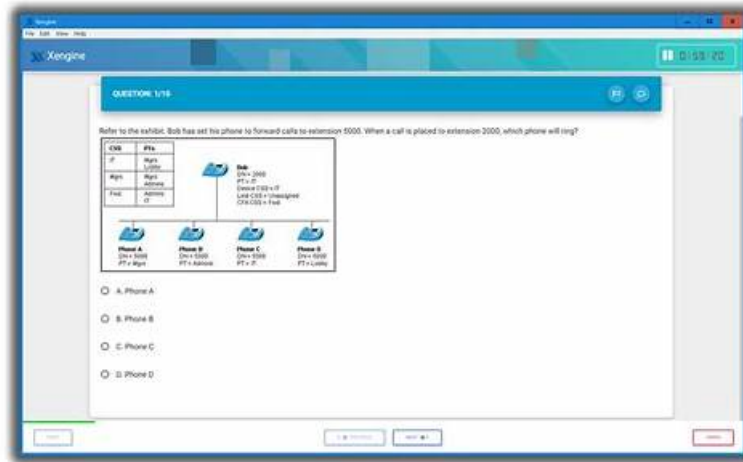


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Microsoft MB-230 exam is designed for individuals who want to become Microsoft Dynamics 365 Customer Service Functional Consultants. Microsoft Dynamics 365 Customer Service Functional Consultant certification exam is a great way to demonstrate your knowledge and expertise in customer service management. MB-230 exam covers a wide range of topics, including customer engagement, service level agreements, case management, and knowledge management. It is an excellent opportunity for professionals to showcase their skills in customer service management and advance their careers.

To prepare for the MB-230 Exam, candidates can take advantage of various resources provided by Microsoft, including official training courses, practice tests, and online documentation. They can also gain hands-on experience by working with Dynamics 365 Customer Service in real-world scenarios.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q106-Q111):

NEW QUESTION # 106

You need to configure security roles for Dynamics 365 Connected Customer Service by using the principle of least privilege.

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

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Reference:

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

NEW QUESTION # 107

A midsize service company provides clients with various service needs. The company plans to implement URS to schedule its service technicians. The company requires a solution that includes custom tables.

You need to recommend an implementation process for URS that enables a table for scheduling. What should you recommend?

- A. Use the Resource Scheduling application to configure table settings.
- **B. Configure the environment settings in the Microsoft Power Platform admin center.**
- C. Update the solution import settings when importing the solution into the production environment
- D. Update the Scheduling Services in the Customer Service Hub application.

Answer: B

NEW QUESTION # 108

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet 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.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Configure Dynamics 365 to automatically send responses to customers when the record is created.

Does the solution meet the goal?

- **A. No**
- B. Yes

Answer: A

Explanation:

Section: Topic 1, Perform Configuration

NEW QUESTION # 109

You view the interactive dashboard in the Microsoft Dynamics 365 Customer Service Hub.

Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

NEW QUESTION # 110

You need to meet the automatic case creation requirements.

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

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

□ Explanation:

Graphical user interface, text, application, email Description automatically generated

□ Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-case-from-email>

<https://cloudblogs.microsoft.com/dynamics365/it/2017/07/25/convert-email-to-a-case-with-a-few-clicks-in-dyna>

Topic 4, Lamna Healthcare Company (NEW)

Case study

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background

Lamna Healthcare Company has a call center for the city. They receive roughly 5,000 calls a day on health issues.

They have the following three departments that take calls daily:

- * Chronic illnesses
- * Flu-type illnesses
- * Geriatric illnesses

There is a fourth area that monitors for miscellaneous issues.

They are implementing Dynamics 365 Customer Service.

Requirements. Queues

- * A queue has to be set up for each department.
- * Emails must automatically be routed to the appropriate queue.
- * Miscellaneous queues must be visible to everyone.
- * The other queues must be visible only to the appropriate department.
- * If a case is open more than 30 days, the case must automatically be routed to the supervisor.
- * There must be a button on the queue list screen to route a case to a supervisor if requested.

Requirements. Visualizations

- * Support representatives must have a real-time view of cases assigned to them, including the status of each case.
- * Support representatives must be able to see a graphic view of cases by customer that are assigned to them.

Requirements. Knowledge Base

- * Support representatives must use the knowledge base first to try to solve issues.
- * Support representatives must be able to reference the knowledge base when it is used to resolve the case.
- * The knowledge base article that is used to resolve a case must always be sent to the customer.
- * If the answer is not in the knowledge base, a support representative needs to create a knowledge base article.

Requirements. Cases

- * The cases must follow a process that includes identify, research, and resolve.
- * A confirmation section must be added before the resolve section.
- * Customers must have contracts that allow them to call Lamna Healthcare 10 times a year for help.
- * In addition to the 10 free calls, customers must be able to send 15 emails a year for support.
- * Cases that come in as phone calls must be resolved with seven business days.
- * Cases that come in as emails must be resolved within three business days.

Requirements. Surveys

- * Lamna Healthcare sends out about 100,000 surveys a month.
- * Lamna must use Microsoft Forms Pro for their surveys.
- * All surveys must have the company logo.
- * The logo's company colors must not be changed. Any modifications to the graphic or colors is a breach of company policies.
- * A survey must automatically be sent once a case is resolved.

