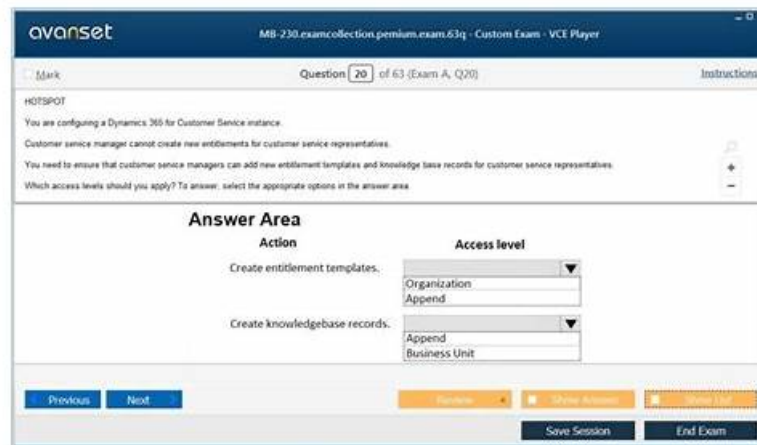


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Studies show that some new members of the workforce are looking for more opportunity to get promoted but get stuck in an awkward situation, because they have to make use of their fragment time and energy to concentrate on MB-230 exam preparation. Our MB-230 exam materials embrace much knowledge and provide relevant exam bank available for your reference, which matches your learning habits and produces a rich harvest of the exam knowledge. You can not only benefit from our MB-230 Exam Questions, but also you can obtain the MB-230 certification.

Microsoft MB-230 Exam is a challenging exam that requires preparation and dedication. Candidates can prepare for the exam by taking the official Microsoft training course, which covers all the exam topics in detail. Additionally, candidates can use study materials such as practice exams and study guides to help them prepare for the exam. Passing MB-230 Exam can open up new career opportunities and demonstrate to employers that the candidate has the necessary skills and knowledge required to work as a functional consultant in the customer service domain.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q313-Q318):

NEW QUESTION # 313

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

Schedulers must be able to do the following:

Schedule resources to start appointments every 90 minutes.

View available resources within the first, second, and third shifts.

You need to configure the system to optimize work scheduling.
 What should you configure? To answer, select the appropriate options in the answer area.
 NOTE: Each correct selection is worth one point.

Requirement	Microsoft Option
Set start of appointments.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Routing rule</div> <div style="border: 1px solid gray; padding: 2px;">Service queue</div> <div style="border: 1px solid gray; padding: 2px;">Time constraint</div> <div style="border: 1px solid gray; padding: 2px;">Fulfillment preference</div>
View available resources for a shift.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Interval</div> <div style="border: 1px solid gray; padding: 2px;">Time group</div> <div style="border: 1px solid gray; padding: 2px;">Work hours</div>

Answer:

Explanation:

Requirement	Option
Set start of appointments.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Routing rule</div> <div style="border: 1px solid gray; padding: 2px;">Service queue</div> <div style="border: 1px solid gray; padding: 2px;">Time constraint</div> <div style="border: 1px solid gray; padding: 2px; border-bottom: 2px dashed green;">Fulfillment preference</div>
View available resources for a shift.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Interval</div> <div style="border: 1px solid gray; padding: 2px; border-bottom: 2px dashed green;">Time group</div> <div style="border: 1px solid gray; padding: 2px;">Work hours</div>

Explanation

Box 1: Fulfillment preferences

Fulfillment preferences are customizable entities that let you choose how schedule assistant results are displayed, like with neat hourly appointments or morning and afternoon time windows.

By default, the schedule assistant displays results based entirely on resource schedules and the earliest available time, such as 10:39 AM. With fulfillment preferences set to hourly, the same resource's availability shows as 11:00 AM. This makes it simpler for the scheduler to view and understand availability and communicate it to the customer.

Box 2: Time group

Time groups enable schedulers to search and view results as blocks of time when using the schedule assistant.

Typical examples include mornings, afternoon, nights, and 2-hour windows. Unlike intervals, time groups do not dictate the start time of subsequent bookings. Time groups organize results, but leave the start time/arrival time as-is, based on the particular resource's schedule.

When a time group is created for morning (8:00 AM to 12:00 PM) the schedule assistant will display a resource's earliest availability within the defined morning bucket. Results will show a list of possible resources to start at 8:32 AM, 9:07 AM, and 11:23 AM, and all results will appear within the "morning" time group because the start times fall within the 8:00 AM to 12:00 PM time group.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups>

Drag and Drop Question

A company uses Dynamics 365 Customer Service.

Help desk representatives must be able to open multiple sessions. Each representative must have the same application experience when logging into the application. Agents must provide a standard response depending on what the customer issue is when someone calls in for support.

The standardized response must use the same language each time.

You need to configure the required features.

What should you configure? To answer, drag the appropriate configurations to the correct requirements. Each configuration 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.

The screenshot shows a drag-and-drop interface for configuring Dynamics 365 Customer Service. On the left, under the heading "Configurations", there are three items: "Agent scripts", "App profile manager", and "Smart assist". In the center, under the heading "Answer Area Requirement", there are two requirements: "Uniform application experience" and "Standard response". On the right, under the heading "Configuration", there are two empty rectangular boxes. A Microsoft logo is visible in the background.

