

2026 Latest MB-230 Test Camp | Professional Microsoft MB-230 Test Questions Fee: Microsoft Dynamics 365 Customer Service Functional Consultant



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In today's world, the Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) certification exam has become increasingly popular, providing professionals with the opportunity to upskill and stay competitive in the tech industry. At SurePassExams, we understand the importance of obtaining the Microsoft MB-230 Certification in the Microsoft sector, where technological advancements constantly evolving.

The MB-230 Certification Exam is a great way to demonstrate your expertise and knowledge in Microsoft Dynamics 365 Customer Service. As a certified Microsoft Dynamics 365 Customer Service Functional Consultant, you will have the skills and knowledge to help organizations improve their customer service processes and deliver exceptional customer experiences. Microsoft Dynamics 365 Customer Service Functional Consultant certification is recognized by employers and customers alike, and can help you advance your career in the field of customer service.

Microsoft MB-230 Exam Syllabus Topics:

Topic	Details
Manage cases and Knowledge Management (20-25%)	
Create and manage cases	- configure cases - manage case lists - create and search for case records - convert activities to cases - perform case resolution - implement parent/child cases - merge cases - set autonumbering for customer service entities

Configure and automate cases	- implement Advanced Similarity rules - implement record creation and update rules - implement case routing rules - customize the Case Resolution form - configure Status Reason transitions - configure business process flows- capture customer feedback by using Customer Voice
Implement Knowledge Management	- configure the Knowledge Search control - link an article with a case - use knowledge management to resolve cases - manage the knowledge management article lifecycle - manage Knowledge management articles - configure entities for Knowledge Management - manage Knowledge article templates - implement knowledge search - enable Relevance Search - configure categories and subjects - convert cases to knowledge articles
Manage queues, entitlements, and service-level agreements (SLAs) (15-20%)	
Create and manage queues	- describe use cases for each queue type - configure queues - add cases and activities to queues - configure entities for queues - perform queue operations
Create and manage entitlements	- configure entitlements - define and create entitlements- manage entitlement templates - activate and deactivate entitlements- renew or cancel an entitlement
Create and manage SLAs	- define and create service-level agreements (SLAs) - configure SLA settings - configure a holiday schedule - configure a customer service schedule - implement actions by using Power Automate - manage cases that are associated with SLAs - manually apply an SLA - create and manage SLA items
Implement scheduling (10-15%)	
Manage resources	- configure business closures - configure organizational units - configure resources - configure work hours - configure facilities and equipment
Manage services	- define services - schedule a service activity - configure fulfillment preferences - create a schedule board - schedule a service activity by using the schedule board

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MB-230 Test Questions Fee, Latest MB-230 Exam Notes

According to the statistic about candidates, we find that some of them take part in the Microsoft exam for the first time. Considering the inexperience of most candidates, we provide some free trail for our customers to have a basic knowledge of the MB-230 exam guide and get the hang of how to achieve the MB-230 exam certification in their first attempt. You can download a small part of

PDF demo, which is in a form of questions and answers relevant to your coming MB-230 Exam; and then you may have a decision about whether you are content with it. In fact, there are no absolutely right MB-230 exam questions for you; there is just a suitable learning tool for your practices. Therefore, for your convenience and your future using experience, we sincere suggest you to have a download to before payment.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q169-Q174):

NEW QUESTION # 169

You need to configure OmniChannel to route correctly.

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

NOTE: Each correct selection is worth one point.

Configuration	Option
Number of work streams	None One Two Three
Ticket placement on assignment	Select the Automatically move records in queue checkbox in the case entity in the solution Add a routing rule for a push on owner assignment in Omnichannel Ass a work stream for a push on owner assignment in Omnichannel Select the Enable for SLA checkbox in the case entity in the solution

Answer:

Explanation:

Configuration	Option
Number of work streams	None One Two Three
Ticket placement on assignment	Select the Automatically move records in queue checkbox in the case entity in the solution Add a routing rule for a push on owner assignment in Omnichannel Ass a work stream for a push on owner assignment in Omnichannel Select the Enable for SLA checkbox in the case entity in the solution

Explanation

Box 1: Two

You must create two types of Omnichannel queues: regular and escalated.

Box 2: Add a routing rule for a push on owner assignment in Omnichannel Tickets assigned to a representative must be automatically placed in that representative's queue.

A customer initiates a conversation from the portal, and the conversation reaches the Omnichannel system.

