MB-230 Reliable Test Cost - MB-230 Test Dumps

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Microsoft MB-230 exam is designed to test the candidate's skills and knowledge in implementing and configuring the Dynamics 365 Customer Service module. It covers a wide range of topics, including case management, knowledge management, service level agreements, entitlements, and queues. MB-230 Exam also evaluates the candidate's ability to customize the application, enhance the user experience, and integrate external systems.

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MB-230 Test Dumps & Exam MB-230 Exercise

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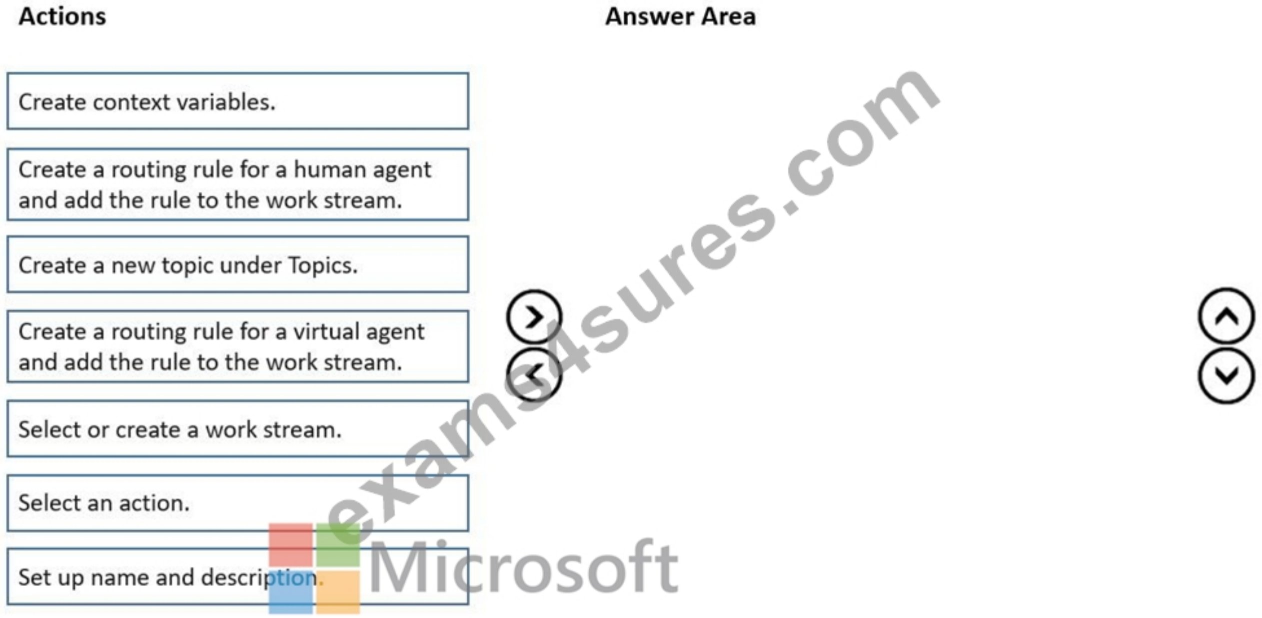
Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q91-Q96):

