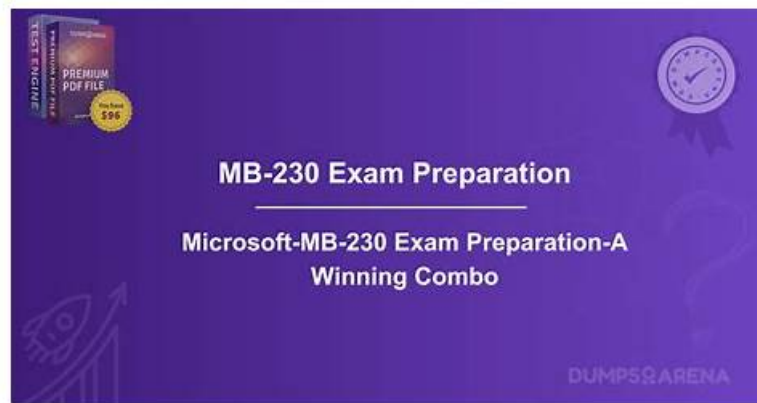


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To prepare for the Microsoft MB-230 exam, candidates can opt for various training courses offered by Microsoft. These courses cover topics such as configuring and managing Dynamics 365 Customer Service, creating and managing cases, knowledge management, and integrating Dynamics 365 Customer Service with other applications. Candidates can also take advantage of practice exams and study materials available online to prepare for the exam.

Microsoft MB-230 Exam is ideal for professionals who have experience in customer service management and want to enhance their skills in Microsoft Dynamics 365. It is also suitable for individuals who are new to customer service management but have a technical background and want to learn Microsoft Dynamics 365. MB-230 exam is available in English, Japanese, Korean, and Simplified Chinese, and the candidate can take it online or at a testing center.

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## New MB-230 Test Practice & MB-230 Reliable Real Exam

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Microsoft MB-230 exam is designed for individuals who want to become certified as Dynamics 365 Customer Service Functional Consultants. This credential is ideal for professionals who work with Dynamics 365 Customer Service applications and have a deep understanding of customer service operations, case management, and service level agreements. MB-230 Exam measures the candidate's ability to configure and manage Dynamics 365 Customer Service, analyze data to improve customer service operations, and design and implement service management strategies.

## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q180-Q185):

### NEW QUESTION # 180

You manage a Dynamics 365 for Customer Service environment.

The entitlement for a customer ended last month. The customer must renew the entitlement and use the same parameters as the

expired entitlement.

You need to create the entitlement for the customer.

What should you do?

- A. Create a new template with the dates and terms. Activate the template.
- B. Add the new end date to the current entitlement and set new terms. Activate the entitlement.
- **C. Make a copy of the old entitlement. Activate the copy.**
- D. Delete the old entitlement. Create a new entitlement template.
- E. In the old entitlement, zero out the remaining terms and the total terms. Activate the entitlement.

**Answer: C**

Explanation:

The expired entitlement is always in read-only mode and cannot be modified, also, there is no option to activate the expired entitlement. Only option available with expired entitlements is RENEW that will copy the current entitlement as a template into a new entitlement in draft mode, that needs to be modified (if required) and then activated.

### NEW QUESTION # 181

You need to configure the system to meet the workspace requirements for case representatives.

Which role should you assign to case representatives?

- A. Maker
- **B. Viewer**
- C. CSR Manager
- D. Owner
- E. Customer Service Schedule Administrator

**Answer: B**

Explanation:

Topic 3, The Phone Company

Overview

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 # 182

You create a Power Virtual Agents chatbot. The chatbot includes Power Automate flows. You are not a system administrator.

Users in your organization must collaborate to develop the chatbot.

You attempt to share the chatbot by adding user email addresses and assigning them Manager, Power Automate User, and Transcript Viewer permissions on the bot. The Send an email invitation to new users option is disabled.

Sharing of the chatbot fails.

You need to use the principle of least privilege to share the chatbot with users for collaboration.

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

NOTE: Each correct selection is worth one point.

- A. Share the Power Automate flows.
- B. Ensure that a System Administrator assigns the users the Environment Maker security role.
- C. Assign the users the Environment Maker security role.
- D. Enable Send an email invitation to new users and re-share the chatbot.
- E. Configure a custom context variable for the chatbot.

**Answer: A,B**

Explanation:

B: Insufficient environment permissions

Users in the environment must have the Environment maker security role before a bot can be shared with them.

System administrators of the environment need to assign the Environment maker security role to the user before you share the bot.

C: Share Power Automate flows used in a bot

You can add actions to a bot using flows in Power Automate; however, flows in a bot aren't automatically shared with other users when sharing a bot.

Users who don't have access to the shared flow can still run it by using the test bot canvas.

To let other users edit or add flows you'll need to share them in Power Automate. You can open flows directly from the topic where the flow is used.

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/admin-share-bots>

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-site-map-app>

### NEW QUESTION # 183

Which two statements regarding standard service-level agreements (SLAs) are true? Each correct answer presents a complete solution.

- A. You must use an enhanced SLA to define multiple success criteria.
- **B. You can create SLAs for entities other than the Case entity.**
- **C. You can only pause enhanced SLAs.**
- D. Standard SLAs record failure time on the entity record itself.

**Answer: B,C**

Explanation:

<https://community.dynamics.com/365/b/dynamics365enterprisecloudfronts/posts/how-to-pause-sla-in-dynamics-365>

### NEW QUESTION # 184

You are a customer service manager for a company using Dynamics 365 for Customer Service. You need to set up queues to manage support. You assign a team to each queue. What type of queue should you configure?

- A. Public
- **B. Private**
- C. Personal
- D. Business unit

**Answer: B**

Explanation:

Explanation

Section: Topic 3, Manage queues, entitlements, and SLAs

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-ac>

### NEW QUESTION # 185

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