

# MB-230最新題庫資源 & MB-230認證考試



從Google Drive中免費下載最新的VCESoft MB-230 PDF版考試題庫：<https://drive.google.com/open?id=1ofgGzpZ7FUUrbSiQhczdKJEk619MYi5>

上帝讓我成為一個有實力的人，而不是一個好看的布娃娃。當我選擇了IT行業的時候就已經慢慢向上帝證明了我的實力，可是上帝是個無法滿足的人，逼著我一直向上。這次通過 Microsoft的MB-230考試認證是我人生中的一大挑戰，所以我拼命的努力學習，不過不要緊，我購買了VCESoft Microsoft的MB-230考試認證培訓資料，有了它，我就有了實力通過 Microsoft的MB-230考試認證，選擇VCESoft培訓網站只說明，路在我們腳下，沒有人決定它的方向，擁有了VCESoft Microsoft的MB-230考試培訓資料，就等於擁有了一個美好的未來。

MB-230認證考試涵蓋了與客戶服務相關的各種話題，包括配置客戶服務應用程序，管理案件和知識文章，配置權限和隊列，集成渠道和工具，以及設計和實施客戶服務分析。該考試旨在測試您在這些領域的知識和技能，您需要展示您將這些知識應用到實際的客戶服務場景中的能力。如果您有興趣成為微軟Dynamics 365客戶服務功能顧問的職業生涯，那麼MB-230認證考試是一個很好的起點。

MB-230 考試包含 40-60 道多選題，考試時間為 150 分鐘。考試提供多種語言版本，包括英語、法語、德語、日語和西班牙語。個人需要獲得至少 700 分（滿分 1000 分）才能通過考試。Microsoft 建議個人通過相關培訓課程、回顧學習材料以及在 Dynamics 365 平臺上獲得實踐經驗來準備考試。

Microsoft MB-230考試是專為希望成為Microsoft Dynamics 365客戶服務功能顧問的個人設計的認證考試。此考試測試候選人能否使用Microsoft Dynamics 365配置、自定義和實施各種客戶服務解決方案的能力。通過此考試表明候選人具備在客戶服務領域擔任功能顧問所需的必要技能和知識。

>> MB-230最新題庫資源 <<

## 完美的Microsoft MB-230最新題庫資源 & 權威的VCESoft - 資格考試的領先供應商

沒有人願意自己的人生平平淡淡，永遠在自己的小職位守著那份杯水車薪，等待著被裁員或者待崗或是讓時間悄無聲息的流逝而被退休。這樣的生活是在太沒有滋味了，難道你不想讓你的生活變得多滋多彩嗎？不要緊。今天我告訴你一個成功的捷徑，就是通過Microsoft的MB-230考試認證，有了這個認證，你就可以過著過著高級白領的生活了，成為一個實力派的IT專業人士，得到別人的敬重。而我們VCESoft將為你提供Microsoft的MB-230考試認證培訓資料，可以讓你毫不費力的實現這個美夢，你還在猶豫嗎？不要猶豫了，趕緊將VCESoft Microsoft的MB-230考試認證培訓資料加入購物車吧。

## 最新的 Microsoft Dynamics 365 MB-230 免費考試真題 (Q40-Q45):

### 問題 #40

You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search.

You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to:

- \* Elevator
- \* Motor
- \* Sizing

How should you configure the search? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

