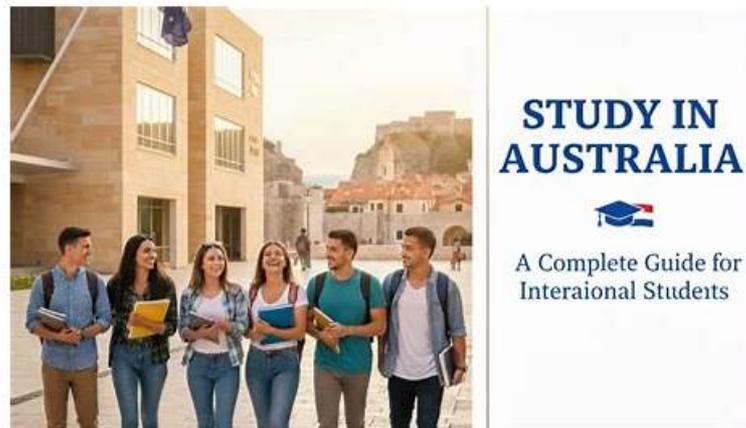


# MB-230 Reliable Study Materials & MB-230 Practice Online



P.S. Free & New MB-230 dumps are available on Google Drive shared by PassTestking: <https://drive.google.com/open?id=16ci8vjkt1RIDetnbCfXn6OFwG4ORB0->

For a long time, high quality is our MB-230 exam questions constantly attract students to participate in the use of important factors, only the guarantee of high quality, to provide students with a better teaching method, and at the same time the MB-230 practice quiz brings more outstanding teaching effect. Our high-quality MB-230 learning guide help the students know how to choose suitable for their own learning method, our MB-230 study materials are a very good option.

Microsoft MB-230 exam covers a range of topics, including configuring customer service, managing cases and the knowledge base, creating and managing queues, implementing entitlements and service level agreements, and using analytics and reporting tools. MB-230 Exam is designed to test your ability to use Microsoft Dynamics 365 tools and technologies to meet customer service requirements effectively.

>> **MB-230 Reliable Study Materials** <<

## MB-230 Practice Online, New MB-230 Exam Simulator

Compared with other products, one of the advantages of MB-230 Exam Braindumps is that we offer you free update for 365 days after purchasing. In this condition, you needn't have to spend extra money for the updated version. You just need to spend some money, so you can get the updated version in the following year. It's quite cost-efficient for you. Besides if we have the updated version, our system will send it to you automatically.

Microsoft MB-230 certification exam is part of the Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate certification track. Microsoft Dynamics 365 Customer Service Functional Consultant certification track is designed for professionals who want to become certified experts in customer service functional consulting with Microsoft Dynamics 365. Microsoft Dynamics 365 Customer Service Functional Consultant certification track includes two exams, including MB-230 and MB-240, which focus on the practical application of customer service functional consulting skills with Microsoft Dynamics 365.

## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q296-Q301):

### NEW QUESTION # 296

You must create a custom web portal to support customer service processes. The portal must allow customers to chat with customer service if the customer initiates a chat conversation.

You need to embed the chat widget into the web portal.

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.

□

**Answer:**

Explanation:

Explanation

Step 1: Open Omnichannel Administration.

Embed chat widget in your Power Apps portal

To embed a chat widget in Power Apps portals:

1. In one of the administrator apps, open the chat widget you want to embed in Power Apps portals.

Step 2: On the Basic details tab, copy the widget snippet code.

2. On the Basic details tab, copy the widget snippet code from the Code snippet section.

Step 3: Open the Portal Management app.

3. Open the Portal Management app.

Step 4: In Content Snippet > Chat widget code in the web portal, paste the widget snippet code.

4. Go to Portal > Content Snippets.

5. Find the Chat Widget Code content snippet and open it.

6. On the General tab, scroll down to the Value (HTML) section.

7. Paste the chat widget snippet code in the HTML tab.

8. Save the changes. The chat widget is now embedded into the portal.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal>

### NEW QUESTION # 297

You need to configure the system to meet the three-day and seven-day timeframes.

What should you configure?

