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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.

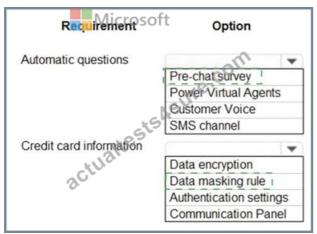
Which options should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Automatic questions Pre-chat survey Power Virtual Agents Customer Voice SMS channel Data encryption Data masking rule Authentication settings Communication Panel

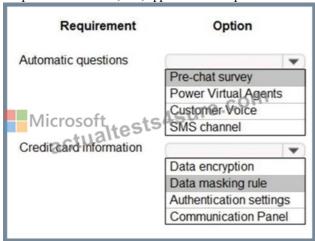
Answer:

Explanation:



Explanation

Graphical user interface, text, application Description automatically generated



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.

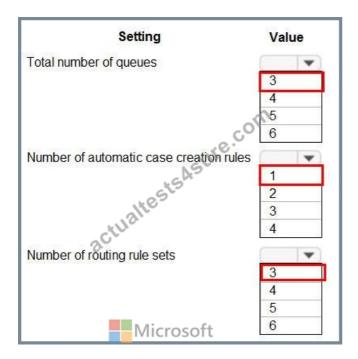
How should you configure the system? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Setting	Value	
Total number of queues		-
	3	
	4	
	5	
	6	-00
Number of automatic case creation rules	CC	-
*CASU!	1	
Microsoftests 45010	2	
Microsoft	3	
20-	4	
lumber of routing rule sets		-
	3	
	4	
	5	
	6	

Answer:

Explanation:



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

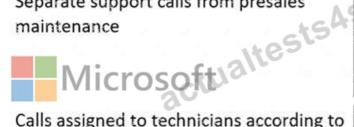
Component

Dedicated presales team inquiries

Queues Workstream Assignment ruleset

Separate support calls from presales maintenance

Role Queues Workstream

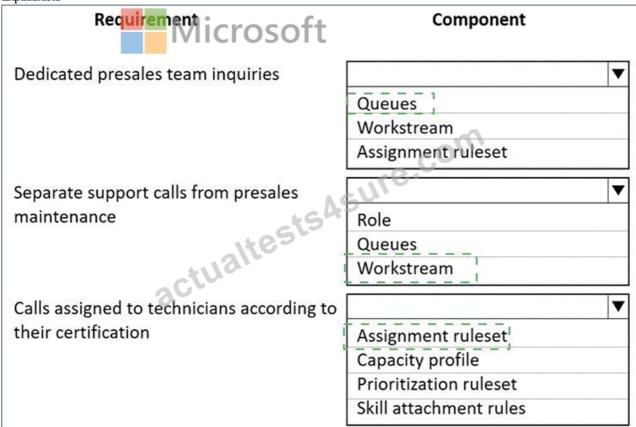


Calls assigned to technicians according to their certification

	▼
Assignment ruleset	
Capacity profile	
Prioritization ruleset	
Skill attachment rules	

Answer:

Explanation:



Explanation

Box 1: Queue

Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, firstserved basis.

The idea of FIFO queuing, also called first-come, first-served (FCFS) queuing, is simple: The first item that arrives at a router is the first item to be handled.

Box 2: Workstream

Presales inquiry handling must be maintained separately from support call handling.

A workstream is a container to enrich, route, and assign work items. The workstream is associated with a channel, such as live chat, voice, or case.

The workstream can belong to multiple channels of the same type, like multiple chat channels. In this case, all the conversations from these channels inherit the routing and work assignment settings of the workstream they belong to.

Box 3: Assignment ruleset

Support calls for specific HVAC systems must be directed only to their respective certified technicians.

Assignment methods determine how a work item is assigned. You can use the out-of-the-box assignment methods or build custom assignment rules by configuring the prioritization rules and assignment rulesets The following assignment methods are available out of the box:

* Highest capacity: Assigns work item to the agent with the highest capacity, among those who have the skills identified during the classification stage, and who have the presence as specified in the allowed presence option of the workstream. In this assignment method, the work items are prioritized in the first in first out manner, that is, the work item that was created first is assigned first. If more than one agent is available with the same capacity, the work item is assigned randomly.

* Round robin

Reference:

 $https://www.sciencedirect.com/topics/computer-science/first-come-first-served \\ https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams \\ https://docs.microsoft.com/en-us/dynamics365/customer-service/assignment-methods \\ https://docs.microsoft.com/en-us/dynamics365/customer-s$

NEW QUESTION #302

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