

MB-230 Exam Voucher | Professional Microsoft Dynamics 365 Customer Service Functional Consultant 100% Free Flexible Testing Engine



BTW, DOWNLOAD part of Prep4sureExam MB-230 dumps from Cloud Storage: <https://drive.google.com/open?id=1pvDqtL9ffwepu8inkjsoiILw--7DW2jH>

Our MB-230 exam questions are unlike other study materials that are available on the market, MB-230 guide quiz specially proposed different versions to allow you to learn not only on paper, but also to use mobile phones to learn. And if you buy the value pack, you have all of the three versions, the price is quite preferential and you can enjoy all of the study experiences. This means you can MB-230 Practice Engine anytime and anyplace for the convenience these three versions bring.

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.

The MB-230 Exam covers a range of topics related to Dynamics 365 Customer Service, including configuring customer service, managing cases, knowledge management, service level agreements, entitlements, voice of the customer, and analytics. MB-230 exam also covers integration with other Microsoft applications such as Microsoft Teams, Power Automate, and Power BI.

>> **MB-230 Exam Voucher** <<

Newest MB-230 Exam Collection - MB-230 Practice Torrent & MB-230 Actual Pdf

If you want a relevant and precise content that imparts you the most updated, relevant and practical knowledge on all the key topics of the Microsoft Certification exam, no other study material meets these demands so perfectly as does Prep4sureExam's study guides. The MB-230 questions and answers in these guides have been prepared by the best professionals who have deep exposure of the certification exams and the exam takers needs. The result is that MB-230 Study Guides are liked by so many ambitious professionals who give them first priority for their exams. The astonishing success rate of MB-230 clients is enough to prove the quality and benefit of the study questions of MB-230.

The Microsoft MB-230 exam consists of 40-60 multiple-choice questions which must be completed within 180 minutes. To pass the exam, individuals must achieve a score of at least 700 out of 1000. MB-230 Exam can be taken at any Pearson VUE testing center worldwide.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample

Questions (Q16-Q21):

NEW QUESTION # 16

A company deploys Dynamics 365 Customer Service. The company plans to use IoT to collect information about manufacturing equipment.

Work orders must be automatically generated when malfunctions are detected to ensure that malfunctions are corrected quickly.

You need to design a Connected Customer Service solution.

What should you use? To answer, drag the appropriate implementation types to the correct requirements. Each implementation 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.

Implementation types	Answer Area	Implementation type
Azure IoT Central	Requirement	
Azure IoT Hub	Configure IoT alerts in Dynamics 365 Customer Service.	
Power Automate	Detect issues with manufacturing equipment.	
	Create work orders when a malfunction is detected.	

Answer:

Explanation:

Implementation types	Answer Area	Implementation type
Azure IoT Central	Requirement	
Azure IoT Hub	Configure IoT alerts in Dynamics 365 Customer Service.	Azure IoT Central
Power Automate	Detect issues with manufacturing equipment.	Azure IoT Hub
	Create work orders when a malfunction is detected.	Power Automate

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview>

NEW QUESTION # 17

You are an Omnichannel administrator for a company. The company is implementing a chat channel.

You need to route all chats relating to work orders to the field service queue.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order, NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Actions	Answer area
Enable the work order entity for queues and activities.	1
Create a queue named field service.	2
Create a new entity routing channel record for field service and add Work Order as an active entity.	3
Add a new rule routing set for work orders.	4
Create a field service routing rule and specify the rule criteria and actions to route work orders to the field service queue.	5

Answer:

Explanation:

Actions

- Enable the work order entity for queues and activities.
- Create a queue named field service.
- Create a new entity routing channel record for field service and add Work Order as an active entity.
- Add a new rule routing set for work orders.
- Create a Rule Item and specify the rule criteria and action to route to the Field Service Queue.

Answer area

- Enable the work order entity for queues and activities.
- Create a queue named field service.
- Create a new entity routing channel record for field service and add Work Order as an active entity.
- Add a new rule routing set for work orders.
- Create a Rule Item and specify the rule criteria and action to route to the Field Service Queue.

