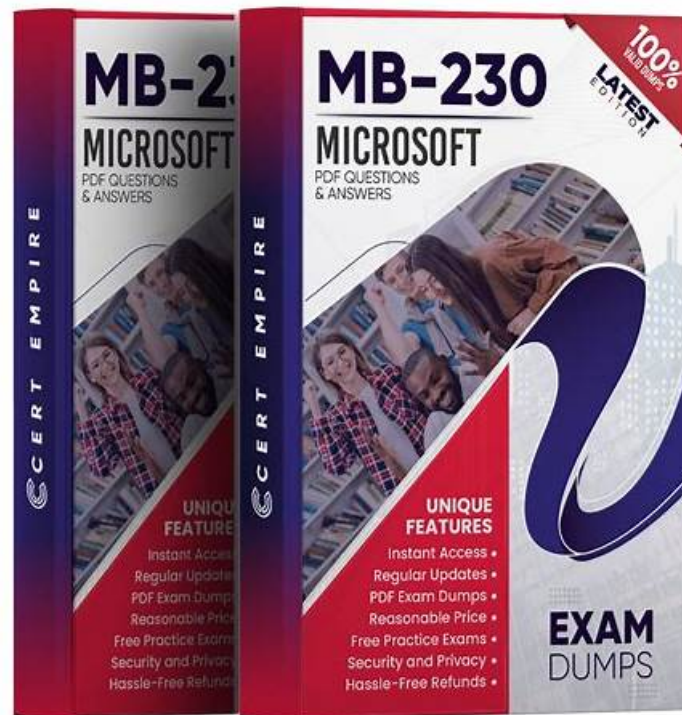


# Exam MB-230 Bible & MB-230 Guaranteed Passing



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## Microsoft MB-230 Practice Test Questions, Microsoft MB-230 Exam Practice Test Questions

The candidates for the MB-230: Microsoft Dynamics 365 Customer Service exam are looking to obtain the Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate certification. These individuals possess competence in implementing omnichannel solutions focusing on quality, efficiency, service, reliability, and customer satisfaction. The applicants should have expertise in designing and implementing service management reports and visualizations offered by and in collaboration with the Solution Architects.

>> Exam MB-230 Bible <<

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## MB-230 Structure

- Candidates can take 180 minutes to complete the final exam.
- The format of the questions can be multiple-choice, drag and drop, build lists, active screen, etc.
- The number of questions ranges from 40 to 60.
- It is delivered in English.
- The cost of such an exam is \$165 based on the country, where the exam is proctored.

## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q297-Q302):

### NEW QUESTION # 297


Your organization plans to use Voice of the Customer to send surveys to select groups of customers. You need to customize branding colors and logos for the surveys. What should you do?

- A. Modify Voice of the Customer survey themes.
- **B. Update Voice of the Customer piped data.**
- C. Configure system settings.
- D. Modify Microsoft Dynamics 365 themes.

**Answer: B**

### NEW QUESTION # 298

A company uses Dynamics 365 Customer Service. The company purchases Omnichannel for Customer Service. The company wants the following requirements implemented without the need to license additional software: The system must automatically ask questions before the chat begins. Credit card information that a customer enters in a chat must not be visible to the agent. You need to configure the options to meet the requirements. Which options should you configure? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Option
Automatic questions	<div><div></div><div>Pre-chat survey</div><div>Power Virtual Agents</div><div>Customer Voice</div><div>SMS channel</div></div>
 Credit card information	<div><div></div><div>Data encryption</div><div>Data masking rule</div><div>Authentication settings</div><div>Communication Panel</div></div>

**Answer:**

**Explanation:**

Requirement	Option
Automatic questions	<div>▼</div> <div>Pre-chat survey</div> <div>Power Virtual Agents</div> <div>Customer Voice</div> <div>SMS channel</div>
Credit card information	<div>▼</div> <div>Data encryption</div> <div>Data masking rule</div> <div>Authentication settings</div> <div>Communication Panel</div>

Explanation

Graphical user interface, text, application Description automatically generated

Requirement	Option
Automatic questions	<div>▼</div> <div>Pre-chat survey</div> <div>Power Virtual Agents</div> <div>Customer Voice</div> <div>SMS channel</div>
Credit card information	<div>▼</div> <div>Data encryption</div> <div>Data masking rule</div> <div>Authentication settings</div> <div>Communication Panel</div>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-pre-chat-survey>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/data-masking-settings>

### NEW QUESTION # 299

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	<div>▼</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div>
Number of automatic case creation rules	<div>▼</div> <div>1</div> <div>2</div> <div>3</div> <div>4</div>
Number of routing rule sets	<div>▼</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div>

Answer:

Explanation:

Setting	Value
Total number of queues	<div>▼</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div>
Number of automatic case creation rules	<div>▼</div> <div>1</div> <div>2</div> <div>3</div> <div>4</div>
Number of routing rule sets	<div>▼</div> <div>3</div> <div>4</div> <div>5</div> <div>6</div>

Microsoft

#### NEW QUESTION # 300

You need to configure the SMS workstream.  
What should you use?

- A. a new fallback queue
- B. the existing fallback queue
- C. the work distribution mode set to pull
- D. the work distribution mode set to push

**Answer: D**

#### NEW QUESTION # 301

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><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><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><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.



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