

Microsoft MB-230 Microsoft Dynamics 365 Customer Service Functional Consultant PDF Dumps - The Fastest Way To Prepare For Exam



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Microsoft MB-230 certification exam is designed for professionals who work as customer service functional consultants. MB-230 exam is one of the key requirements for those who want to earn the Microsoft Dynamics 365 Customer Service Functional Consultant Associate certification. The MB-230 Exam is designed to test candidates on their ability to configure and manage customer service, create and manage cases, manage queues and entitlements, create and manage knowledge articles, and configure and use customer service insights.

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample

Questions (Q284-Q289):

NEW QUESTION # 284

Hotspot Question

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.

Requirement	Solution
Attach and email a KB article from a case.	Select Link article to the case and email content. Link the KB article to the case. The system will automatically email the KB article to customer. Link the KB article to the case. Create an email activity and attach the KB article as a PDF.
Attach a KB article and email a link to the customer.	For the published KB article, select Link the KB article to the case and email the link to the customer. For the approved KB article, select Link the KB article to the case and email the link to the customer. Link the KB article to the case. Create an email activity and select Insert article.

Answer:

Explanation:

Requirement	Solution
Attach and email a KB article from a case.	Select Link article to the case and email content. Link the KB article to the case. The system will automatically email the KB article to customer. Link the KB article to the case. Create an email activity and attach the KB article as a PDF.
Attach a KB article and email a link to the customer.	For the published KB article, select Link the KB article to the case and email the link to the customer. For the approved KB article, select Link the KB article to the case and email the link to the customer. Link the KB article to the case. Create an email activity and select Insert article.

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within-record-dynamics-365>

NEW QUESTION # 285

Hotspot Question

You are using Dynamics 365 for Customer Service. You have existing routing rules.

You need to create a routing rule for cases and bulk-import cases.

Which actions should you perform? To answer, select the appropriate action in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	The routing rule is deleted The routing rule does not change The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	Create a column in a spreadsheet named RouteCase and add the value No for all records Create a column in a spreadsheet named RouteCase and add the value No routing for all records Save the spreadsheet as a delimited file for import Manually add each record

Answer:

Explanation:

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	The routing rule is deleted The routing rule does not change The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	Create a column in a spreadsheet named RouteCase and add the value No for all records Create a column in a spreadsheet named RouteCase and add the value No routing for all records Save the spreadsheet as a delimited file for import Manually add each record

NEW QUESTION # 286

You need to configure the options for the schedule.

Which options should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Setting	Option
Resource Type	User Account Contact Facility
Vice Presidents' schedule	Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.

Answer:

Explanation:

Setting	Option
Resource Type	User Account Contact Facility
Vice Presidents' schedule	Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/resources-service-scheduling>

NEW QUESTION # 287

You use Dynamics 365 Customer Service to manage cases.

You need to create a service-level agreement (SLA) that provides a warning when two KPI values match a specified condition: First

response and Resolve by.

Which two types of SLA details should you use? Each correct answer presents part of the solution NOTE: Each correct selection is worth one point.

- A. Resolve KPI only
- B. SLA item failure
- C. Response KPI only
- D. Item warning

Answer: C,D

NEW QUESTION # 288

You are a Dynamics 365 system administrator.

Your customer service team must define goal metrics to track and measure all resolved cases.

You need to create a goal metric with a rollup field.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Create a new rollup field.	 Up arrow, Down arrow
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:

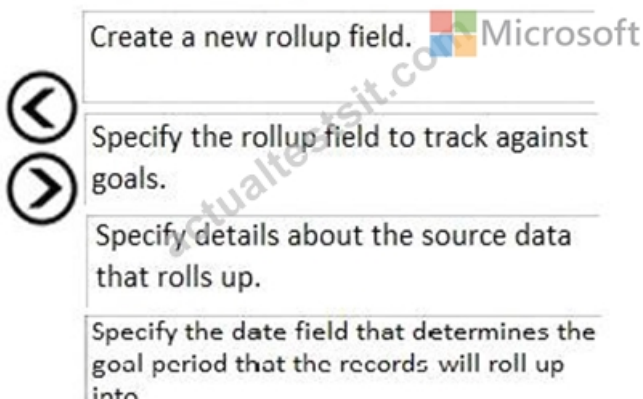
Explanation:

Actions	Answer Area
Create a new rollup field.	 Up arrow, Down arrow
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.	

Explanation:

Answer Area

Define the metric. Enter metric and amount data types.



Create a new rollup field. Microsoft

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.

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-goal-metric>

NEW QUESTION # 289

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