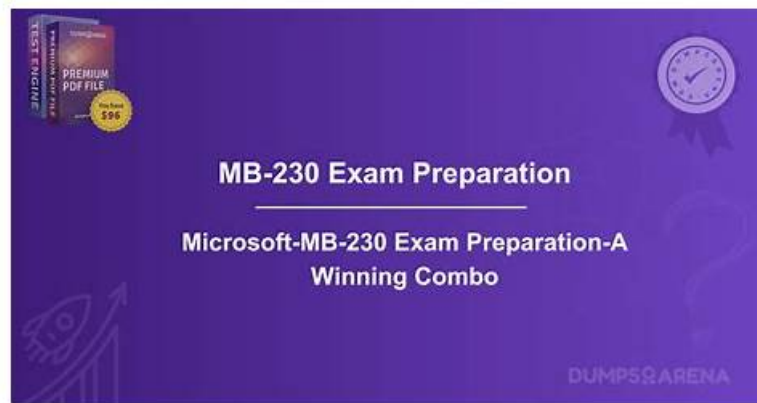


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The MB-230 exam covers a range of topics, including service management processes, case management, knowledge management, integration with other Dynamics 365 applications, and service level agreements. MB-230 exam consists of multiple-choice questions and is designed to test the candidate's practical knowledge and skills in implementing and configuring customer service applications. Passing MB-230 Exam will demonstrate the candidate's ability to provide effective customer service solutions using Microsoft Dynamics 365 Customer Service applications.

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q143-Q148):

NEW QUESTION # 143

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.

Answer:

Explanation:

Explanation

NEW QUESTION # 144

You are setting up channels for Omnichannel for Customer Service.

You want to set up a channel for a WhatsApp app.

You need to configure the channel.

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.

Answer:

Explanation:

□ Explanation

NEW QUESTION # 145

You are a Dynamics 365 for Customer Service administrator.

Your company is trying to determine whether it needs to use standard or enhanced service-level agreements (SLAs).

You need to configure SLAs based on the requirements.

Which type of SLAs should you use? To answer, select the appropriate option in the answer area.

NOTE:Each correct selection is worth one point.

Answer:

Explanation:

□

NEW QUESTION # 146

You are implementing Dynamics 365 for Customer Service.

You need to set up available working hours to help desk representatives who have varying schedules.

What should you do? To answer,select the appropriate options in the answer area.

NOTE:Each correct selection is worth one point.

Answer:

Explanation:

□

NEW QUESTION # 147

You are a Dynamics 365 for Customer Service administrator.

Your company requires a new phone-to-case business process flow for customer service representatives to follow.

The stages are as follows:

Verification

Acknowledgement and research

Resolution

Customer service representatives must send an email to the customer when a case enters the acknowledgement-and-research stage.

You need to create the required business process flow and components.

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.

Answer:

Explanation:

□ Explanation

□ References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-process-flow>

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/workflow-processes>

NEW QUESTION # 148

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