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To become a Microsoft Dynamics 365 Customer Service Functional Consultant, candidates must pass the MB-230 certification exam. MB-230 exam is intended for individuals who have experience working with Dynamics 365 Customer Service and are familiar with its features and functionalities. MB-230 Exam Tests the candidate's knowledge of customer service processes, including case management, queue management, and service level agreements.

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Microsoft MB-230 exam is designed for individuals who wish to become certified in the role of a Dynamics 365 Customer Service Functional Consultant. MB-230 exam is focused on testing the candidate's knowledge and skills related to configuring and customizing Dynamics 365 Customer Service, creating and managing cases, knowledge management, and integrating Dynamics 365 Customer Service with other applications. Passing MB-230 Exam leads to the achievement of the Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate certification.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q178-Q183):

NEW QUESTION # 178

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
- A question that asks if the customer would like to escalate a case
 - 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.

You need to configure the Power Virtual Agents chatbot.

What should you configure?

- A. Add a chatbot to the workstream.
- B. Assign each queue a workstream.
- C. Embed a chat widget in the portal.
- **D. Assign chatbots to appropriate queues.**

Answer: D

NEW QUESTION # 179

You are a Dynamics 365 for Customer Service administrator.

You need to categorize activities and cases by using queues.

How should you categorize each record? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation

NEW QUESTION # 180

Hotspot Question

A company installs and services air filtration units for industrial manufacturing plants. The company is implementing Dynamics 365 Customer Service.

Each regional location supports a specific geographic region. Installers and service technicians are dispatched from these regional locations.

You need to configure the system to optimize work scheduling.

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

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

NEW QUESTION # 181

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.

Answer:

Explanation:

NEW QUESTION # 182

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.

Answer:

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuser-guide-case-sla>

NEW QUESTION # 183

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