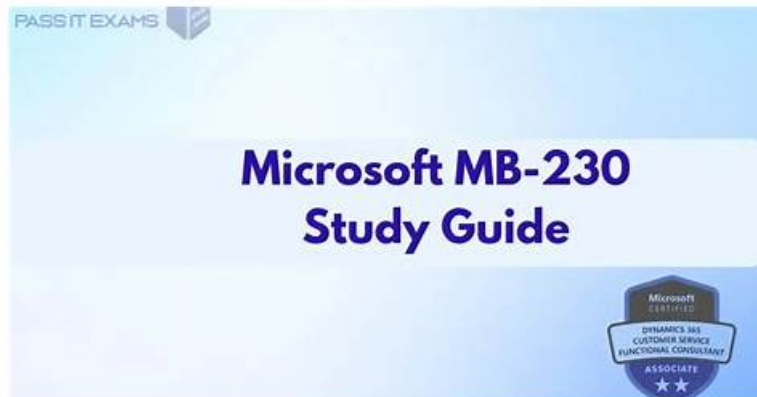


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Microsoft MB-230 certification exam is ideal for professionals working in roles such as customer service managers, functional consultants, and system administrators. Microsoft Dynamics 365 Customer Service Functional Consultant certification validates 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 is a great way to demonstrate your expertise in customer service management and enhance your career opportunities. Microsoft Dynamics 365 Customer Service Functional Consultant certification is recognized by employers worldwide and can help you stand out in a competitive job market. By passing the MB-230 Exam, you can prove that you have the skills and knowledge required to design and implement effective customer service solutions using Microsoft Dynamics 365 Customer Service.

## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q311-Q316):

### NEW QUESTION # 311

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.

**Answer:**

Explanation:

Reference:

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

**NEW QUESTION # 312**

You are implementing a new channel within Omnichannel.

You need to enable an SMS channel.

On which entity should you configure each task? To answer, drag the appropriate entities to the correct tasks.

Each entity 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: Workstream

Configure work distribution

In the Work distribution area of a workstream, you can either accept the default settings or select See more and update the following options:

Auto-close after inactivity

Work distribution mode

Capacity

Block capacity for wrap up

Etc.

Box 2: SMS Number

In SMS phone numbers, select Add, and enter the following details in Add SMS number:

Number: Specify the support phone number that you purchased from TeleSign in the <phone\_number> format, such as 14252306549. Make sure that you don't enter blank spaces or special characters.

Type: Select Geo, Short code, or Toll free.

Description: Enter a description.

Validate: Select to validate the customer ID and API key.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel>

**NEW QUESTION # 313**

You are an Omnichannel administrator for a company. The company is implementing a chat channel.

You need to route all chats relating to work orders to the field service queue.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order, NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

**Answer:**

Explanation:

Explanation

**NEW QUESTION # 314**

You are working as a functional consultant for Dynamics 365 Customer Service. No changes have been made to security roles.

You need to ensure that customer service representatives can process cases that have service-level agreements (SLAs) and entitlements. You must grant only the minimum privileges required.



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