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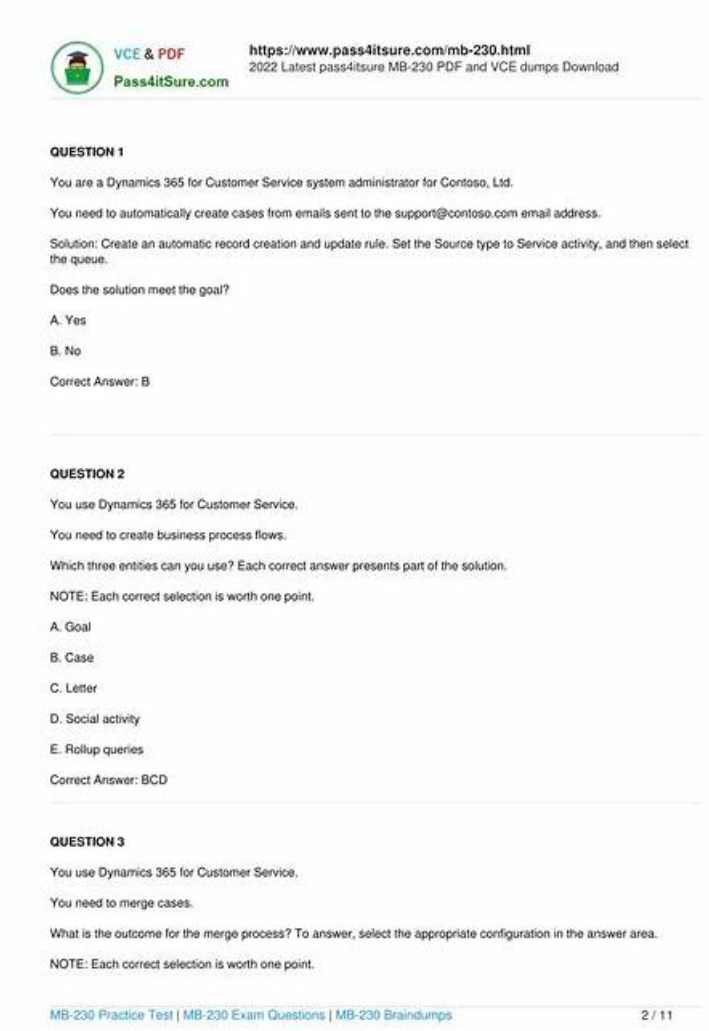

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QUESTION 1

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: Create an automatic record creation and update rule. Set the Source type to Service activity, and then select the queue.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 2

You use Dynamics 365 for Customer Service.

You need to create business process flows.

Which three entities can you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Goal

B. Case

C. Letter

D. Social activity

E. Rollup queries

Correct Answer: BCD

QUESTION 3

You use Dynamics 365 for Customer Service.

You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

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The MB-230 Exam covers a wide range of topics that are essential to the role of a Customer Service Functional Consultant. These topics include understanding customer service processes, managing cases, contracts, and entitlements, configuring Microsoft Power Apps, and using analytics to improve customer service.

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Use this MB-230 practice material to ensure your exam preparation is successful. Mock exams at Prep4sures are available in MB-230 desktop software and web-based format. Both Microsoft MB-230 self-assessment exams have similar features. They create an Microsoft MB-230 actual test-like scenario, point out your mistakes, and offer customizable sessions.

Microsoft MB-230 certification is an expert-level certification that validates the skills and knowledge of a candidate to perform the

role of a Dynamics 365 Customer Service Functional Consultant. Microsoft Dynamics 365 Customer Service Functional Consultant certification is designed for individuals who have experience in implementing and configuring Microsoft Dynamics 365 Customer Service solutions. The Microsoft MB-230 Exam measures the candidate's ability to design, implement, and manage Dynamics 365 Customer Service solutions.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q304-Q309):

NEW QUESTION # 304
Drag and Drop Question
A company is implementing Omnichannel for Customer Service.
You must set up the system to minimize human error and automate actions. The requirements to set up the system are as follows:
- Representatives must create a new support record when a customer
contacts them through chat.
- Knowledge base articles must open in a separate tab when
representatives research answers.
- When a knowledge base article resolves a customer issue,
representatives must send the article to the customer via chat.
You need to set up the macros.
Which macro type should you use? To answer, drag the appropriate macro types to the correct requirements. Each macro 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.

Answer:

Explanation:
Explanation:
Box 1: Productivity automation
Productivity automation
As an administrator, you can use the actions any number of times across different macros to automate and perform model-driven app operations.
The following screenshot shows the actions that are explained in the subsequent sections.
Box 2: Session connector
Session connector
As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to a session in Customer Service workspace.
Box 3: Omnichannel connector
Omnichannel connector
As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to Omnichannel for Customer Service.
Reference:
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros

NEW QUESTION # 305
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 # 306
You are a Dynamics 365 Customer Service administrator.
Users inform you about situations in which child cases are not working correctly.
You need to configure the system to correct the issues.
What should you do in each situation? 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/define-settings-parent-child-cases

NEW QUESTION # 307
A company implements Customer Service
You enable Customer Service historical analytics.
You need to identify which Feature is enabled automatically when Customer Service historical analytics is enabled.
Which feature should you identify?

- A. AI topic clustering
- B. AI suggestions
- C. Forecasting
- D. Real-time customer sentiment

Answer: B

Explanation:
Topic clustering is enabled by default when you enable historical analytics.
https://learn.microsoft.com/en-us/dynamics365/customer-service/administer/configure-topics- clustering-cases-cs

NEW QUESTION # 308
You make a phone call regarding an existing case record.
You need to create a phone call activity that appears on the case record timeline.
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:
Explanation:

NEW QUESTION # 309
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