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The Microsoft Dynamics 365 Customer Service Functional Consultant certification provides beginners and professionals with multiple great career opportunities. The Microsoft Exam MB-230 examination is one of the most demanding Microsoft tests. There are multiple benefits you can get after cracking the MB-230 test. The top-listed benefits include skill verification, high-paying jobs, bonuses, and promotions in your current organizations. All these benefits of earning the MB-230 certificate help you level up your career in the tech sector.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q288-Q293):

NEW QUESTION # 288

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique

solution that might meet 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.

You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

- Users must have their own queues that no one else can access.
- Users must not be able to view each other's queue.
- Users must be able to work from the support queue.

Solution:

- Set up each user queue to be public.
- Set up level1 and level2 queues to be public and add applicable members.
- Set up the support queue to be public.

Does the solution meet the goal?

- A. No
- B. Yes

Answer: A

Explanation:

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

NEW QUESTION # 289

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.	<ul style="list-style-type: none">Create topics.Create topics.Customize the default canvas.Create a Power Automate cloud flow.
Talk to a live person.	<ul style="list-style-type: none">Use agent transfers.Add comments to the bot.Use click-to-call.Use agent transfers.Create a Power Automate cloud flow.

Answer:

Explanation:

Answer Area

Requirement

Start the conversation.

Talk to a live person.

Microsoft Configuration

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

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

Explanation:

Answer Area

Requirement

Start the conversation.

Talk to a live person.

Microsoft Configuration

- Create topics.
- Use agent transfers.

NEW QUESTION # 290

A company that manufactures industrial heating, ventilation, and air conditioning units (HVAC) is implementing Dynamics 365 Customer Service.

The company requires a presales solution that handles presales inquiries and existing customer support calls.

The solution must meet the following requirements:

Presales inquiry handling must be maintained separately from support call handling.

Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, first-served basis.

Support calls for specific HVAC systems must be directed only to their respective certified technicians.

You need to configure the solution.

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

NOTE: Each correct selection is worth one point.

Requirement

Component

Dedicated presales team inquiries

	▼
Queues	
Workstream	
Assignment ruleset	

Separate support calls from presales maintenance

	▼
Role	
Queues	
Workstream	

Calls assigned to technicians according to their certification

	▼
Assignment ruleset	
Capacity profile	
Prioritization ruleset	
Skill attachment rules	



Answer:

Explanation:

Requirement	Component										
Dedicated presales team inquiries	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Queues</td><td></td></tr><tr><td>Workstream</td><td></td></tr><tr><td>Assignment ruleset</td><td></td></tr></table>		▼	Queues		Workstream		Assignment ruleset			
	▼										
Queues											
Workstream											
Assignment ruleset											
Separate support calls from presales maintenance	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Role</td><td></td></tr><tr><td>Queues</td><td></td></tr><tr><td>Workstream</td><td></td></tr></table>		▼	Role		Queues		Workstream			
	▼										
Role											
Queues											
Workstream											
Calls assigned to technicians according to their certification	<table border="1"><tr><td></td><td>▼</td></tr><tr><td>Assignment ruleset</td><td></td></tr><tr><td>Capacity profile</td><td></td></tr><tr><td>Prioritization ruleset</td><td></td></tr><tr><td>Skill attachment rules</td><td></td></tr></table>		▼	Assignment ruleset		Capacity profile		Prioritization ruleset		Skill attachment rules	
	▼										
Assignment ruleset											
Capacity profile											
Prioritization ruleset											
Skill attachment rules											

Explanation

Box 1: Queue

Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, first-served basis.

The idea of FIFO queuing, also called first-come, first-served (FCFS) queuing, is simple: The first item that arrives at a router is the first item to be handled.

Box 2: Workstream

Presales inquiry handling must be maintained separately from support call handling.

A workstream is a container to enrich, route, and assign work items. The workstream is associated with a channel, such as live chat, voice, or case.

The workstream can belong to multiple channels of the same type, like multiple chat channels. In this case, all the conversations from these channels inherit the routing and work assignment settings of the workstream they belong to.

Box 3: Assignment ruleset

Support calls for specific HVAC systems must be directed only to their respective certified technicians.

Assignment methods determine how a work item is assigned. You can use the out-of-the-box assignment methods or build custom assignment rules by configuring the prioritization rules and assignment rulesets. The following assignment methods are available out of the box:

* Highest capacity: Assigns work item to the agent with the highest capacity, among those who have the skills identified during the classification stage, and who have the presence as specified in the allowed presence option of the workstream. In this assignment method, the work items are prioritized in the first in first out manner, that is, the work item that was created first is assigned first. If more than one agent is available with the same capacity, the work item is assigned randomly.

* Round robin

Reference:

<https://www.sciencedirect.com/topics/computer-science/first-come-first-served>

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

<https://docs.microsoft.com/en-us/dynamics365/customer-service/assignment-methods>

NEW QUESTION # 291

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 # 292

You are a Dynamics 365 system administrator.

The customer service desk needs to be able to apply service level agreements (SLAs) on demand to customers that do not have SLAs.

You need to determine how SLAs on demand can be assigned.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create a new SLA for each case that does not have a customer SLA.
- B. Assign SLAs manually to records.
- C. Automatically apply SLAs to records based on business logic.

- D. Go into the SLA configuration and assign it to a customer.
- E. Use an existing customer SLA and change the conditions after assigning the SLA to the customer record.

Answer: B,C

Explanation:

Apply SLAs on demand.

With the enhancements made to SLAs, you can now apply SLAs to records manually. You can also automatically apply SLAs to records based on your business logic by using workflows or custom plug-ins.

Reference:

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

Topic 4, Lamma Healthcare Company (NEW)

Case study

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background

Lamma Healthcare Company has a call center for the city. They receive roughly 5,000 calls a day on health issues.

They have the following three departments that take calls daily:

- * Chronic illnesses
- * Flu-type illnesses
- * Geriatric illnesses

There is a fourth area that monitors for miscellaneous issues.

They are implementing Dynamics 365 Customer Service.

Requirements. Queues

- * A queue has to be set up for each department.
- * Emails must automatically be routed to the appropriate queue.
- * Miscellaneous queues must be visible to everyone.
- * The other queues must be visible only to the appropriate department.
- * If a case is open more than 30 days, the case must automatically be routed to the supervisor.
- * There must be a button on the queue list screen to route a case to a supervisor if requested.

Requirements. Visualizations

- * Support representatives must have a real-time view of cases assigned to them, including the status of each case.
- * Support representatives must be able to see a graphic view of cases by customer that are assigned to them.

Requirements. Knowledge Base

- * Support representatives must use the knowledge base first to try to solve issues.
- * Support representatives must be able to reference the knowledge base when it is used to resolve the case.
- * The knowledge base article that is used to resolve a case must always be sent to the customer.
- * If the answer is not in the knowledge base, a support representative needs to create a knowledge base article.

Requirements. Cases

- * The cases must follow a process that includes identify, research, and resolve.
- * A confirmation section must be added before the resolve section.
- * Customers must have contracts that allow them to call Lamma 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.
- * 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.

Requirements. Surveys

- * Lamma Healthcare sends out about 100,000 surveys a month.
- * Lamma must use Microsoft Forms Pro for their surveys.
- * All surveys must have the company logo.

- * The logo's company colors must not be changed. Any modifications to the graphic or colors is a breach of company policies.
- * A survey must automatically be sent once a case is resolved.
- * A manual survey must be sent if a case is escalated.
- * A survey must not be sent without confirming that it is accurate.
- * Supervisors must test a survey before it is finalized.

NEW QUESTION # 293

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