

Free PDF Quiz 2026 MB-230: Valid Microsoft Dynamics 365 Customer Service Functional Consultant Valid Exam Cost



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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q76-Q81):

NEW QUESTION # 76

You need to configure entitlements for contracts.

What should you use? To answer, select the appropriate options in the answer area.

NOTE:Each correct selection is worth one point.

Requirement

Configuration

Total Terms allocated

	▼
10	
15	
25	
30	

Set emails/phone calls allowed

	▼
Entitlement Channel	
Total Terms	
Allocation Type	
Timeline	

Remaining Terms

	▼
Auto-calculate	
Create Workflow	
Select Refresh	
Check Status	

Answer:

Explanation:

Requirement	Configuration										
Total Terms allocated	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>10</td><td></td></tr><tr><td>15</td><td></td></tr><tr><td>25</td><td></td></tr><tr><td>30</td><td></td></tr></table>		▼	10		15		25		30	
	▼										
10											
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25											
30											
Set emails/phone calls allowed	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Entitlement Channel</td><td></td></tr><tr><td>Total Terms</td><td></td></tr><tr><td>Allocation Type</td><td></td></tr><tr><td>Timeline</td><td></td></tr></table>		▼	Entitlement Channel		Total Terms		Allocation Type		Timeline	
	▼										
Entitlement Channel											
Total Terms											
Allocation Type											
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Remaining Terms	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Auto-calculate</td><td></td></tr><tr><td>Create Workflow</td><td></td></tr><tr><td>Select Refresh</td><td></td></tr><tr><td>Check Status</td><td></td></tr></table>		▼	Auto-calculate		Create Workflow		Select Refresh		Check Status	
	▼										
Auto-calculate											
Create Workflow											
Select Refresh											
Check Status											

Explanation

Box 1: 25

Customers must have contracts that allow them to call Lamna Healthcare 10 times a year for help.

In addition to the 10 free calls, customers must be able to send 15 emails a year for support.

If you want to restrict support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their total terms.

Box 2: Entitlement Channel

The Entitlement Channel section specifies the support channel through which the customer can reach the organization and seek support.

Use this section to define the channels your customers are entitled to and track the customer support term for each channel. For example, you can add phone and email as the channels through which you'll offer support.

If you want to restrict support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their total terms.

Box 3: Auto-calculate

The remaining term is auto-calculated and shows the total number of hours or cases remaining for the customer's entitlement.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-custom>

NEW QUESTION # 77

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 Area

Capability area

Queue Management

Queue Routing

Capability

- Show the customer the total time in the queue.
- Show the customer the total time in the queue.
- Show the customer the average wait time.
- Show the customer the average time in a chat.
- Show the customer the total number of chats in progress.

- Route the chat based on agent location.
- Route the chat based on agent location.
- Route the chat based on bookable resource booking.
- Route the chat based on agent skill.
- Route the chat based on work order type.

Answer:

Explanation:

Answer Area

Capability area

Queue Management

Queue Routing

Capability

- Show the customer the total time in the queue.
- Show the customer the total time in the queue.
- Show the customer the average wait time.
- Show the customer the average time in a chat.
- Show the customer the total number of chats in progress.

- Route the chat based on agent location.
- Route the chat based on agent location.
- Route the chat based on bookable resource booking.
- Route the chat based on agent skill.
- Route the chat based on work order type.

NEW QUESTION # 78

Hotspot Question

You are creating a bot by using Power Virtual Agents to work within Dynamics 365 Customer Service.

The bot must support voice and chat capabilities. The bot must also meet the following requirements:

- When a user starts the conversation, the bot should ask if they need help with installation or support.

- The user must be able to talk to a live person when requested.

You need to configure the bot.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement

Configuration

Start the conversation.

▼
Create topics.
Customize the default canvas.
Create a Power Automate cloud flow.

Talk to a live person.

▼
Add comments to the bottom.
Use click-to-call.
User agent transfers.
Create a Power Automate cloud flow.

Answer:

Explanation:

The screenshot shows the 'Answer Area' interface with the Microsoft logo. It displays two requirements and their corresponding configuration options. The first requirement, 'Start the conversation.', has three configuration options: 'Create topics.', 'Customize the default canvas.', and 'Create a Power Automate cloud flow.'. The second requirement, 'Talk to a live person.', has four configuration options: 'Add comments to the bottom.', 'Use click-to-call.', 'User agent transfers.', and 'Create a Power Automate cloud flow.'. In the original image, 'Create topics.' and 'User agent transfers.' are highlighted in green, indicating they are the correct selections.

NEW QUESTION # 79

A company installs and services air filtration units for industrial manufacturing plants. The company is implementing Dynamics 365 Customer Service.

Each regional location supports a specific geographic region. Installers and service technicians are dispatched from these regional locations.

You need to configure the system to optimize work scheduling.

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

NOTE: Each correct selection is worth one point.

Requirement	Option
<p>Limit the service area of each regional dispatching location to a 50-mile radius.</p>	<div data-bbox="949 224 1404 280">▼</div> <ul style="list-style-type: none"> <li data-bbox="949 280 1404 324">Sites <li data-bbox="949 324 1404 369">Service activity <li data-bbox="949 369 1404 414">Resource category <li data-bbox="949 414 1404 459">Organizational unit
<p>Ensure that the company only assigns a technician that is certified to service a specific unit.</p>	<div data-bbox="949 470 1404 526">▼</div> <ul style="list-style-type: none"> <li data-bbox="949 526 1404 571">Resource group <li data-bbox="949 571 1404 616">Bookable resource <li data-bbox="949 616 1404 660">Resource category <li data-bbox="949 660 1404 705">Resource characteristic

Answer:

Explanation:

Requirement	Option
<p>Limit the service area of each regional dispatching location to a 50-mile radius.</p>	<div data-bbox="949 918 1404 974">▼</div> <ul style="list-style-type: none"> <li data-bbox="949 974 1404 1019">Sites <li data-bbox="949 1019 1404 1064" style="border: 2px solid red;">Service activity <li data-bbox="949 1064 1404 1108">Resource category <li data-bbox="949 1108 1404 1153">Organizational unit
<p>Ensure that the company only assigns a technician that is certified to service a specific unit.</p>	<div data-bbox="949 1176 1404 1232">▼</div> <ul style="list-style-type: none"> <li data-bbox="949 1232 1404 1276">Resource group <li data-bbox="949 1276 1404 1321">Bookable resource <li data-bbox="949 1321 1404 1366" style="border: 2px solid red;">Resource category <li data-bbox="949 1366 1404 1411">Resource characteristic

Reference:

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

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



NEW QUESTION # 80

A customer uses Dynamics 365 for Customer Service.

Customer service representatives must be able to create knowledge base articles.

You need to ensure that all knowledge base articles are submitted for review and approval before they are made available to use.

Which four actions must 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.

Actions	Answer Area
Select Associate category	 
Assign the article	
Publish the article	
Create an alternate key	
Approve the article	
Create a knowledge article	
Select Create major version	
Mark the knowledge article for review	

Answer:

Explanation:

Answer Area

Create a knowledge article

Mark the knowledge article for review

Approve the article

Publish the article

- 1 - Create a knowledge article
- 2 - Mark the knowledge article for review
- 3 - Approve the article
- 4 - Publish the article

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuser-guide-knowledge-article>

NEW QUESTION # 81

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