Explanation
Actions

Answer area

- Enable the work order entity for queues and activities.
- Create a queue named field service.
- Create a new entity routing channel record for field service and add Work Order as an active entity.
- Add a new rule routing set for work orders.
- Create a Rule Item and specify the rule criteria and action to route to the Field Service Queue.

NEW QUESTION # 18

You are configuring a Dynamics 365 for Customer Service instance.

Customer service manager cannot create new entitlements for customer service representatives.

You need to ensure that customer service managers can add new entitlement templates and knowledge base records for customer service representatives.

Which access levels should you apply? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Action

Create entitlement templates.

Access level

Organization
 Append

Create knowledgebase records.

Append
 Business Unit

Answer:

Explanation:

Action

Create entitlement templates.

Access level

Organization
 Append

Create knowledgebase records.

Append
 Business Unit

Action	Access level
Create entitlement templates.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; height: 15px; margin-bottom: 2px;"></div> <div style="background-color: #ccc; padding: 2px;">Organization</div> <div style="background-color: #ccc; padding: 2px;">Append</div> </div>
Create knowledgebase records.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #ccc; height: 15px; margin-bottom: 2px;"></div> <div style="background-color: #ccc; padding: 2px;">Append</div> <div style="background-color: #ccc; padding: 2px;">Business Unit</div> </div>

NEW QUESTION # 19

A company uses Dynamics 365 Customer Service. The company connects chatbots to its Omnichannel configuration. The chatbot does not escalate calls to agents.

You need to troubleshoot the chatbot issue.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Actions

- Create the chatbot application and assign it as an agent.
- Add the chatbot to a voice workstream.
- Add the chatbot to the queues.
- Set escalation rules.
- Set code to engage the chatbot.

Answer area

2

4

5

^

v

Answer:

Explanation:

ANSWER AREA

- _____
Create the chatbot application and assign...
- _____
Add the chatbot to a voice workstream.
- _____
Add the chatbot tot he queues.
- _____
Set escalation rules.
- _____
Set code to engage the chatbot.


- 1 - Create the chatbot application and assign...
- 2 - Add the chatbot to a voice workstream.
- 3 - Add the chatbot tot he queues.
- 4 - Set escalation rules.
- 5 - Set code to engage the chatbot.

NEW QUESTION # 20

You are a customer service representative using Dynamics 365 Customer Service Hub.


You need to link the knowledge base records that relate to cases and send articles to customers.

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 them correct order.

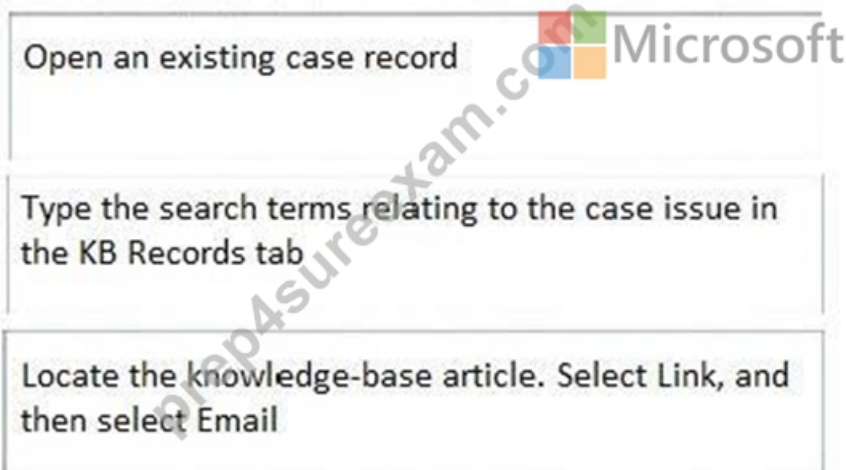
Actions	Answer Area
Open the knowledge-base article that answers the problem. Copy and paste the article into the resolution dialog box when closing the case	
Open an existing case record	
Locate the knowledge-base article. Select Link, and then select Email	
Type the search terms relating to the case issue in the KB Records tab	
Navigate to the knowledge base and assign the article to the case	
Email the knowledge-base article to the customer. Set the Regarding field on the email to the case	
Open the knowledge-base article that answers the problem. Copy and paste the knowledge base article into the case notes	

