

MB-230復習内容 & MB-230認定資格試験問題集



BONUS!!! Jpshiken MB-230ダンプの一部を無料でダウンロード: https://drive.google.com/open?id=1oKavol-zxjz1dg_UAXhIk8LfzK4cMLm

MB-230認定試験は試験に関連する書物を学ぶだけで合格できるものではないです。がむしやりに試験に要求された関連知識を積み込むより、価値がある問題を勉強したほうがいいです。効率のあがる試験問題集は受験生の皆さんにとって欠くことができないツールです。ですから、はやくJpshikenのMB-230問題集を入手しましょう。これは高い中率を持っている問題集で、ほかのどのような勉強法よりもずっと効果があるのです。これはあなたが一回で楽に成功できるを保証するめばしい参考書です。

Microsoft企業またはMicrosoftの製品エージェントであるいくつかの企業に参入することに決めた場合、優れた認定資格はより多くの仕事と高い地位を獲得するのに役立ちます。Jpshikenは高い合格率のMB-230試験シミュレーションをリリースして、短時間で認定資格を取得できるようにします。認定資格を取得すると、MB-230試験シミュレーションでより高い仕事または満足のいくメリットが得られます。毎日、試験資料を選択する人がいます。これがあなたが望むものであるなら、なぜあなたはまだためらっていますか？

>> MB-230復習内容 <<

Microsoft MB-230認定資格試験問題集 & MB-230関連日本語版問題集

Jpshikenは、他の学習教材と比較した場合、MB-230トレーニング教材の品質が高いことを約束できます。10年以上のビジネス経験を持つMB-230調査ツールは、顧客の購入権をずっと重視してきました。当社のウェブサイトのMB-230学習資料は、ユーザーの通常の作業と学習に影響を与えず、時間の利用率を大幅に向上させ、1石で2羽の鳥を殺します。弊社の学習教材が、最短でMB-230試験に合格するのに役立つことは間違いありません。

Microsoft MB-230認定試験は、専門家がMicrosoft Dynamics 365との顧客サービス機能コンサルティングのスキルと知識を検証する理想的な方法です。この試験では、候補者の顧客サービス環境を作成および構成する能力を測定し、Microsoft Dynamics 365を他のアプリケーションと統合する能力を測定します。、およびビジネスニーズを満たすためにカスタマーサービス機能をカスタマイズします。この認定試験に合格することにより、専門家はMicrosoft Certified: Dynamics 365 Customer Service Consultant Associate認定を達成し、カスタマーサービス機能コンサルティングの専門知識を実証できます。

Microsoft Dynamics 365 Customer Service Functional Consultant 認定 MB-230 試験問題 (Q249-Q254):

質問 # 249

You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type 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.

正解:

解説:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-ac>

質問 # 250

You manage Dynamics 365 for Customer Service.

You need to create a list of holidays and ensure that existing service-level agreements (SLAs) observe those holidays.

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.

正解:

解説:

Explanation

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-customerservice-s>

質問 # 251

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Email, and then select the queue. Configure autoresponse settings.

Does the solution meet the goal?

- A. Yes
- B. No

正解: A

解説:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/automatically-create-case-from-email>

質問 # 252

You need to configure the system to notify managers about unhappy patients.

What should you do?

- A. Change the value of the Monitor real-time customer sentiment option to Yes.
- B. Set a routing rule for escalations.

- C. Configure Omnichannel Insights.

正解: A

解説:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-monitor-real-time-customer-sentimentsession>

Topic 2, Humongous Insurance

Case Study

This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study

To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

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.

質問 # 253

Your company uses Dynamics 365 Customer Service. You create the following support offerings. Customers must choose one of the three offerings.

- * Email only
- * Phone only
- * Half phone and half email

You allocate 50 cases to each support offering.

You need to create the entitlement with terms that adhere to the support offerings.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- **A. Create a new entitlement for each new support offering for the customer, with terms equal to 50 phone calls and 50 emails.**
- B. Create one entitlement template that includes the three different terms. Apply the template to the customer, and then remove the terms that do not apply.
- **C. Create three entitlement templates with terms for 50 calls and 50 emails. Apply the template to the customers as they sign the support offering.**
- D. Create different entitlement templates for each set of terms. Apply the appropriate template to the customer.
- E. Create a new entitlement for each new support offering for the customer, with terms equal to 25 phone calls and 25 emails.

正解: A、C

解説:

Note: Quickly create other entitlements prefilled with the basic information like the start and end date, service level agreement (SLA), allocation type, and total term by using an entitlement template in Dynamics 365 Customer Service. For example, create a template for a standard entitlement, and then apply this template for every standard customer in your organization.

Template information include:

Total Term: Specify the total amount of support the customer is entitled to with respect to the allocation type.

For example, if the allocation type is number of cases and you specify 100 in Total term, then the customer is entitled to support up to 100 cases.

Reference:

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

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entitlements-templates>

質問 # 254

.....

JpshikenのIT専門家たちは受験生の皆さんのニーズを満たすように彼らの豊富な知識と経験を活かして試験トレーニング資料の品質をずっと高めています。受験生の皆さんが一回でMicrosoftのMB-230試験に合格することを保証します。Jpshikenの製品を購入したら、あなたはいつでも最新かつ最正確な試験情報を得ることができます。Jpshikenの資料のカバー率が高くて、受験生に便宜を与えられます。それに、問題集の合格率が100パー

セントに達するのですから、あなたは安心して試験を受けることができます。

MB-230認定資格試験問題集: https://www.jpshiken.com/MB-230_shiken.html

- 試験の準備方法-素敵なMB-230復習内容試験-一番優秀なMB-230認定資格試験問題集 □ 最新“MB-230”問題集ファイルは▷ www.jpexam.com ◁にて検索MB-230問題サンプル
- 一生懸命にMB-230復習内容 - 合格スムーズMB-230認定資格試験問題集 | 信頼的なMB-230関連日本語版問題集 □ 今すぐ“www.goshiken.com”で➡ MB-230 □を検索し、無料でダウンロードしてくださいMB-230学習教材
- 検証するMB-230復習内容試験-試験の準備方法-素敵なMB-230認定資格試験問題集 □ 最新 (MB-230) 問題集ファイルは➡ www.topexam.jp □にて検索MB-230トレーニングサンプル
- MB-230模擬問題 □ MB-230過去問題 □ MB-230対策学習 □ 《 www.goshiken.com 》で➡ MB-230 □□□を検索して、無料で簡単にダウンロードできますMB-230最新関連参考書
- MB-230模擬問題 □ MB-230問題サンプル □ MB-230関連受験参考書 □ ✓ www.it-passports.com □✓ □から [MB-230] を検索して、試験資料を無料でダウンロードしてくださいMB-230無料サンプル
- MB-230試験勉強書 □ MB-230対策学習 □ MB-230問題サンプル □ ウェブサイト▷ www.goshiken.com ◁を開き、➡ MB-230 □を検索して無料でダウンロードしてくださいMB-230過去問題
- 高品質なMB-230復習内容 - 合格スムーズMB-230認定資格試験問題集 | 効果的なMB-230関連日本語版問題集 □ [www.mogixam.com]を開き、□ MB-230 □を入力して、無料でダウンロードしてくださいMB-230日本語受験攻略
- MB-230問題サンプル □ MB-230資料的中率 □ MB-230対策学習 □ 《 www.goshiken.com 》を開き、➡ MB-230 □を入力して、無料でダウンロードしてくださいMB-230ソフトウェア
- MB-230模擬問題 □ MB-230試験勉強攻略 □ MB-230最新関連参考書 □ (MB-230) を無料でダウンロード「 www.jpshiken.com 」で検索するだけMB-230復習攻略問題
- 試験の準備方法-素敵なMB-230復習内容試験-一番優秀なMB-230認定資格試験問題集 □ □ www.goshiken.com □を開き、 [MB-230] を入力して、無料でダウンロードしてくださいMB-230資料的中率
- MB-230関連受験参考書 □ MB-230難易度 □ MB-230ソフトウェア □ ➡ www.passtest.jp □を入力して [MB-230] を検索し、無料でダウンロードしてくださいMB-230関連受験参考書
- jayppdi795649.iyublog.com, hashnode.com, bookmarkbooth.com, lillivhoo414579.nizarblog.com, single-bookmark.com, jeandzxa496722.shoutmyblog.com, express-page.com, www.stes.tyc.edu.tw, aishahdxy584414.qodsblog.com, sabrillacqwe245909.blog-kids.com, Disposable vapes

P.S. JpshikenがGoogle Driveで共有している無料かつ新しいMB-230ダンプ: https://drive.google.com/open?id=1oKavoI-z-xjzldg_UAXhIk8LfzK4cMLm