

Microsoft Dynamics 365 Customer Service Functional Consultant Exam Lab Questions & MB-230 valid VCE test & Microsoft Dynamics 365 Customer Service Functional Consultant Exam Simulator Online



DOWNLOAD the newest VCETorrent MB-230 PDF dumps from Cloud Storage for free: <https://drive.google.com/open?id=17BZ4JtBZtjokVVfedRxOoFWLIH0jbFxFJ>

Being anxious for the exam ahead of you? Have a look of our MB-230 practice materials please. Presiding over the line of MB-230 practice materials over ten years, our experts are proficient as elites who made our MB-230 practice materials, and it is their job to officiate the routines of offering help for you. All points are predominantly related with the exam ahead of you. Every page is full of well-turned words for your reference related wholly with the real exam.

Microsoft MB-230 certification exam covers various topics related to customer service solutions, including case management, knowledge base management, queues, entitlements, service level agreements, and voice of the customer surveys. These topics are essential for professionals who want to design and implement effective customer service solutions that meet the business requirements and customer needs. MB-230 Exam also covers topics such as integration with other applications, reporting and analytics, and security and compliance.

>> Accurate MB-230 Prep Material <<

Download a Free demo and free updates of Microsoft MB-230 Exam questions by VCETorrent

Our Microsoft MB-230 exam dumps give help to give you an idea about the actual Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) exam. You can attempt multiple Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) exam questions on the software to improve your performance. VCETorrent has many Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) practice questions that reflect the pattern of the real Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) exam. VCETorrent allows you to create a Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) exam dumps according to your preparation. It is easy to create the Microsoft MB-230 practice questions by following just a few simple steps. Our Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) exam dumps are customizable based on the time and type of questions.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q260-Q265):

NEW QUESTION # 260

You manage Dynamics 365 for Customer Service.


You need to create a list of holidays and ensure that existing service-level agreements (SLAs) observe those holidays.

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

- Update the SLA and select the customer service schedule
- Update the SLA and associate the holiday schedule
- Create an entitlement and select the holiday schedule
- Update the SLA and associate the entitlements
- Create a customer service schedule and select the holiday schedule
- Create a holiday schedule and holiday records

Answer Area



The answer area contains four empty slots for actions, with navigation arrows on the left and right sides.

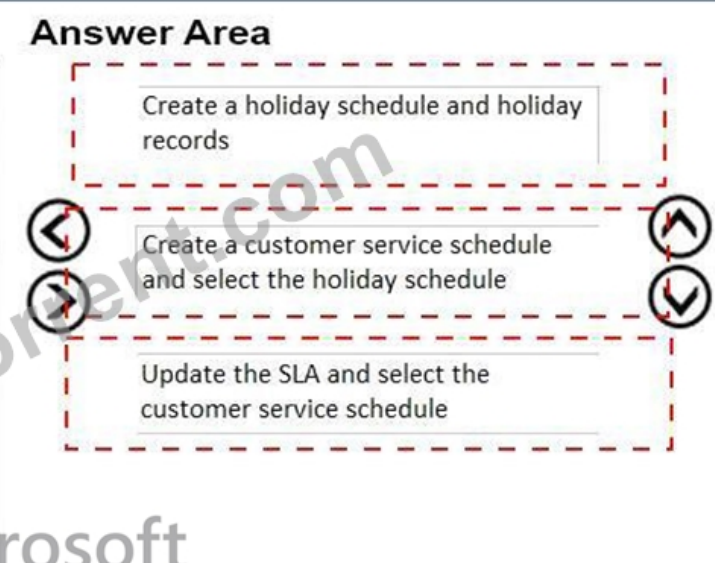
Answer:

Explanation:

Actions

- Update the SLA and select the customer service schedule
- Update the SLA and associate the holiday schedule
- Create an entitlement and select the holiday schedule
- Update the SLA and associate the entitlements
- Create a customer service schedule and select the holiday schedule
- Create a holiday schedule and holiday records

Answer Area



The answer area shows three actions in sequence, enclosed in a dashed red box. The actions are: 'Create a holiday schedule and holiday records', 'Create a customer service schedule and select the holiday schedule', and 'Update the SLA and select the customer service schedule'. Navigation arrows are present on the left and right sides.

Explanation

Answer Area

Create a holiday schedule and holiday records

Create a customer service schedule and select the holiday schedule

Update the SLA and select the customer service schedule

References:

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

NEW QUESTION # 261

You need to create and configure objects to support the requirements.

