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>> **Detail MB-230 Explanation** <<

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Difficulty in Writing MB-230: Microsoft Dynamics 365 Customer Service Exam

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample

Questions (Q284-Q289):

NEW QUESTION # 284

A company uses Dynamics 365 for Customer Service.

You need to document the case resolution process.

How are each of the cases resolved? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Case	Resolution
A case has activities owned by other users and is in progress.	<input type="checkbox"/> Case is resolved. Open activities are closed. <input type="checkbox"/> Case is resolved. Open activities are canceled. <input type="checkbox"/> Case is not resolved. Open activities must be closed. <input type="checkbox"/> Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	<input type="checkbox"/> Case is resolved. Entitlement is decremented by four hours. <input type="checkbox"/> Case is resolved. Entitlement is decremented by six hours. <input type="checkbox"/> Case is not resolved. Billable hours cannot be more than the total duration. <input type="checkbox"/> Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<input type="checkbox"/> Open activities for child cases are merged into parent and canceled. <input type="checkbox"/> Open activities of parent case are marked as completed. <input type="checkbox"/> Open activities of child cases remain open. <input type="checkbox"/> Open activities of child cases are canceled.

Answer:

Explanation:

Case	Resolution
A case has activities owned by other users and is in progress.	<input type="checkbox"/> Case is resolved. Open activities are closed. <input type="checkbox"/> Case is resolved. Open activities are canceled. <input checked="" type="checkbox"/> Case is not resolved. Open activities must be closed. <input type="checkbox"/> Case is resolved. Open activities are reassigned to case owner.
Total time for a case is set to four hours. Billable time is set to six hours.	<input type="checkbox"/> Case is resolved. Entitlement is decremented by four hours. <input checked="" type="checkbox"/> Case is resolved. Entitlement is decremented by six hours. <input type="checkbox"/> Case is not resolved. Billable hours cannot be more than the total duration. <input type="checkbox"/> Case is resolved. Billable hours offset to six hours. Entitlement is decremented.
A parent case has four child cases.	<input type="checkbox"/> Open activities for child cases are merged into parent and canceled. <input type="checkbox"/> Open activities of parent case are marked as completed. <input checked="" type="checkbox"/> Open activities of child cases remain open. <input type="checkbox"/> Open activities of child cases are canceled.

Explanation:

Case	Resolution
A case has activities owned by other users and is in progress.	<input type="checkbox"/> Case is resolved. Open activities are closed. <input type="checkbox"/> Case is resolved. Open activities are canceled. <input checked="" type="checkbox"/> Case is not resolved. Open activities must be closed. <input type="checkbox"/> Case is resolved. Open activities are reassigned to case owner.
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A parent case has four child cases.	<input type="checkbox"/> Open activities for child cases are merged into parent and canceled. <input type="checkbox"/> Open activities of parent case are marked as completed. <input checked="" type="checkbox"/> Open activities of child cases remain open. <input type="checkbox"/> Open activities of child cases are canceled.

References:

NEW QUESTION # 285

You are creating surveys for Voice of the Customer (VoC).

You need to configure VoC to ensure that recipients can unsubscribe to surveys.

Which two survey features should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Add an Unsubscribe check box after each question.
- **B. Configure the survey to display when Dynamics 365 customers receive email and enable the Unsubscribe option.**
- C. Give users the option to unsubscribe from different features of the survey.
- **D. Set the Allow unsubscribe setting to Yes.**

Answer: B,D

Explanation:

Section: Topic 4, Configure Voice of the Customer

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advanced-survey#add-the-unsubscribe-option-to-a-survey>

NEW QUESTION # 286

You need to build a personal dashboard that displays the following charts and views:

Charts:

* Number of cases by owner and priority

* Products with most cases opened

Views:

* Display the number of cases opened in a seven-day period

* Display the number of escalated cases

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.

Actions

Create the charts and views necessary to see the data requested.

Create a two-column regular dashboard.

Create an XML script to import graphs.

In a solution, select Dashboards and then select New.

Open Dashboards and select New.

Select the graph icon to insert the charts and views needed in the sections of the dashboard.

Select services and cases. Then select the desired views to create the dashboards.

Answer Area



Answer:

Explanation:

Actions

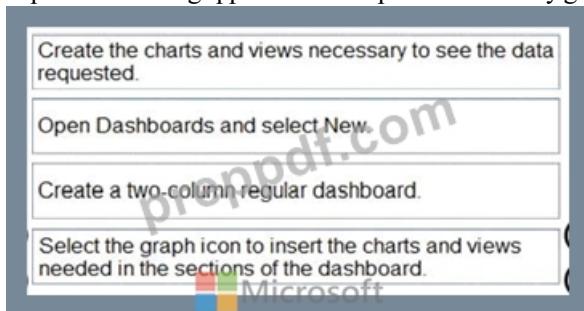
- Create the charts and views necessary to see the data requested.
- Create a two-column regular dashboard.
- Create an XML script to import graphs.
- In a solution, select Dashboards and then select New.
- Open Dashboards and select New.
- Select the graph icon to insert the charts and views needed in the sections of the dashboard.
- Select services and cases. Then select the desired views to create the dashboards.

Answer Area

- Create the charts and views necessary to see the data requested.
- Open Dashboards and select New.
- Create a two-column regular dashboard.
- Select the graph icon to insert the charts and views needed in the sections of the dashboard.

Explanation:

A picture containing application Description automatically generated



Reference:

<https://docs.microsoft.com/en-us/powerapps/user/track-your-progress-with-dashboard-and-charts>

NEW QUESTION # 287

You create an IoT Central application to integrate with Dynamics 365 Customer Service Connected Customer Experience.

You need to configure the application.

Which features should you use? To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split ha* between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Features

- Device groups
- Device templates
- Jobs
- Rules

Requirement

- Configure IoT devices so they can be queried.
- Identify devices for bulk operations.
- Perform bulk operations on devices.
- Trigger customizable actions.

Feature

-
-
-
-

Answer:

Explanation:

Features

- Device groups
- Device templates
- Jobs
- Rules

Requirement

- Configure IoT devices so they can be queried.
- Identify devices for bulk operations.
- Perform bulk operations on devices.
- Trigger customizable actions.

Feature

- Device templates
- Device groups
- Jobs
- Rules

Explanation:

Features

- Device groups
- Device templates
- Jobs
- Rules

Answer Area

Requirement

- Configure IoT devices so they can be queried.
- Identify devices for bulk operations.
- Perform bulk operations on devices.
- Identify devices for bulk operations.

Feature

- Device templates
- Device groups
- Jobs
- Rules

NEW QUESTION # 288

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.

Actions

- Create the customer service queue
- Add CSRs as member of the queue
- Change the queue type to Public
- Within Service management, select Queues
- Change the queue type to Private

Answer Area

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Answer:

Explanation:

Answer Area

- Within Service management, select Queues.
- Create the customer service queue
- Change the queue type to Public

- 1 - Within Service management, select Queues.
- 2 - Create the customer service queue
- 3 - Change the queue type to Public

NEW QUESTION # 289

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