

便利なMB-230模擬練習試験-試験の準備方法-ハイパスレートのMB-230日本語版テキスト内容



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>> MB-230模擬練習 <<

Microsoft MB-230日本語版テキスト内容、MB-230復習問題集

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Microsoft Dynamics 365 Customer Service Functional Consultant 認定 MB-230 試験問題 (Q90-Q95):

質問 #90

You are a customer service representative working with cases in Dynamics 365 for Customer Service. You need to manage multiple lists of cases.

Which actions should you perform? To answer, select the appropriate configuration in the answer area.
NOTE: Each correct selection is worth one point.

Case scenario	Value
Create a list of cases that are one month old.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Create a system view</div> <div style="border: 1px solid gray; padding: 2px;">Create a personal view</div>
View multiple lists on a single screen.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Configure the group by on an editable grid</div> <div style="border: 1px solid gray; padding: 2px;">Create an interactive experience dashboard</div>

正解:

解説:

Case scenario	Value
Create a list of cases that are one month old.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Create a system view</div> <div style="border: 2px solid red; padding: 2px;">Create a personal view</div>
View multiple lists on a single screen.	<div style="border: 1px solid gray; padding: 2px;">▼</div> <div style="border: 1px solid gray; padding: 2px;">Configure the group by on an editable grid</div> <div style="border: 2px solid red; padding: 2px;">Create an interactive experience dashboard</div>

質問 # 91

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 timegroup with the preference setting of one hour.

Does the solution meet the goal?

- A. No
- B. Yes

正解: A

質問 # 92

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


Each regional location has only two advanced diagnostic units. The company charges customers a higher rate when the company uses a unit.

You need to configure the system to optimize work scheduling.

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

NOTE: Each correct selection is worth one point.

Answer Area



Requirement

Ensure that the diagnostic units are not scheduled at the same time.

Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.

Option


- bookable resource
- service activity
- resource category
- bookable resource

- service
- service
- resource category
- fulfillment preference

正解:

解説:

Answer Area



Requirement

Ensure that the diagnostic units are not scheduled at the same time.

Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.


Option

- bookable resource
- service activity
- resource category
- bookable resource

- service
- service
- resource category
- fulfillment preference

Explanation:

Answer Area



Requirement

Ensure that the diagnostic units are not scheduled at the same time.

Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.

Option

- bookable resource
- service

質問 # 93

You are creating a virtual agent to handle common customer inquiries.

The virtual agent must provide the ability to route customers to live agents for escalation.

You need to recommend a solution.

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

NOTE: Each correct selection is worth one point.

Requirement

Component

View customer conversations in real time to determine routing effectiveness.

- Schedule board
- Agent dashboard
- Supervisor dashboard

Route conversations to the first available human agent.

- Fallback topic
- Implicit trigger
- Context variable



正解:

解説:

Requirement	Component
View customer conversations in real time to determine routing effectiveness.	<input type="text"/> <ul style="list-style-type: none">Schedule boardAgent dashboardSupervisor dashboard
Route conversations to the first available human agent.	<input type="text"/> <ul style="list-style-type: none">Fallback topicImplicit triggerContext variable

Explanation

Graphical user interface, text, application, chat or text message Description automatically generated

Requirement	Component
View customer conversations in real time to determine routing effectiveness.	<input type="text"/> <ul style="list-style-type: none">Schedule boardAgent dashboardSupervisor dashboard
Route conversations to the first available human agent.	<input type="text"/> <ul style="list-style-type: none">Fallback topicImplicit triggerContext variable

Reference:

<https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off>

質問 #94

You need to configure the correct settings.

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

NOTE: Each correct selection is worth one point.

Scenario	Setting
Process cases for an insurance type once a type is selected.	<input type="checkbox"/> Case routing <input type="checkbox"/> Automatically create and update records <input type="checkbox"/> Create queues
Receive and process an email from a customer to open an insurance claim.	<input type="checkbox"/> Case routing <input type="checkbox"/> Automatically create and update records <input type="checkbox"/> Create queues
Ensure cases phoned in can be separated and taken only by the applicable representative.	<input type="checkbox"/> Case routing <input type="checkbox"/> Automatically create and update records <input type="checkbox"/> Create queues

正解:

解説:

The screenshot shows a table with two columns: 'Scenario' and 'Setting'. The 'Setting' column contains three dropdown menus, each with three options: 'Case routing', 'Automatically create and update records', and 'Create queues'. The 'Automatically create and update records' option is highlighted in green in the second dropdown menu.

Explanation

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

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