Answer:

Explanation:

Actions	Answer Area
Open the knowledge-base article that answers the problem. Copy and paste the article into the resolution dialog box when closing the case	
Open an existing case record	
Locate the knowledge-base article. Select Link, and then select Email	
Type the search terms relating to the case issue in the KB Records tab	
Navigate to the knowledge base and assign the article to the case	
Email the knowledge-base article to the customer. Set the Regarding field on the email to the case	
Open the knowledge-base article that answers the problem. Copy and paste the knowledge base article into the case notes	

Answer Area



Open an existing case record

Type the search terms relating to the case issue in the KB Records tab

Locate the knowledge-base article. Select Link, and then select Email

NEW QUESTION # 21

.....

MB-230 Flexible Testing Engine: <https://www.prep4sureexam.com/MB-230-dumps-torrent.html>

- Microsoft Dynamics 365 Customer Service Functional Consultant exam dumps, MB-230 dumps torrent Immediately open \triangleright www.vce4dumps.com \triangleleft and search for **【 MB-230 】** to obtain a free download MB-230 Test Discount Voucher
- Microsoft Dynamics 365 Customer Service Functional Consultant exam dumps, MB-230 dumps torrent Download [MB-230] for free by simply entering [www.pdfvce.com] website MB-230 Real Torrent
- MB-230 Answers Free MB-230 Dumps Download MB-230 Valid Test Materials Search for \Rightarrow MB-230 \Leftarrow and obtain a free download on [www.vce4dumps.com] MB-230 Authorized Pdf
- MB-230 Latest Exam Guide Help You Pass Exam with High Pass Rate - Pdfvce Easily obtain \triangleright MB-230 for free download through [www.pdfvce.com] Latest MB-230 Exam Bootcamp
- MB-230 Valid Dumps Book MB-230 Valid Dumps Book MB-230 Authorized Pdf Open \Rightarrow www.vce4dumps.com enter \triangleright MB-230 and obtain a free download MB-230 Answers Free
- New MB-230 Test Questions New MB-230 Test Questions MB-230 Authorized Pdf Enter www.pdfvce.com and search for \Rightarrow MB-230 to download for free Latest MB-230 Exam Bootcamp
- New MB-230 Test Questions \searrow MB-230 Study Materials Review MB-230 Dumps Download Immediately open **【 www.easy4engine.com 】** and search for \langle MB-230 \rangle to obtain a free download MB-230 Valid Test Materials
- New Study MB-230 Questions MB-230 New Dumps Questions MB-230 Study Materials Review Easily obtain free download of MB-230 by searching on “ www.pdfvce.com ” Reliable Exam MB-230 Pass4sure
- Free PDF Quiz 2026 Updated MB-230: Microsoft Dynamics 365 Customer Service Functional Consultant Exam Voucher Open website { www.pass4test.com } and search for { MB-230 } for free download MB-230 Free Dump Download
- MB-230 Real Torrent MB-230 Test Guide Online New Study MB-230 Questions Search for \triangleright MB-230 \triangleleft and easily obtain a free download on \triangleright www.pdfvce.com \triangleleft MB-230 Valid Dumps Book
- MB-230 training study torrent - MB-230 guaranteed valid questions - MB-230 exam test simulator Download \Rightarrow MB-230 for free by simply entering www.pdfdumps.com website MB-230 Test Discount Voucher
- www.stes.tyc.edu.tw, adrealifa307508.glifeblog.com, deweyruer005000.blog4youth.com, tiannaqwox860156.prublogger.com, www.stes.tyc.edu.tw, berthagpbh858275.blogthisbiz.com, socialwebnotes.com, courses.adgrove.co, nettiejinx558684.blogoxo.com, socialupme.com, Disposable vapes

DOWNLOAD the newest Prep4sureExam MB-230 PDF dumps from Cloud Storage for free: <https://drive.google.com/open?id=1pvDqtL9ffwepu8inkjs0iLLw--7DW2jH>