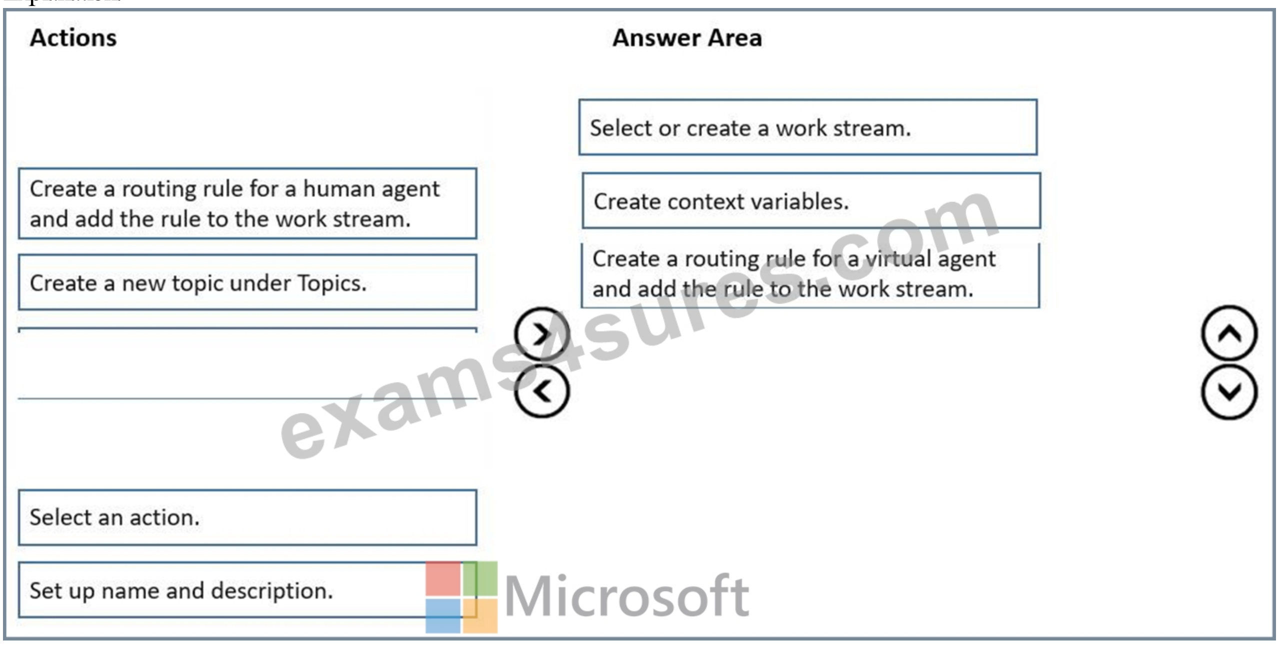
NEW QUESTION # 91
Drag and Drop Question
You are using Omnichannel for Customer Service.
You need to configure Power Virtual Agents to route calls to a live representative when cases come into Dynamics 365 Customer Service.

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.



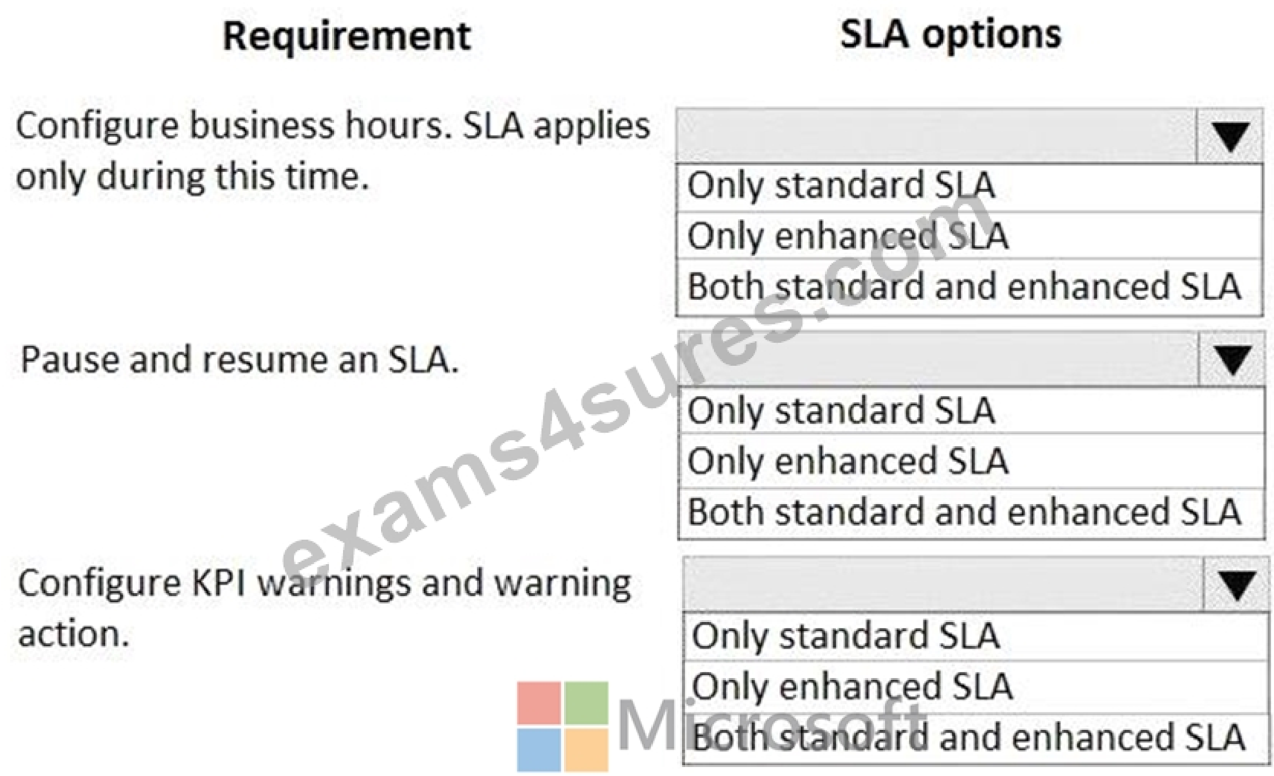
Answer:

Explanation:



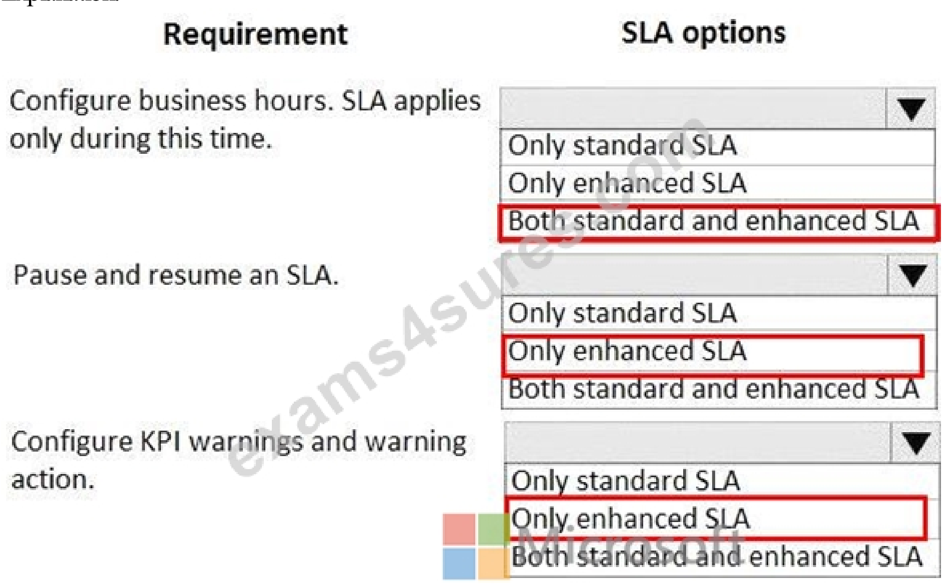
NEW QUESTION # 92

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 # 93

You are a Dynamics 365 Customer Service administrator. You are creating a customer service schedule.
You need to ensure that the schedule shows the correct time zone for available customer service hours.
What should you do?

- A. Set the time zone to GMT (Coordinated Universal Time) to enable conversion when you sign in.
- B. Allow the system to automatically convert to each user's time zone when a user signs in.
- C. Set the time zone in Dynamics 365 personal options.
- D. Set the time zone in each customized schedule.

Answer: D

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-service/create-customer-service- schedule-define-work-hours

NEW QUESTION # 94

You are configuring Dynamics 365 Customer Service workspaces.
Users want to use minimal keystrokes and easy-to-use navigation to open multiple sessions.
You need to configure the simplified navigation experience.
What should you do?

- A. Enable the appropriate features in the Power Platform admin center of the Dynamics 365 Customer Service environment.
- B. Run the simplified navigation settings code in the browser console window within Dynamics 365 Customer Service.
- C. Configure the settings in the Agent Experience area of the Customer Service Hub.
- D. Configure the settings in the administration console.

Answer: D

Explanation:
Customize Customer Service workspace
You can use your browser's developer tools to customize some aspects of the Customer Service workspace.
Turn on the enhanced multisession workspace (preview) With Customer Service workspace open, press the F12 key to open the developer tools window. In the console window, type the following command and press Enter:
Xrm.Utility.getGlobalContext().saveSettingValue("msdyn_MultiSessionLayoutImprovements",true) Refresh the app page.
Note: If you turn on the enhanced multisession workspace, the enhanced experience applies in both Customer Service workspace and Omnichannel for Customer Service.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#turn-on-the- enhanced-multisession-workspace-preview
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#simplify- navigation-in-customer-service-workspace

NEW QUESTION # 95

Case Study 1 - Humongous Insurance
Background
Humongous Insurance is contracted to process all insurance claims for a health facility that accepts the following types of health insurance:
Health maintenance organization (HMO)
Preferred-provider organization (PPO)
Gold
Cases are classified as new claims, claim disputes, and follow-ups. Each insured person is entitled to open 25 new cases each calendar year.
Support representatives specialize by and process claims by insurance type.
Humongous Insurance currently accepts claims only by telephone. The call center is open from
06:00 GMT to 24:00 GMT daily. Call center staff work one of the following shifts: 06:00 GMT to
12:00 GMT, 12:00 GMT to 18:00 GMT, and 18:00 GMT to 24:00 GMT.
When a case is received by email, a staff member categorizes the case as email and closes the case immediately.
Current environment
Humongous Insurance has three departments to handle claim types: HMO, PPO, and Gold.
The company uses handwritten forms to send claims information to the correct department.
Each department maintains a workbook to record calls received.
Requirements. Support desk
Configure the system to track the number of insurance claims filed each year.
Categorize claims by type as they are opened.
Configure the system to track staff responsiveness to service-level agreements (SLAs).
Ensure that business hours reflect the hours that support staff are scheduled.
Requirements. Case handling
All new cases must be automatically placed into a queue based on insurance type after the type

is selected.