- A. Power Automate
- B. Workflows
- C. Entitlement conditions
- D. Service Level Agreement conditions

**Answer: D**

Explanation:

Explanation

Cases that come in as phone calls must be resolved with seven business days.

Cases that come in as emails must be resolved within three business days.

Note: Service-level agreements (SLAs) enable businesses to track support policies and ensure customers are being supported per the support policy to which they are entitled. Businesses use SLAs to govern support products that customers either receive as part of their purchase or add on to their purchase. SLAs include policy details such as how quickly a customer is entitled to receive support, how many support requests a customer can make, and how long after purchases a customer can be supported as part of the agreement.

Note 2: Create SLAs to define conditions and actions that are applicable when an SLA is applied to an entity.

The following steps are involved in creating the SLA:

\* Create an SLA.

\* Create an SLA item.

\* Configure actions for the SLA item.

\* Activate the SLA.

Reference:

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

### NEW QUESTION # 298

A company implements Dynamics 365 Customer Voice. The company sends out customer satisfaction surveys. The service team creates one survey from a blank project and others from a predefined project template.

When the company receives all the survey responses, a member of the service team must analyze the results.

The member must calculate satisfaction scores to help the service manager identify required efficiency changes for the department.

You need to determine which type of satisfaction metrics to use.

Which metrics should you use? To answer, drag the appropriate metrics to the correct scores. Each metric 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

Box 1: Net Promoter Score

Net Promoter Score (NPS): NPS is a metric used to measure customer loyalty. The score is calculated from the NPS-type question by using a scale from 0 through 10. The respondents are grouped as follows:

Detractors are those who respond with a score from 0 through 6.

Passives are those who respond with a score of 7 or 8.

Promoters are those who respond with a score of 9 or 10.

NPS is calculated by subtracting the percentage of detractors from the percentage of promoters. The score is a number that can range from -100 to 100.

Box 2: Customer Satisfaction Score

Customer Satisfaction (CSAT): CSAT is a metric used to measure the level of satisfaction customers have with a product or a service. CSAT is measured by responses to rating-type questions. The CSAT score is calculated on a scale of 1 to 5. If you create a question on a scale other than 1 to 5, the CSAT score is normalized as per the 1 to 5 scale. This helps in comparing various CSAT scores.

Incorrect:

Sentiment: Sentiment is a metric used to identify customer sentiment toward a product or a service. Sentiment groups the responses to a text-based question as positive, negative, or neutral.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-voice/satisfaction-metrics>

**NEW QUESTION # 299**

You need to set up users with permissions to use the digital messaging channels.

Which role should you assign to each user? To answer, drag the appropriate roles to the correct groups of users. Each role 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.

**Answer:**

Explanation:

□ Explanation

Box 1: Omnichannel supervisor

Case managers schedule shifts and are a point of escalation.

Omnichannel supervisor: Required for performing supervisor tasks.

Businesses need to monitor and manage the efficiency levels of agents in their ongoing conversations with customers. The enhanced supervisor experience provides supervisors with timely insights and metrics on the efficiency of the service delivery of agents and opportunities to help agents deliver better support to customers.

In this enhancement to the supervisor experience in Omnichannel for Customer Service, supervisors can:

Drill down to specific agents and look at their operational metrics.

Manage agent availability remotely.

Box 2: Omnichannel agent

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

Omnichannel agent: Required for performing agent tasks.

As an Omnichannel agent, you can use queues to manage the work items that are assigned to you via queues.

Therefore, you can focus on the tasks at hand and ensure better customer service. The application empowers you to work on simultaneous conversations with multiple customers. You get a holistic view of a customer's data and can see the details of the customer's previous interactions. In this way, you can be sure that you have all the available information that you might need to resolve the customer's issue.

Box 3: Productive tools user

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls.

Productivity tools user: Required by users of Dynamics 365 Productivity Tools.

Agent productivity tools use intelligence and automation to enable agents to find answers to customer questions and help resolve customer issues quickly, thereby improving satisfaction in service delivery.

Incorrect:

Not Productivity tools administrator:

Productivity tools administrator: Required by administrator users of Dynamics 365 Productivity Tools.

Reference:

