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Microsoft MB-230 Exam



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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q16-Q21):

NEW QUESTION # 16

You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.

You need to link the article to the case and share the article with the customer.

What is the solution for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

Text Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within-record-dynamic>

NEW QUESTION # 17

You need to create a new agent script for the agents.

Which five actions should you recommend be performed 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 # 18

Drag and Drop Question

You are a Dynamics 365 for Customer Service administrator. You are using Voice of the Customer and are reviewing survey A survey responder marked 10 percent for overall satisfaction.

You need to ask additional questions based on the response.

Which four 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:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advanced-survey>

NEW QUESTION # 19

A company wants to use Power Virtual Agents chatbots to enable customers to solve their own issues whenever possible. You create knowledge base articles.

You must ensure that the new articles are available through the chatbot.

You need to define the steps to integrate knowledge management with the chatbot.

Which four 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:

1 - Publish knowledge articles to a portal created in Power Apps

2 - Create a topic for the Power Virtual Agents bot, and add an action.

3 - Use a Power Automate template to add the solution to the chatbot

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/integrate-km-with-pva>

NEW QUESTION # 20

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. Configure the settings in the administration console.**
- C. Run the simplified navigation settings code in the browser console window within Dynamics 365 Customer Service.
- D. Configure the settings in the Agent Experience area of the Customer Service Hub.

Answer: B

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 # 21

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