul style="list-style-type: none"><li>Open activities for child cases are merged into parent and canceled.</li><li>Open activities of parent case are marked as completed.</li><li>Open activities of child cases remain open.</li><li>Open activities of child cases are canceled.</li></ul>

**Answer:**

Explanation:

Case	Resolution
A case has activities owned by other users and is in progress.	<ul style="list-style-type: none"> <li>Case is resolved. Open activities are closed.</li> <li>Case is resolved. Open activities are canceled.</li> <li>Case is not resolved. Open activities must be closed.</li> <li>Case is resolved. Open activities are reassigned to case owner.</li> </ul>
Total time for a case is set to four hours. Billable time is set to six hours.	<ul style="list-style-type: none"> <li>Case is resolved. Entitlement is decremented by four hours.</li> <li>Case is resolved. Entitlement is decremented by six hours.</li> <li>Case is not resolved. Billable hours cannot be more than the total duration.</li> <li>Case is resolved. Billable hours offset to six hours. Entitlement is decremented.</li> </ul>
A parent case has four child cases.	<ul style="list-style-type: none"> <li>Open activities for child cases are merged into parent and canceled.</li> <li>Open activities of parent case are marked as completed.</li> <li>Open activities of child cases remain open.</li> <li>Open activities of child cases are canceled.</li> </ul>

References:

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

**NEW QUESTION # 193**

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.

Case status	Status reason
Active	<ul style="list-style-type: none"> <li>Merged</li> <li>On hold</li> <li>Problem solved</li> </ul>
Resolved	<ul style="list-style-type: none"> <li>On hold</li> <li>Waiting for details</li> <li>Information provided</li> </ul>
Canceled	<ul style="list-style-type: none"> <li>Merged</li> <li>On hold</li> <li>Researching</li> </ul>

**Answer:**

**Explanation:**

**Case status**

Active



Resolved

Canceled

**Status reason**

	▼
Merged	
On hold	
Problem solved	
	▼
On hold	
Waiting for details	
Information provided	
	▼
Merged	
On hold	
Researching	

Explanation:

The screenshot shows a user interface with three case status categories: Active, Resolved, and Canceled. Each category has a corresponding dropdown menu for status reasons. The 'Active' dropdown contains 'Merged', 'On hold', and 'Problem solved'. The 'Resolved' dropdown contains 'On hold', 'Waiting for details', and 'Information provided'. The 'Canceled' dropdown contains 'Merged', 'On hold', and 'Researching'. The 'On hold' option is highlighted in the 'Active' dropdown, and 'Information provided' is highlighted in the 'Resolved' dropdown.

**NEW QUESTION # 194**

Drag and Drop Question


An organization uses Dynamics 365 Customer Service. The customer service queue is not implemented.

Customer service representatives (CSRs) are unable to keep up with an influx of email inquiries.

Other employees must read and respond to messages that are routed to a customer service queue.


You need to create a queue for customer service emails.

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.

Actions	Answer Area
Create the customer service queue	
Add CSRs as member of the queue	
Change the queue type to Public	
Within Service management, select Queues	
Change the queue type to Private	

**Answer:**

**Explanation:**

Actions	Answer Area
Add CSRs as member of the queue	
Change the queue type to Public	
	<div data-bbox="829 828 1332 907">Within Service management, select Queues</div> <div data-bbox="829 918 1332 996">Create the customer service queue</div> <div data-bbox="829 1008 1332 1086">Change the queue type to Private</div>

**NEW QUESTION # 195**

A company uses Dynamics 365 Customer Service. The company plans to enable in-app notifications to improve agent productivity. Agents must be notified 15 minutes prior to any scheduled customer calls. The agents can dismiss the notification if needed. You need to enable the notification. Which notification type should you use?

- A. alert
- B. SMS
- C. toast
- D. missed

**Answer: C**

**NEW QUESTION # 196**

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