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

NOTE: Each correct selection is worth one point.

Setting	Value
Total number of queues	<input type="text" value="3"/> 3 4 5 6
Number of automatic case creation rules	<input type="text" value="1"/> 1 2 3 4
Number of routing rule sets	<input type="text" value="3"/> 3 4 5 6

Answer:

Explanation:

Setting	Value
Total number of queues	<input type="text" value="3"/> <ul style="list-style-type: none"> 3 4 5 6
Number of automatic case creation rules	<input type="text" value="1"/> <ul style="list-style-type: none"> 1 2 3 4
Number of routing rule sets	<input type="text" value="3"/> <ul style="list-style-type: none"> 3 4 5 6

Explanation

Graphical user interface, text, application Description automatically generated

Setting	Value
Total number of queues	<input type="text" value="3"/> <ul style="list-style-type: none"> 3 4 5 6
Number of automatic case creation rules	<input type="text" value="1"/> <ul style="list-style-type: none"> 1 2 3 4
Number of routing rule sets	<input type="text" value="3"/> <ul style="list-style-type: none"> 3 4 5 6

NEW QUESTION # 262

A company uses Dynamics 365 Customer Service. The company installs Dynamics 365 Customer Service Insights. The company wants to use dashboards to report phone calls and emails to monitor the productivity of representatives.

You need to perform the configuration.

Which configuration should you use? To answer, select the appropriate configurations in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Configuration
Connection to Customer Service Insights.	<input type="text" value="Go to the Dynamics 365 Customer Service Insights URL and choose Dynamics 365."/> <ul style="list-style-type: none"> Go to the Dynamics 365 Customer Service Insights URL and choose Dynamics 365. Go to the Dynamics 365 Customer Service URL and choose Dynamics 365 Customer Service Insights. Go to the Power Platform administration URL and create a connection to Dynamics 365 Customer Service Insights. Go to the Dynamics 365 Customer Service URL and choose the Dynamics 365 Customer Service Insights dashboard.
Dashboard for phone calls and emails only.	<input type="text" value="Channel"/> <ul style="list-style-type: none"> Channel Product Business unit Assigned item

Answer:

Explanation:

Requirement	Configuration
Connection to Customer Service Insights.	<ul style="list-style-type: none"> Go to the Dynamics 365 Customer Service Insights URL and choose Dynamics 365. Go to the Dynamics 365 Customer Service URL and choose Dynamics 365 Customer Service Insights. Go to the Power Platform administration URL and create a connection to Dynamics 365 Customer Service Insights. Go to the Dynamics 365 Customer Service URL and choose the Dynamics 365 Customer Service Insights dashboard.
Dashboard for phone calls and emails only.	<ul style="list-style-type: none"> Channel Product Business unit Assigned item

Explanation:

Box 1: Go to the Dynamics 365 Customer Service URL and choose the Dynamics 365 Customer Service Insights dashboard. Customer Service Insights is now embedded in Dynamics 365 Customer Service. After it is enabled, this experience allows you to start seeing historical analytics directly within the Customer Service environment.

Several reports and dashboards can be viewed by your management team.

Box 2: Channel

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/introduction-customer-service-analytics>

NEW QUESTION # 263

You are a Dynamics 365 for Customer Service administrator. Your company provides support between 9 a.m. and 5 p.m.

You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.

You need to enable service-level agreements (SLAs) for accounts.

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

Actions

- Create an enhanced SLA on the account that tracks when the status reason changes to Verified.
- Configure the SLA details and set a warning at six hours and a failure at eight hours.
- Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.
- Publish the account customizations. Set the business hours for the support department.

Answer Area

Answer Area interface showing four empty slots with up and down arrow icons for reordering.



Answer:

Explanation:

Requirement	Action
Set up individual working hours.	<ul style="list-style-type: none"> Configure security settings and define hours for each user account Configure service management and all customer service calendars Configure administration settings and system settings
Set up new weekly schedule and recurring work hours.	<ul style="list-style-type: none"> Configure days off to vary by day Configure a fiscal year schedule Configure individual days off

Answer Area

Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.

Create an enhanced SLA on the account that tracks when the status reason changes to Verified.

Configure the SLA details and set a warning at six hours and a failure at eight hours.

Publish the account customizations. Set the business hours for the support department.

NEW QUESTION # 264

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

An electrical engineering company is implementing Dynamics 365 Customer Service.