Answer:

Explanation:

The screenshot shows the same drag-and-drop interface as above, but with the following changes: "App profile manager" has been dragged from the "Configurations" pane to the "Uniform application experience" requirement in the "Answer Area Requirement" pane. "Smart assist" has been dragged from the "Configurations" pane to the "Standard response" requirement in the "Answer Area Requirement" pane. "Agent scripts" remains in the "Configurations" pane. The "Configuration" pane on the right now contains "Agent scripts" and "Smart assist". A Microsoft logo is visible in the background.

NEW QUESTION # 315

You are an administrator for a company that uses a custom Customer Service app.

A user working on a case requires help from a subject matter expert (SME). The user grants the SME write access to the case.

The user must be able to start a chat by using the embedded Teams chat capability.

You need to enable the chat functionality.

Which two actions should you perform? Each correct answer presents part of the solution. Choose two.

NOTE: Each correct selection is worth one point.

- A. Enable Connected chats for the contact record.
- **B. Enable Connected chats for the case record.**
- **C. Enable the chat channel in the Customer Service admin center.**
- D. Disable Join chat for the case record.
- E. Enable Join chat for the case record.

Answer: B,C

NEW QUESTION # 316

A company is evaluating Dynamics 365 Customer Service Insights.


The company decides to use the sample data environment to expedite the evaluation process.

You need to recommend a dashboard.

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

NOTE: Each correct selection is worth one point.

Requirement	Dashboard
View the number of active, cancelled, or resolved cases per channel.	<div style="border: 1px solid gray; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <ul style="list-style-type: none"> Resolutions KPI summary Customer satisfaction </div>
View information about agent escalation handling metrics and close rates.	<div style="border: 1px solid gray; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <ul style="list-style-type: none"> Topics New cases Resolutions KPI summary </div>

 Microsoft

Answer:


Explanation:

Requirement	Dashboard
View the number of active, cancelled, or resolved cases per channel.	<div style="border: 1px solid gray; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <ul style="list-style-type: none"> Resolutions KPI summary Customer satisfaction </div>
View information about agent escalation handling metrics and close rates.	<div style="border: 1px solid gray; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <ul style="list-style-type: none"> Topics New cases Resolutions KPI summary </div>

Explanation

Graphical user interface, text, application Description automatically generated

Requirement	Dashboard
View the number of active, cancelled, or resolved cases per channel.	<div style="border: 1px solid gray; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <ul style="list-style-type: none"> Resolutions <li style="background-color: #cccccc;">KPI summary Customer satisfaction </div>
View information about agent escalation handling metrics and close rates.	<div style="border: 1px solid gray; padding: 5px;"> <div style="text-align: right; margin-bottom: 5px;">▼</div> <ul style="list-style-type: none"> Topics New cases <li style="background-color: #cccccc;">Resolutions KPI summary </div>

 Microsoft

Reference:


<https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/dashboard-kpi-summary>

NEW QUESTION # 317

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	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Merged</div> <div style="border: 1px solid gray; padding: 2px;">On hold</div> <div style="border: 1px solid gray; padding: 2px;">Problem solved</div>
Resolved	<div style="border: 1px solid gray; padding: 2px;"> ▼</div> <div style="border: 1px solid gray; padding: 2px;">On hold</div> <div style="border: 1px solid gray; padding: 2px;">Waiting for details</div> <div style="border: 1px solid gray; padding: 2px;">Information provided</div>
Canceled	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Merged</div> <div style="border: 1px solid gray; padding: 2px;">On hold</div> <div style="border: 1px solid gray; padding: 2px;">Researching</div>

Answer:

Explanation:

Case status	Status reason
Active	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Merged</div> <div style="border: 1px solid gray; padding: 2px;">On hold</div> <div style="border: 1px solid gray; padding: 2px;">Problem solved</div>
Resolved	<div style="border: 1px solid gray; padding: 2px;"> ▼</div> <div style="border: 1px solid gray; padding: 2px;">On hold</div> <div style="border: 1px solid gray; padding: 2px;">Waiting for details</div> <div style="border: 1px solid gray; padding: 2px;">Information provided</div>
Canceled	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Merged</div> <div style="border: 1px solid gray; padding: 2px;">On hold</div> <div style="border: 1px solid gray; padding: 2px;">Researching</div>

Explanation:

Case status

Active

Resolved

Canceled

Status reason
Merged
On hold
Problem solved
On hold
Waiting for details
Information provided
Merged
On hold
Researching

NEW QUESTION # 318

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What sets Fast2test Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) practice tests (desktop and web-based) apart are their unique features. The MB-230 web-based practice exam is compatible with all operating systems and it can be taken on popular browsers like Chrome, Firefox, and Safari. The Microsoft MB-230 desktop practice exam software is compatible with Windows computers. After validating the product's license, you won't need an active internet connection to use the desktop Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) practice test software.

MB-230 Interactive Testing Engine: <https://www.fast2test.com/MB-230-premium-file.html>

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