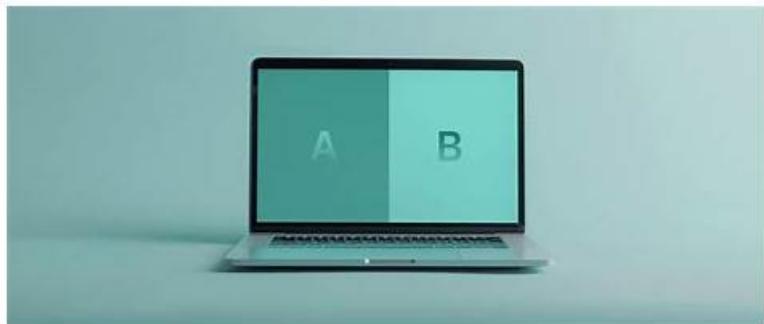


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Microsoft MB-230 certification exam is ideal for professionals working in roles such as customer service managers, functional consultants, and system administrators. Microsoft Dynamics 365 Customer Service Functional Consultant certification validates their ability to implement Dynamics 365 customer service solutions that can help businesses improve customer engagement and satisfaction. MB-230 exam consists of a variety of questions, including multiple-choice, scenario-based, and drag-and-drop questions. Candidates need to score a minimum of 700 out of 1000 points to pass the exam and earn the certification. Overall, the Microsoft MB-230 Certification is an excellent way for professionals to enhance their career prospects in the field of Dynamics 365 customer service functional consultancy.

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Microsoft MB-230 certification exam covers various topics related to customer service solutions, including case management, knowledge base management, queues, entitlements, service level agreements, and voice of the customer surveys. These topics are essential for professionals who want to design and implement effective customer service solutions that meet the business requirements and customer needs. MB-230 exam also covers topics such as integration with other applications, reporting and analytics, and security and compliance.

Microsoft MB-230 Exam is ideal for those who are looking to enhance their careers in the field of Dynamics 365 Customer Service. MB-230 exam is suitable for consultants, developers, and administrators, who have a good understanding of Dynamics 365 Customer Service and its functionality. Microsoft Dynamics 365 Customer Service Functional Consultant certification validates the candidate's ability to configure and customize Dynamics 365 Customer Service to meet the business requirements of their clients.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q299-Q304):

NEW QUESTION # 299

You are an Omnichannel supervisor for a company.

The company wants to deploy an Omnichannel Insights dashboard.

You need to set up and monitor KPIs.

In which section is each KPI located? To answer, drag the appropriate sections to the correct KPIs. Each section 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.

Sections	Answer Area	KPI	Section
Agent		Top Sentiment Pulse	Section
Conversation		Bot Resolution Time	Section
Bot Insights		Average Customer Sentiment Pulse	Section
Channel		Transfer Rate	Section

Answer:

Explanation:
Sections

Sections	Answer Area	KPI	Section
Agent		Top Sentiment Pulse	Agent
Conversation		Bot Resolution Time	Bot Insights
Bot Insights		Average Customer Sentiment Pulse	Channel
Channel		Transfer Rate	Conversation

Explanation

Graphical user interface, text, application Description automatically generated

Microsoft	Section
Top Sentiment Pulse	Agent
Bot Resolution Time	Bot Insights
Average Customer Sentiment Pulse	Channel
Transfer Rate	Conversation

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-insights-dashboard>

NEW QUESTION # 300

A Dynamics 365 Customer Service organization uses routing rules to escalate cases.

Security roles have not been modified or created.

You need to modify the routing rule set that is currently in use and enforce the principle of least privilege.

Which five 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
Verify that you have the customer service representative security role.	
Deactivate the routing rule set.	
Verify that you have the customer service manager security role.	
Activate the routing rule set.	
Navigate to Routing rule sets.	
Edit the routing rule set.	
Publish the customizations.	

Answer:

Explanation:

Actions	Answer Area
Verify that you have the customer service representative security role.	
Deactivate the routing rule set.	
Verify that you have the customer service manager security role.	
Activate the routing rule set.	
Navigate to Routing rule sets.	
Edit the routing rule set.	
Publish the customizations.	

Explanation

Graphical user interface, text, application Description automatically generated

Actions	Answer Area
Verify that you have the customer service representative security role.	Verify that you have the customer service manager security role.
Deactivate the routing rule set.	Navigate to Routing rule sets.
Verify that you have the customer service manager security role.	Deactivate the routing rule set.
Activate the routing rule set.	Edit the routing rule set.
Navigate to Routing rule sets.	Activate the routing rule set.
Edit the routing rule set.	
Publish the customizations	 Microsoft

Reference:

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

NEW QUESTION # 301

A company uses Dynamics 365 Customer Service.

The schedule shows working intervals of 45 minutes. The intervals cause customer service representatives to have too much free time during working hours. The company wants to change the intervals to every 30 minutes.

You need to configure the intervals.

What should you configure?

- A. Requirement groups
- **B. Fulfillment preferences**
- C. Schedule within time constraints
- D. Resource crew scheduling
- E. Schedule with travel time and distance

Answer: B

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups>

NEW QUESTION # 302

A company enables custom context variables on a chat widget.

Users report that the context variables are not being populated on new chats.

You need to troubleshoot the issue by querying the event listeners.

Which listener is required to be running?

- A. startChat
- B. initializeNewConversation
- **C. getContextProvider**
- D. setContextProvider
- E. startProactiveChat

Answer: C

NEW QUESTION # 303

You have a Microsoft Dynamics 365 environment.

You implement Field Service.

A user named User1 is creating an agreement. User1 attempts to set the agreement booking dates and agreement invoice dates but reports that the options are disabled.

You need to resolve the issue.

What should you do?

- A. Set the work order duration.
- B. Set the agreement status to Active.
- C. Add the Customer Service Representative role to User1.
- D. In System Settings, set the Fiscal Year End.

Answer: D

NEW QUESTION # 304

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