Engineers schedule work in one-hour blocks.

Engineers who complete a job before the end of the one-hour block must not be able to start a new job in that same block.

Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Create a fulfillment record and set the interval to one hour.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

NEW QUESTION # 265

.....

Once you ensure your grasp on the MB-230 questions and answers, evaluate your learning solving the MB-230 practice tests provided by our testing engine. This innovative facility provides you a number of practice questions and answers and highlights the weak points in your learning. You can improve the weak areas before taking the actual test and thus brighten your chances of passing the MB-230 Exam with an excellent score. Moreover, doing these practice tests will impart you knowledge of the actual MB-230 exam format and develop your command over it.

Exam MB-230 Discount: <https://www.vcetorrent.com/MB-230-valid-vce-torrent.html>

- Reliable MB-230 Exam Dumps MB-230 Download Fee Exam MB-230 Pass Guide Search for **➔** MB-230 and download it for free on { www.troytecdumps.com } website Latest MB-230 Mock Exam
- Track Your Progress And Get Succeed With Microsoft MB-230 Practice Test Search for [MB-230] and download it for free on { www.pdfvce.com } website Valid MB-230 Exam Fee
- Latest MB-230 Test Pdf MB-230 Certification Dumps MB-230 Latest Test Practice Go to website

- www.dumpsquestion.com ☐ open and search for ⇒ MB-230 ⇐ to download for free ☐ Reliable MB-230 Exam Dumps
- Dumps MB-230 Torrent ☐ MB-230 Certification Dumps ☐ MB-230 Valid Braindumps Sheet ↖ Search for 「 MB-230 」 and easily obtain a free download on “ www.pdfvce.com ” ☐ Reliable MB-230 Test Online
 - Answers MB-230 Free ☐ MB-230 Download Fee ☐ Latest MB-230 Test Pdf ☐ Open website ☐ www.torrentvce.com ☐ and search for “ MB-230 ” for free download ☐ MB-230 Pdf Free
 - 2026 High-quality Microsoft MB-230: Accurate Microsoft Dynamics 365 Customer Service Functional Consultant Prep Material ☐ Download [MB-230] for free by simply searching on ➡ www.pdfvce.com ☐☐☐ ☐ Reliable MB-230 Test Online
 - Reliable MB-230 Test Online ☐ MB-230 Pdf Free ☐ MB-230 Pdf Exam Dump ☺ The page for free download of ✓ MB-230 ☐✓☐ on ➡ www.pdfdumps.com ☐☐☐ will open immediately ☐ MB-230 PDF Cram Exam
 - Quiz Microsoft - Accurate MB-230 - Accurate Microsoft Dynamics 365 Customer Service Functional Consultant Prep Material ☐ Open (www.pdfvce.com) and search for 【 MB-230 】 to download exam materials for free ☐ MB-230 Pdf Exam Dump
 - Selecting The Accurate MB-230 Prep Material Means that You Have Passed Microsoft Dynamics 365 Customer Service Functional Consultant ☐ Enter ⇒ www.dumpsmaterials.com ⇐ and search for 「 MB-230 」 to download for free ☐ ☐ Answers MB-230 Free
 - MB-230 Reliable Exam Voucher ☐ MB-230 Valid Braindumps Sheet ☐ Study MB-230 Center ☐ Easily obtain free download of ✓ MB-230 ☐✓☐ by searching on ➡ www.pdfvce.com ☐☐☐ ☐ MB-230 Reliable Dumps Book
 - Latest MB-230 Test Pdf ☐ Latest MB-230 Test Pdf ☐ Latest MB-230 Test Pdf ☐ Search for ➡ MB-230 ☐ and easily obtain a free download on ☐ www.pass4test.com ☐ ☐ Reliable MB-230 Test Online
 - bookmarkmargin.com, amberpcqi416548.verybigblog.com, jasonbbiz673379.tdlwiki.com, zakarianysy526468.wikiconversation.com, deaconrcvm595636.salesmanwiki.com, tbookmark.com, sabrinakgor178924.blogsumer.com, zubairqdis504333.bloggazzo.com, checkbookmarks.com, declanhkty436295.blog2news.com, Disposable vapes

BONUS!!! Download part of VCETorrent MB-230 dumps for free: <https://drive.google.com/open?id=17BZ4JtBZtjokVVfedRxOoFWLIH0jbFxFJ>