MB-230 New Study Notes, MB-230 Associate Level Exam
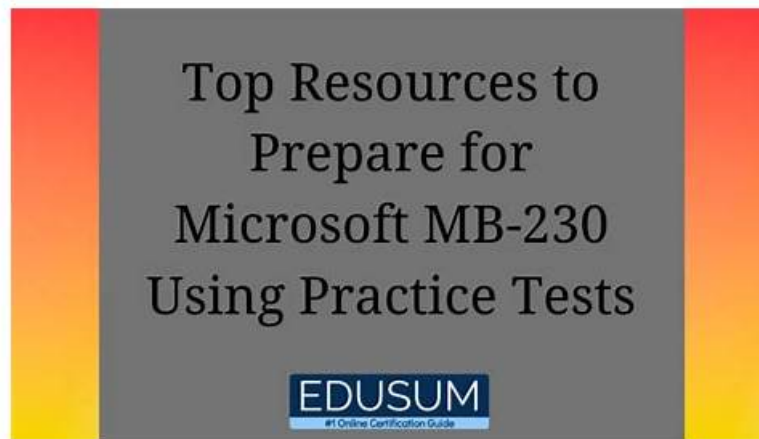

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The MB-230 Exam covers topics such as case management, customer service analytics, customization and configuration, entitlements and service level agreements, and knowledge management. Through MB-230 exam, candidates will learn how to effectively manage the entire customer service process from receipt of a customer inquiry to resolution of a case. They will also become proficient in identifying and addressing customer trends and issues, as well as leveraging data analytics to drive continuous improvement of the customer experience.

>> MB-230 New Study Notes <<

MB-230 Associate Level Exam, MB-230 Exam Engine

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To take the MB-230 Exam, candidates should have a good understanding of customer service operations, as well as experience in implementing Microsoft Dynamics 365 for Customer Service. They should also be familiar with the features and capabilities of the Dynamics 365 platform, including its integration with other Microsoft products and services.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q110-Q115):

NEW QUESTION # 110
You work for a healthcare company that does not use Azure Active Directory You need to escalate conversations to a live agent without using custom code when a customer discusses personal health information.
Which technologies should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Technology
Bot technology	Power Virtual Agents ▾ Azure Functions Bot Azure Health Bot **Power Virtual Agents**
Hub	Omnichannel for Customer Service ▾ Azure IoT Hub **Omnichannel for Customer Service** Azure Notification Hub Azure Stack Hub
Topic type	User topic ▾ **User topic** System topic Azure Service Bus topic
Trigger type	Explicit trigger ▾ Implicit trigger **Explicit trigger** Azure Logic Apps scheduled recurrence trigger Azure Logic Apps response trigger

Answer:

Explanation:

Answer Area

Requirement	Technology
Bot technology	Power Virtual Agents ▾ Azure Functions Bot Azure Health Bot **Power Virtual Agents**
Hub	Omnichannel for Customer Service ▾ Azure IoT Hub **Omnichannel for Customer Service** Azure Notification Hub Azure Stack Hub
Topic type	User topic ▾ **User topic** System topic Azure Service Bus topic
Trigger type	Explicit trigger ▾ Implicit trigger **Explicit trigger** Azure Logic Apps scheduled recurrence trigger Azure Logic Apps response trigger

Explanation

Answer Area

Requirement	Technology
Bot technology	Power Virtual Agents ▾
Hub	Omnichannel for Customer Service ▾
Topic type	User topic ▾
Trigger type	Explicit trigger ▾

NEW QUESTION # 111

You manage a Dynamics 365 Customer Service environment. The company processes thousands of cases daily. Some cases are parent cases, but most are child cases. When a child case is created, users report that they must re-enter information in fields from the parent case.

You need to ensure that, when a new child case is created from within the context of a parent case, information in specific fields from the parent case is passed to the child case fields.

What should you do?

- A. Create a routing rule.
- B. Create a many-to-many relationship and update the data mapping.
- C. Use a business rule.
- D. Update the attributes that the child case will inherit from the parent case.

Answer: D

NEW QUESTION # 112

A company is implementing Omnichannel for Customer Service.

You must set up the system to minimize human error and automate actions. The requirements to set up the system are as follows:

* Representatives must create a new support record when a customer contacts them through chat.

* Knowledge base articles must open in a separate tab when representatives research answers.

* When a knowledge base article resolves a customer issue, representatives must send the article to the customer via chat.

You need to set up the macros.

Which macro type should you use? To answer, drag the appropriate macro types to the correct requirements.