- All insurance types need to be automatically moved to the proper queue when the subject is picked.
- All cases must be created and closed immediately when received.
- The status reason must be set to Email Sent or Phone Call.
- Information must be restricted by insurance and phone call type.
- Managers must be alerted when customers reach their limit of 25 cases for the year.
- Changes to cases must not be counted against entitlements until the case is closed.

Requirements. Disputes

- Claim disputes must be categorized as low priority.
- The status for all disputed cases must be set to Review by a Manager before a disputed case may be closed.

Requirements. Knowledge base

- A knowledge base must be used as a repository for all answers.
- Representatives must be able to search the knowledge base when opening a new case for similar claims.
- Representatives must be able to search across all entities at all times.
- Searches must check any field in the entity for matches in a single search.
- Searches must return results in a single list and sort the list so that the most relevant results appear at the top of the list.
- Representatives must be able to link the knowledge base to cases when applicable.
- Representatives must create a new knowledge base article if an answer is not found in the existing knowledge base.
- Representatives must be able to use SQL-like syntax to search the knowledge base.

Requirements. Service-level agreements

When a customer calls to open a claim, the company must respond to the caller within the following time frames:

Plan	Response time
HMO	24 hours
PPO	6 business hours
Gold	1 business hour

Requirements. Alerts

- Cases must be flagged when they are past the SLA threshold.
- An email alert must be sent to the manager to indicate an SLA noncompliance.
- An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.
- Send an email alert to support managers when disputes are ready to be closed.
- Send an email alert to customers when cases are closed.