**Scenario**

Search type

Microsoft

Relevance

Full text

Category

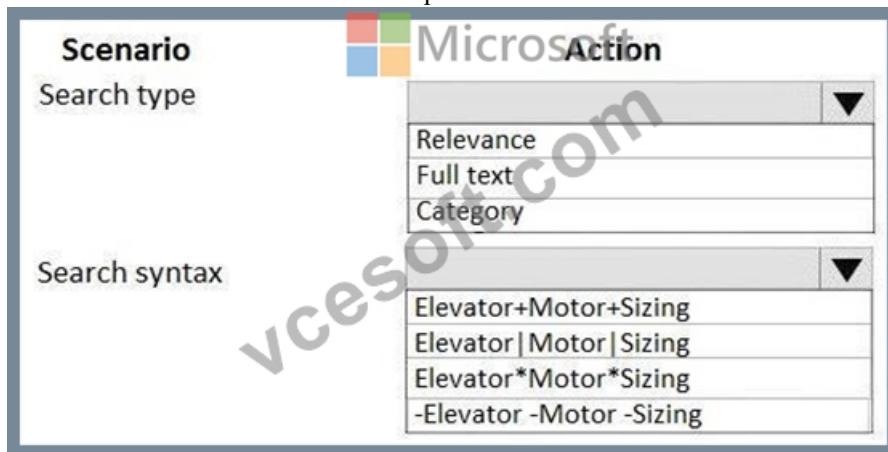
Search syntax

Elevator+Motor+Sizing

Elevator|Motor|Sizing

Elevator\*Motor\*Sizing

-Elevator -Motor -Sizing



答案：

解題說明：

**Actions**

Create a new rollup field.

Define the metric. Enter metric and amount data types.

Specify details about the source data that rolls up.

Specify the date field that determines the goal period that the records will roll up into.

Specify the rollup field to track against goals.

**Answer Area**

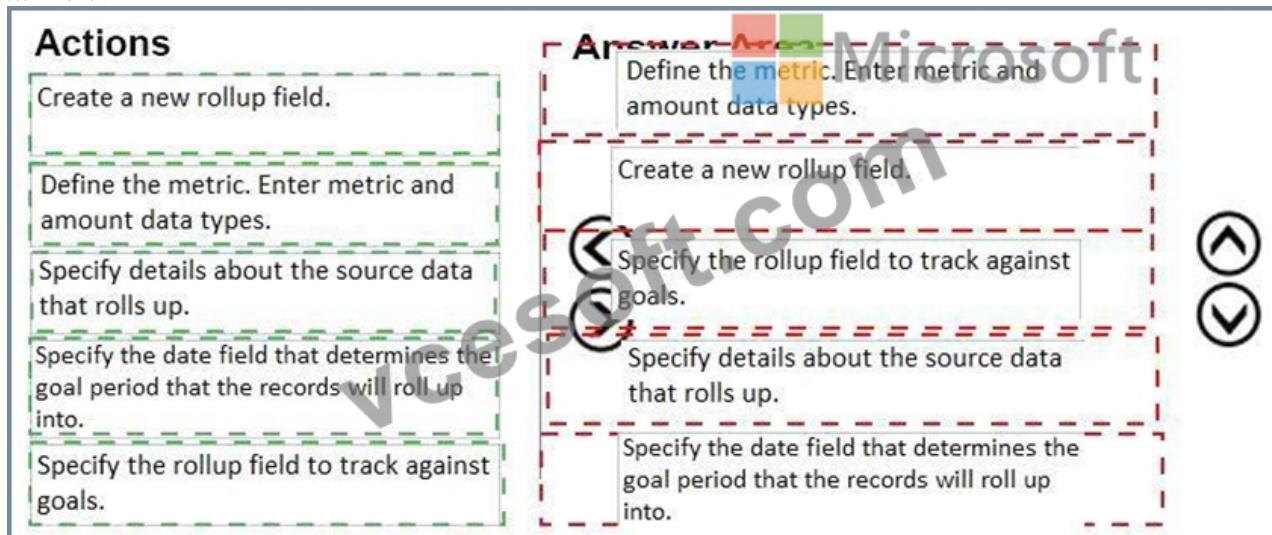
Define the metric. Enter metric and amount data types.

Create a new rollup field.

Specify the rollup field to track against goals.

Specify details about the source data that rolls up.

Specify the date field that determines the goal period that the records will roll up into.



