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The MB-230 exam covers a range of topics related to Dynamics 365 Customer Service, including configuring customer service, managing cases, knowledge management, service level agreements, entitlements, voice of the customer, and analytics. MB-230 Exam also covers integration with other Microsoft applications such as Microsoft Teams, Power Automate, and Power BI.

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## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q34-Q39):

### NEW QUESTION # 34

You need to select the feature for each parameter.

Which feature should you use for each parameter? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

### Answer:

Explanation:

Explanation

Graphical user interface, text, application Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-operating-hours>

## Topic 3, The Phone Company

### Case study

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 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 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 # 35

You need to search for answers to customer claims.  
Which type of search should you perform?

- A. Quick Find
- B. Detail
- C. Related
- D. Case Relationships
- E. Timeline

**Answer: A**

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/search-knowledge-articles-csh#knowledgebase-search-control>

### NEW QUESTION # 36

You are an Omnichannel supervisor for a company.  
The manager wants to improve response times and customer satisfaction.  
You need to configure Omnichannel queues using standard functionality.  
Which capabilities should you enable? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

**Answer:**

Explanation:

□ Explanation

### NEW QUESTION # 37

You need to select which setting needs to be configured for each setup.  
Which settings should you select? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

**Answer:**

Explanation:

□ Explanation

Graphical user interface, text, application, email Description automatically generated

□ Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-skill-routing-create-rating-model>

### NEW QUESTION # 38

You need to ensure cases are handled correctly.  
What should you do? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

**Answer:**

Explanation:

□ Explanation

Graphical user interface, text, application, email Description automatically generated

□ Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing>