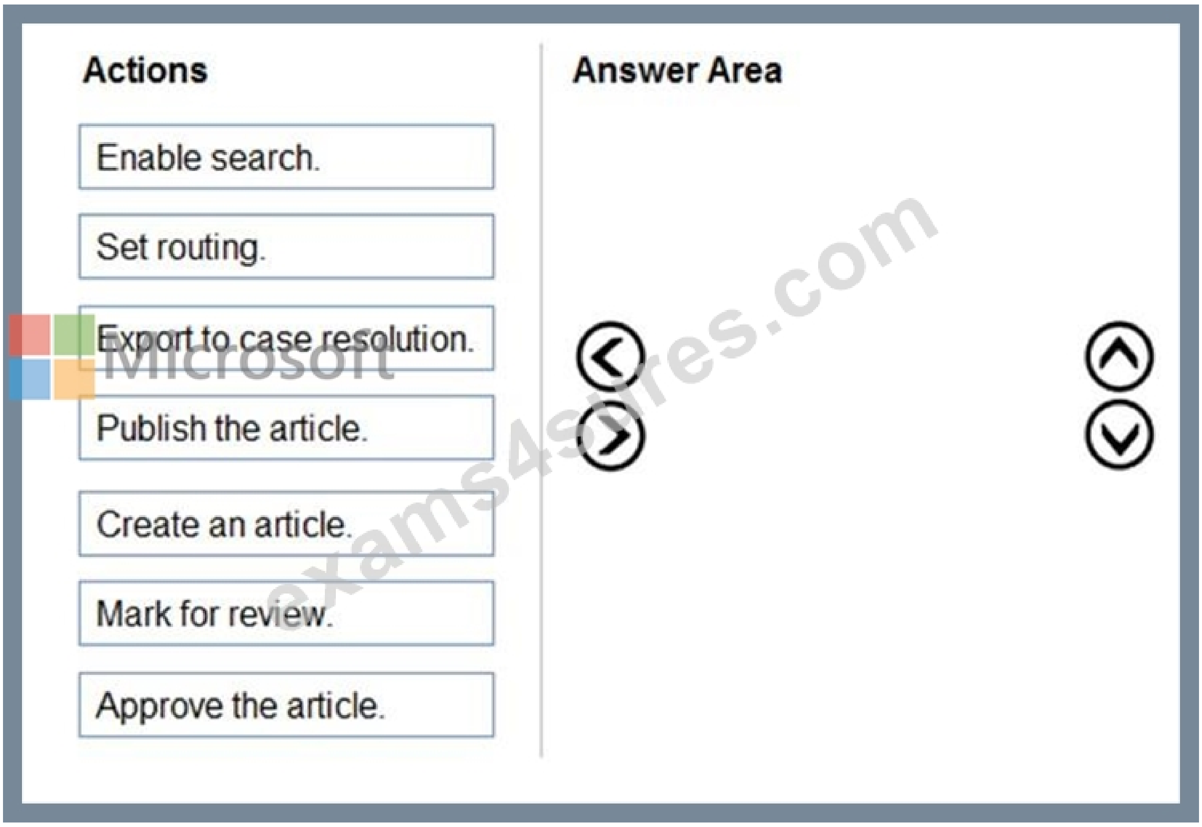
Requirements. Issues

- The current process is all manual and not efficient.
- There is no easy way to determine whether the company is meeting its SLAs.
- Representatives are often inconsistent regarding how they handle customers and answer customer questions.
- There is no accountability for any of the representatives who take calls.

Drag and Drop Question

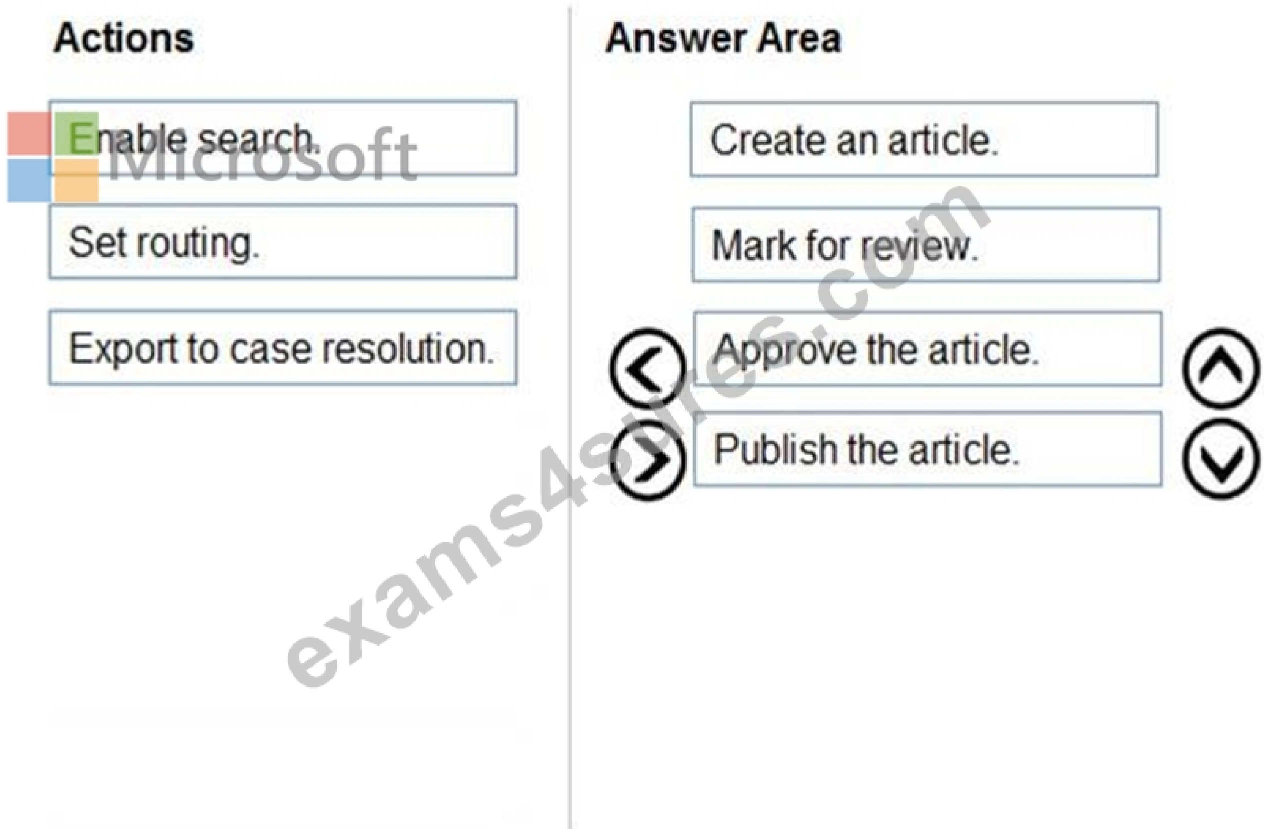
You need to configure the system to store answers about claims.

Which four actions should you perform in sequence? To answer, move all actions from the list to the answer area and arrange them in the correct order.



Answer:

Explanation:



Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user- guide-knowledge-article

NEW QUESTION # 96

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