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Microsoft MB-230 is a certification exam designed for individuals who want to showcase their skills and expertise in the field of Dynamics 365 Customer Service Functional Consultancy. MB-230 exam tests the candidates' ability to implement, configure, and manage Dynamics 365 customer service solutions for businesses. Microsoft Dynamics 365 Customer Service Functional Consultant certification validates the candidate's knowledge of customer service processes, case management, service level agreements, entitlements, and knowledge management.

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q124-Q129):

NEW QUESTION # 124

You manage Dynamics 365 Customer Service. You have a routing rule set named CustomerResolution that assigns general inquiry cases to a queue named GeneralInquiry.

You need to assign technical support cases to a queue named TechSupport.

Which four 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

Answer Area


- Create a rule item named **TechSupport** for the routing rule. Then, create a rule criteria and route it to the TechSupport queue
- Deactivate the routing rule named CustomerResolution
- Create a queue named **TechSupport**
- Activate CustomerResolution
- Create and activate a routing rule named **TechSupport**
- Create a rule item named **CustomerResolution**. Then, create a rule criterion to route items to the TechSupport queue
- Activate TechSupport



Answer:

Explanation:

Actions	Answer Area
Create a rule item named TechSupport for the routing rule. Then, create a rule criteria and route it to the TechSupport queue	Create a queue named TechSupport
Deactivate the routing rule named CustomerResolution	Deactivate the routing rule named CustomerResolution
Create a queue named TechSupport	Create a rule item named TechSupport for the routing rule. Then, create a rule criteria and route it to the TechSupport queue
Activate CustomerResolution	Activate CustomerResolution
Create and activate a routing rule named TechSupport	
Create a rule item named CustomerResolution . Then, create a rule criterion to route items to the TechSupport queue	
Activate TechSupport	



Explanation

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

Create a queue named **TechSupport**

Deactivate the routing rule named **CustomerResolution**

Create a rule item named **TechSupport** for the routing rule. Then, create a rule criteria and route it to the TechSupport queue

Activate CustomerResolution

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases>

NEW QUESTION # 125

A company wants to use Power Virtual Agents chatbots to enable customers to solve their own issues whenever possible. You create knowledge base articles.


You must ensure that the new articles are available through the chatbot.

You need to define the steps to integrate knowledge management with the chatbot.

Which four 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	Answer Area
Create a topic for the chatbot and add an action	
Test the Power Automate cloud flow	
Enable file attachments	
Publish knowledge base articles to a portal created in Power Apps	
Set up a routing for users to get the correct queue	
Use a Power Automate template to add a solution to the chatbot	

Navigation arrows: > and <



Answer:

Explanation:

Answer Area

Publish knowledge articles to a portal created in Power Apps

Create a topic for the Power Virtual Agents bot, and add an action

Use a Power Automate template to add the solution to the chatbot

Test the Power Automate cloud flow

- 1 - Publish knowledge articles to a portal created in Power Apps
- 2 - Create a topic for the Power Virtual Agents bot, and add an action
- 3 - Use a Power Automate template to add the solution to the chatbot
- 4 - Test the Power Automate cloud flow

Reference:

NEW QUESTION # 126

You need to determine the type of queues to create.

How should access to the queues be configured? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Queue	Type
Geriatric queue	<input type="text"/> ▼ Private Public Shared
Miscellaneous	<input type="text"/> ▼ Private Public Shared

Answer:

Explanation:

Queue	Type
Geriatric queue	<input type="text"/> ▼ Private Public Shared
Miscellaneous	<input type="text"/> ▼ Private Public Shared

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases>

NEW QUESTION # 127

You are a Dynamics 365 for Customer Service system administrator.

You need to create service-level agreements (SLAs) to meet company requirements.

What SLA types should you use? To answer, drag the appropriate SLA types to the correct requirements. Each SLA type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-level-agree>

NEW QUESTION # 128

A company has a Dynamics 365 Customer Service implementation that uses the voice channel feature.

Supervisors need to review reports to see how the representatives are performing on the following metrics:

- * Percentage of calls that are answered within 30 seconds in the previous four hours.
- * Number of calls that are rejected by each representative in the previous four hours.

You need to change the configuration of reports to ensure that they default to the requirements.

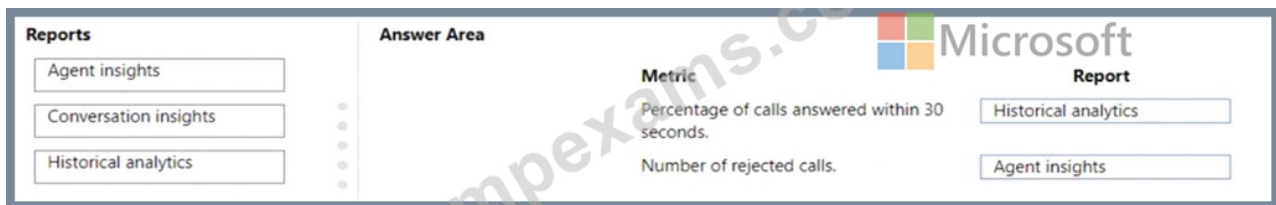
Which reports should you configure? To answer, drag the appropriate reports to the correct metrics. Each report may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:



NEW QUESTION # 129

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