Explanation

**Scenario**

Search type

Microsoft

Relevance

Full text

Category

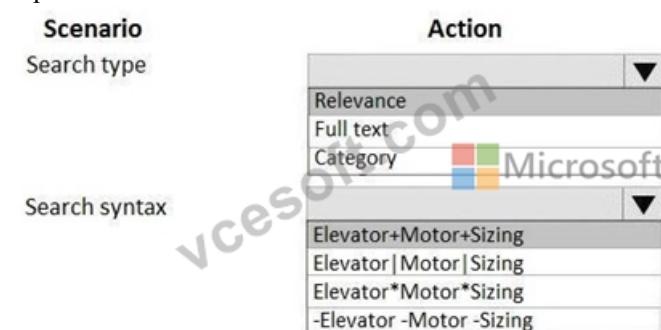
Search syntax

Elevator+Motor+Sizing

Elevator|Motor|Sizing

Elevator\*Motor\*Sizing

-Elevator -Motor -Sizing



References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results>

問題 #41

You need to create the SLAs.

Which three SLAs should you create? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. SLA with 6 hours as the failure time and a one-hour warning
- B. SLA with 24 hours as the failure time and a two-hour warning
- C. SLA with one hour as the failure time and no warning
- D. SLA with 24 hours as the failure time and no warning
- E. SLA with 6 hours as the failure time and no warning

答案: A,B,C

解題說明:

Explanation

Text Description automatically generated

An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.

## 問題 #42

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.



答案:

解題說明:

**Actions****Answer Area**

Enable search.

Set routing.

Export to case resolution.

Create an article.

Mark for review.

Approve the article.

Publish the article.

**Explanation:**<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article>**問題 #43**

You are configuring Dynamics 365 Customer Service.

Child cases must inherit the customer name and contact from the parent case when opened.

You need to configure the case inheritance.

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.

**Actions**

Select the fields to be inherited.

Select the case entity.

Select Parent and child case settings.

Enter Service management.

Select the case relationships.

Create a 1:N relationship on the case entity.

Select Associate child cases.

Create an N:N relationship on the case entity.

**Answer Area****Microsoft****答案:**

解題說明:

Actions	Answer Area
Select the fields to be inherited.	Enter Service management.
Select the case entity.	
Select Parent and child case settings.	
Enter Service management.	
Select the case relationships.	
Create a 1:N relationship on the case entity.	
Select Associate child cases.	
Create an N:N relationship on the case entity.	

#### Explanation

Graphical user interface, text, application Description automatically generated

Enter Service management.
Select Parent and child case settings.
Select the fields to be inherited.

#### Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases>

#### 問題 #44

You are a Dynamics 365 for Customer Service administrator. The organization has multiple business process flows for warranty management.

You need to manage business process flows.

What should you configure? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

#### Requirement

Specify the default process flow.

#### Option

Order	▼
Stage	▼
Step	▼
Step	▼
Stage	▼

答案:

解題說明:

Requirement	Option
Specify the default process flow.	<input type="checkbox"/> Order <input type="checkbox"/> Stage <input type="checkbox"/> Step
Show actions that must be completed by the customer service representative staff.	<input type="checkbox"/> Step <input checked="" type="checkbox"/> Stage

Requirement	Option
Specify the default process flow.	<input type="checkbox"/> Order <input type="checkbox"/> Stage <input type="checkbox"/> Step
Show actions that must be completed by the customer service representative staff.	<input type="checkbox"/> Step <input checked="" type="checkbox"/> Stage

#### 問題 #45

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如果你想通過困難的MB-230認證考試，那麼在準備考試時不使用相關考試資料是絕對不行的。如果你想找到適合你自己的優秀的資料，那麼你最應該來的地方就是VCESoft。VCESoft的知名度很高，擁有很多與IT認證相關的優秀的考試考古題。而且所有的考古題都免費提供demo。如果你想知道VCESoft的考古題是不是適合你，那麼先下載考古題的demo體驗一下吧。

**MB-230認證考試:** <https://www.vcesoft.com/MB-230-pdf.html>

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