Now, based on the routing rules condition defined in the routing system, it starts routing the conversation to the appropriate queues.

When the conversation reaches to the queues, the work assignment system assigns the conversation based on triggers.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-work-distribution-oca>

Topic 3, The Phone Company

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.

Overview

The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.

The company has an existing on-premises software system. The current system no longer meets the company's needs.

The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.

Requirements

Support desk

The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.

You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling

New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.

The system must automatically create a case when email is received by companies that are not in the system.

The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.

Users must be able to initiate routing for manually created cases.

The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.

Main cases must not be closed until all the sub-cases are closed.

Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.

When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base

Users must be able to search the knowledge base when opening a new case form or when checking on cases.

Users must be able to use relevant searches and include any customer entities.

Dashboards

Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.

Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen. Managers must be able to drill down within each area.

Managers need a dashboard that displays weekly statistics for cases and representatives.

Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

Service-level agreements

Most customers must be contacted within 90 minutes of their case being opened.

Some customers can purchase faster service on call backs.

Emails must be sent to support managers when service-level agreements (SLAs) are missed.

Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.

SLA KPIs must be tracked in the system.

SLA KPIs must appear on the case form.

Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.

NEW QUESTION # 170

A company uses Dynamics 365 Customer Service.

You need to implement queues to meet company requirements.

Which types of queues should you use? To answer, drag the appropriate queue types to the correct requirements. Each queue 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.

Queue types	Answer Area	Microsoft
Private	Requirement Assign cases to teams and share cases with select teams based on product types. Share cases that cannot be automatically routed to a team with the entire company.	Queue type
Public		Queue type

Answer:

Explanation:

Queue types	Answer Area	Microsoft
Private	Requirement Assign cases to teams and share cases with select teams based on product types. Share cases that cannot be automatically routed to a team with the entire company.	Queue type
Public		Private
		Public

Explanation

Text Description automatically generated

Answer Area

Requirement	Queue type
Assign cases to teams and share cases with select teams based on product types.	Private
Share cases that cannot be automatically routed to a team with the entire company.	Public

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases>

NEW QUESTION # 171

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.

Record	Category
Cases	▼ Products Managed solutions
Activities	▼ Services Unmanaged solutions

Answer:

Explanation:

Record

Category

Cases

Products

Managed solutions



Microsoft

Activities

Services

Unmanaged solutions

NEW QUESTION # 172

You need to select which setting needs to be configured for each setup.

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

NOTE: Each correct selection is worth one point.

Setup	Setting
Ticket routing	Workstream Rating Model Bookable Resource Characteristic Type Resource Category
Representative specialty	Workstream Rating Model Bookable Resource Characteristic Type Resource Category
Spanish	Workstream Rating Model Bookable Resource Characteristic Type

Answer:

Explanation:

Setup	Setting
Ticket routing	Workstream Rating Model Bookable Resource Characteristic Type Resource Category
Representative specialty	Workstream Rating Model Bookable Resource Characteristic Type Resource Category
Spanish	Workstream Rating Model Bookable Resource Characteristic Type

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-skill-routing-create-rating-model>

NEW QUESTION # 173

A company is implementing Omnichannel for Customer Service.

The company plans to release a new product in the following markets: Germany, Spain, and France.

Before the product launches, one agent from each country/region will receive training on the new product. The agents are included as part of a new team for the product. Each agent is part of a team specific to the country/region that they serve.

Inquiries about the new product must be routed as follows:

1. Route inquiries to an agent who knows the new product and is fluent in the language of the caller.
2. Route inquiries to an agent who knows the new product but speaks only a bit of the language of the caller.
3. Route inquiries to an agent who speaks all caller languages but does not know the new product.

You need to configure the system.

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

NOTE: Each correct selection is worth one point.

Requirement	Feature
Language competency level	Rating model Sentiment analysis Fulfillment requirement
Product competency	Resource category Resource characteristic Resource characteristic type
Pool of product trained agents	Queue Territory Organizational unit

Answer:

Explanation:

Requirement	Feature
Language competency level	Rating model Sentiment analysis Fulfillment requirement
Product competency	Resource category Resource characteristic Resource characteristic type
Pool of product trained agents	Queue Territory Organizational unit

Explanation

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

Requirement	Feature
Language competency level	Rating model Sentiment analysis Fulfillment requirement
Product competency	Resource category Resource characteristic Resource characteristic type
Pool of product trained agents	Queue Territory Organizational unit

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/setup-skills-assign-agents>

NEW QUESTION # 174

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