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Microsoft MB-230 Exam is a challenging exam that requires preparation and dedication. Candidates can prepare for the exam by taking the official Microsoft training course, which covers all the exam topics in detail. Additionally, candidates can use study materials such as practice exams and study guides to help them prepare for the exam. Passing MB-230 exam can open up new career opportunities and demonstrate to employers that the candidate has the necessary skills and knowledge required to work as a functional consultant in the customer service domain.

Microsoft MB-230 certification exam is ideal for professionals who have experience in customer service operations and are looking to enhance their knowledge and skills in the field. Microsoft Dynamics 365 Customer Service Functional Consultant certification is also suitable for individuals who are interested in pursuing a career in customer service consulting. Microsoft Dynamics 365 Customer Service Functional Consultant certification exam is recognized globally and provides an edge to professionals in the job market.

The Microsoft MB-230 Exam is intended for professionals who have a strong understanding of the Dynamics 365 Customer Service application and its features. Candidates for MB-230 exam should have experience in customer service, sales, marketing, and other related fields. They should also have experience with Microsoft Power Platform and Microsoft Azure.

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q146-Q151):

NEW QUESTION # 146

Case Study 1 - Humongous Insurance

Background

Humongous Insurance is contracted to process all insurance claims for a health facility that accepts the following types of health insurance:

Health maintenance organization (HMO)

Preferred-provider organization (PPO)

Gold

Cases are classified as new claims, claim disputes, and follow-ups. Each insured person is entitled to open 25 new cases each calendar year.

Support representatives specialize by and process claims by insurance type.

Humongous Insurance currently accepts claims only by telephone. The call center is open from 06:00 GMT to 24:00 GMT daily. Call center staff work one of the following shifts: 06:00 GMT to 12:00 GMT, 12:00 GMT to 18:00 GMT, and 18:00 GMT to 24:00 GMT.

When a case is received by email, a staff member categorizes the case as email and closes the case immediately.

Current environment

Humongous Insurance has three departments to handle claim types: HMO, PPO, and Gold.

The company uses handwritten forms to send claims information to the correct department.

Each department maintains a workbook to record calls received.

Requirements. Support desk

Configure the system to track the number of insurance claims filed each year.

Categorize claims by type as they are opened.

Configure the system to track staff responsiveness to service-level agreements (SLAs).

Ensure that business hours reflect the hours that support staff are scheduled.

Requirements. Case handling

All new cases must be automatically placed into a queue based on insurance type after the type is selected.

All insurance types need to be automatically moved to the proper queue when the subject is picked.

All cases must be created and closed immediately when received.

The status reason must be set to Email Sent or Phone Call.

Information must be restricted by insurance and phone call type.

Managers must be alerted when customers reach their limit of 25 cases for the year.

Changes to cases must not be counted against entitlements until the case is closed.

Requirements. Disputes

Claim disputes must be categorized as low priority.

The status for all disputed cases must be set to Review by a Manager before a disputed case may be closed.

Requirements. Knowledge base

A knowledge base must be used as a repository for all answers.

Representatives must be able to search the knowledge base when opening a new case for similar claims.

Representatives must be able to search across all entities at all times.

Searches must check any field in the entity for matches in a single search.

Searches must return results in a single list and sort the list so that the most relevant results

- appear at the top of the list.
- Representatives must be able to link the knowledge base to cases when applicable.
- Representatives must create a new knowledge base article if an answer is not found in the existing knowledge base.
- Representatives must be able to use SQL-like syntax to search the knowledge base.
- Requirements. Service-level agreements
- When a customer calls to open a claim, the company must respond to the caller within the following time frames:
- Requirements. Alerts
- Cases must be flagged when they are past the SLA threshold.
- An email alert must be sent to the manager to indicate an SLA noncompliance.
- An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.
- Send an email alert to support managers when disputes are ready to be closed.
- Send an email alert to customers when cases are closed.
- Requirements. Issues
- The current process is all manual and not efficient.
- There is no easy way to determine whether the company is meeting its SLAs.
- Representatives are often inconsistent regarding how they handle customers and answer customer questions.
- There is no accountability for any of the representatives who take calls.
- Drag and Drop Question
- You need to ensure that customers cannot open more cases than they are allowed.
- 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:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer>

NEW QUESTION # 147

A company has a Dynamics 365 Customer Service implementation that uses the voice channel feature.

Supervisors need to review reports to see how the representatives are performing on the following metrics:

* Percentage of calls that are answered within 30 seconds in the previous four hours.

* Number of calls that are rejected by each representative in the previous four hours.

You need to change the configuration of reports to ensure that they default to the requirements.

Which reports should you configure? To answer, drag the appropriate reports to the correct metrics. Each report 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

□

NEW QUESTION # 148

You pick a case from a queue.

You determine that you cannot resolve the case, and plan to release the case back to the queue.

What effect does releasing the case to the queue have on record ownership?

- A. Ownership remains unchanged.
- B. Ownership is assigned based on the current routing rule.
- C. Ownership is reverted to the previous owner.
- D. Ownership of the record is assigned to the queue owner.

Answer: C

Explanation:

<https://carldesouza.com/picking-releasing-cases-queues/>

NEW QUESTION # 149

You sign in to Dynamics 365 Customer Service as a system administrator. You attempt to configure unified record routing across digital messaging channels.

You receive the following error message:

Some required services need to be installed before unified routing can be turned on. Please contact Microsoft Support.

You need to enable unified record routing and route records.

Which three steps must you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Set up users as contacts.
- **B. Enable an entity for queues.**
- C. Set up users as leads.
- **D. Provision unified routing for Customer Service only.**
- **E. Deploy Omnichannel for Customer Service.**
- F. Set up users as bookable resources.

Answer: B,D,E

NEW QUESTION # 150

An organization uses Dynamics 365 Customer Service. The customer service queue is not implemented.

Customer service representatives (CSRs) are unable to keep up with an influx of email inquiries. Other employees must read and respond to messages that are routed to a customer service queue.

You need to create a queue for customer service emails.

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.

Answer:

Explanation:

□ Explanation:

□ Create a queue in Customer Service app

To create or edit a queue

* Go to Settings > Service Management.

* Select Queues. (Step 1)

* To create a new queue, select New. (Step 2)

* Fill in the details.

* Select Save.

Step 3: Change the queue type to Public

Other employees must read and respond to messages that are routed to a customer service queue.

In Customer Service, you can create two types of queues:

Public queues: Create to let everyone in the organization view the queue and all of its items.

Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.

NEW QUESTION # 151

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