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Microsoft MB-230 Certification Exam is a part of the Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate certification. Candidates who pass MB-230 exam and the related MB-240 exam can earn this certification. The Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate certification validates the candidate's skills and knowledge in implementing and configuring customer service solutions using Microsoft Dynamics 365. It demonstrates the candidate's ability to design and implement effective customer service solutions that meet the business requirements and customer needs.

Microsoft Dynamics 365 Customer Service Functional Consultant certification is designed for individuals who want to become experts in the implementation and customization of customer service solutions using Microsoft Dynamics 365. Microsoft Dynamics 365 Customer Service Functional Consultant certification exam, known as MB-230, focuses on testing the candidate's knowledge of customer service concepts, managing cases and queues, implementing entitlements and service level agreements, and configuring voice of the customer surveys.

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q200-Q205):

NEW QUESTION # 200

Drag and Drop Question

You are customizing a Dynamics 365 for Customer Service implementation.

The call center manager requires a visual representation that includes the number of resolved cases by month for each call center agent. The chart must be visible to all users within the service area.

You need to create the chart.

Which three 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

- Create and configure the chart
- In the solution, navigate to the Case entity and select Charts
- In Case View, create a new chart
- Navigate to the Service area, and then select Cases
- Navigate to Settings, and then select Solutions. Verify that the case entity is in the solution.

Answer Area

Navigation arrows: Left, Right, Up, Down

Answer:

Explanation:

Actions

- In Case View, create a new chart
- Navigate to the Service area, and then select Cases

Answer Area

- Navigate to Settings, and then select Solutions. Verify that the case entity is in the solution.
- In the solution, navigate to the Case entity and select Charts
- Create and configure the chart


NEW QUESTION # 201

You are a Dynamics 365 Customer Service administrator.

You create a new entity named Root Cause Escalation. Queues must be used for new Root Cause Escalation records. The records must be automatically assigned to the record owner's default queue when a record is created.

You need to implement the proper functionality to meet the requirements.

Which three 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 new rule item named Assign New RCE Records to Owner Queue . Create the condition to route new Root Cause Escalation records to the queue of the record owner	
Navigate to the Root Cause Escalation entity in Customizations	
Create a new routing rule set named Route RCR Records	
Set the field named Queues to a value of True on the Root Cause Escalation entity	
Set the field Automatically move records to the owner's default queue when a record is created or assigned to a value of True	

Answer:

Explanation:

Actions	Answer Area
Create a new rule item named Assign New RCE Records to Owner Queue . Create the condition to route new Root Cause Escalation records to the queue of the record owner	Navigate to the Root Cause Escalation entity in Customizations
Navigate to the Root Cause Escalation entity in Customizations	Set the field named Queues to a value of True on the Root Cause Escalation entity
Create a new routing rule set named Route RCR Records	Set the field Automatically move records to the owner's default queue when a record is created or assigned to a value of True
Set the field named Queues to a value of True on the Root Cause Escalation entity	
Set the field Automatically move records to the owner's default queue when a record is created or assigned to a value of True	

Explanation:

A picture containing timeline Description automatically generated

Navigate to the Root Cause Escalation entity in Customizations

Set the field named Queues to a value of True on the Root Cause Escalation entity

Set the field **Automatically move records to the owner's default queue when a record is created or assigned** to a value of **True**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-for-queues>

NEW QUESTION # 202

You need to decide which action is applicable in the SLA.

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

NOTE: Each correct selection is worth one point.

Scenario

Action

A customer has a default SLA

	▼
Set Success Criteria to 1,5 hours	
Set Item failure to 1,5 hours	
Set Applicable when to 1,5 hours	

The SLA time is exceeded

	▼
Set Success Criteria to email customer	
Set Item Failure to email customer	
Set Warning Action to email customer	
Set Failure Action to email customer	

A customer with a default SLA calls at Monday at 7:30 pm EST

	▼
Resolve case before Monday 9:00 pm EST so there is no SLA failure	
Resolve case before at Tuesday 9:00 am EST so there is no SLA failure	
Resolve case by Tuesday 8:00 am EST so there is no SLA failure	
Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure	

Answer:

Explanation:

Scenario	Action
A customer has a default SLA	<ul style="list-style-type: none"> Set Success Criteria to 1,5 hours Set Item failure to 1,5 hours Set Applicable when to 1,5 hours
The SLA time is exceeded	<ul style="list-style-type: none"> Set Success Criteria to email customer Set Item Failure to email customer Set Warning Action to email customer Set Failure Action to email customer
A customer with a default SLA calls at Monday at 7:30 pm EST	<ul style="list-style-type: none"> Resolve case before Monday 9:00 pm EST so there is no SLA failure Resolve case before at Tuesday 9:00 am EST so there is no SLA failure Resolve case by Tuesday 8:00 am EST so there is no SLA failure Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure

Explanation

Graphical user interface, text, application Description automatically generated

Scenario	Action
A customer has a default SLA	<ul style="list-style-type: none"> Set Success Criteria to 1,5 hours Set Item failure to 1,5 hours Set Applicable when to 1,5 hours
The SLA time is exceeded	<ul style="list-style-type: none"> Set Success Criteria to email customer Set Item Failure to email customer Set Warning Action to email customer Set Failure Action to email customer
A customer with a default SLA calls at Monday at 7:30 pm EST	<ul style="list-style-type: none"> Resolve case before Monday 9:00 pm EST so there is no SLA failure Resolve case before at Tuesday 9:00 am EST so there is no SLA failure Resolve case by Tuesday 8:00 am EST so there is no SLA failure Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure

Reference:

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

NEW QUESTION # 203

A company uses Dynamics 365 Customer Service.

You need to implement queues to meet company requirements.

Which types of queues should you use? To answer, drag the appropriate queue types to the correct requirements. Each queue 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.

Queue types

-
-

Answer Area

Requirement

Assign cases to teams and share cases with select teams based on product types.

Share cases that cannot be automatically routed to a team with the entire company.

Queue type

-
-

Answer:

Explanation:

Queue types

-
-

Answer Area

Requirement

Assign cases to teams and share cases with select teams based on product types.

Share cases that cannot be automatically routed to a team with the entire company.

Queue type

-
-

Explanation:

Text Description automatically generated

Answer Area

Requirement	Queue type
Assign cases to teams and share cases with select teams based on product types.	<input type="text" value="Private"/>
Share cases that cannot be automatically routed to a team with the entire company.	<input type="text" value="Public"/>

Reference:

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

NEW QUESTION # 204

You configure Dynamics 365 Customer Service. Managers require a custom dashboard with the following:

- * A list of customers who have the most cases open.
- * A list of customers who have the most missed service-level agreements (SLAs) sorted by contact.
- * A list of top call takers for the week.
- * A list of the cases that took the most amount of time to resolve.

The custom dashboard must be available for all users to use.

You need to configure the system.

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

Information for dashboard

Dashboard availability

Configuration

FetchXML reports
FetchXML reports
Views
Forms
Power FX

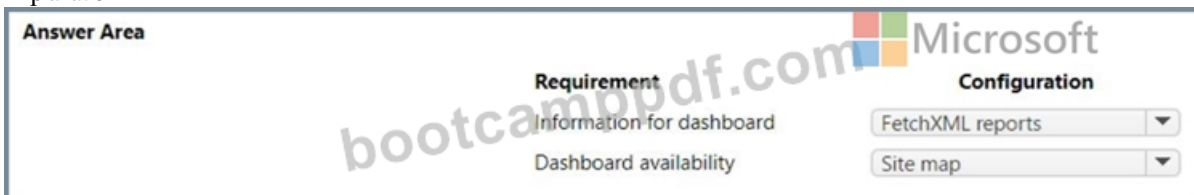
Site map
Site map
Power FX
JavaScript

Answer:

Explanation:



Explanation



NEW QUESTION # 205

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