Each macro 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.

Answer:

Explanation:

Explanation:

Graphical user interface, text, application Description automatically generated

Box 1: Productivity automation

Productivity automation

As an administrator, you can use the actions any number of times across different macros to automate and perform model-driven app operations.
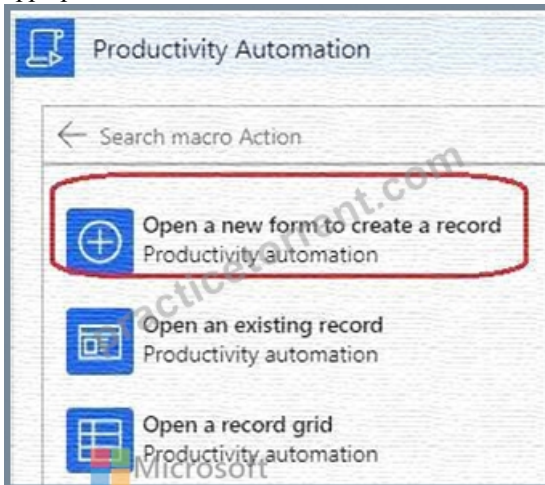
The following screenshot shows the actions that are explained in the subsequent sections.

Box 2: Session connector

Session connector

As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to a session in Customer Service workspace.

Graphical user interface, application Description automatically generated Box 3: Omnichannel connector Omnichannel connector As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to Omnichannel for Customer Service.

Graphical user interface, text, application, email Description automatically generated

Reference:

https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros
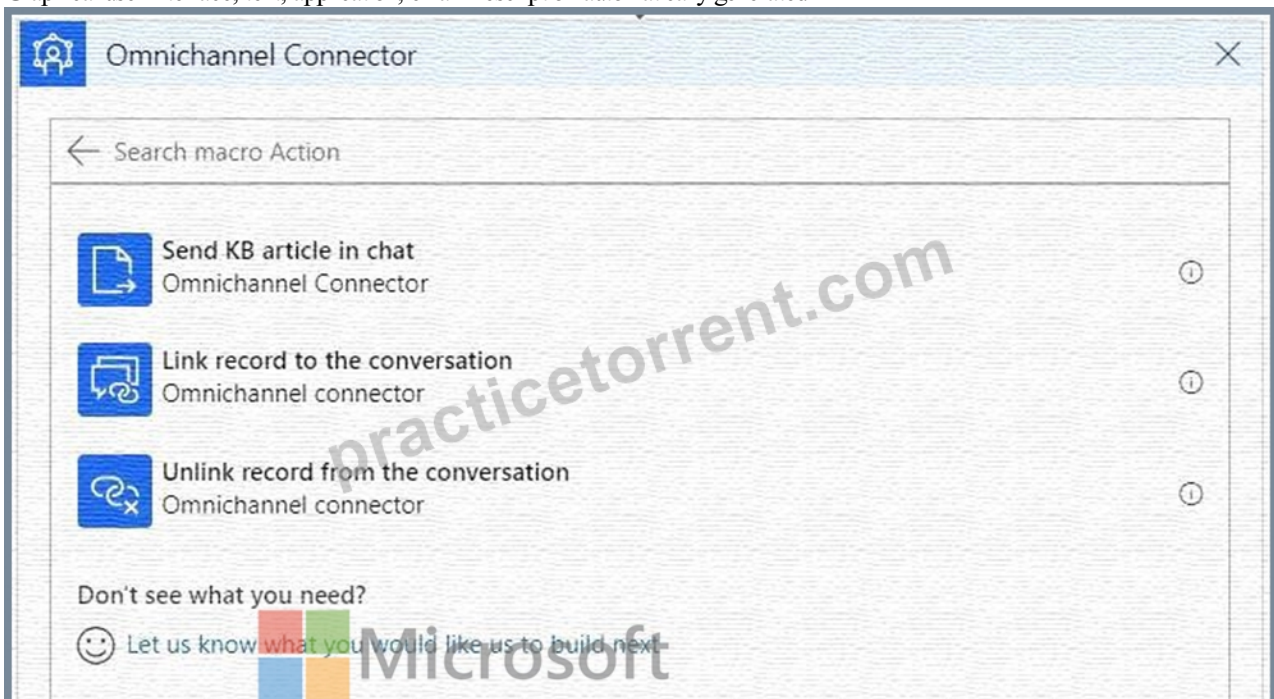
NEW QUESTION # 113

You are configuring Dynamics 365 Customer Service workspaces.

Users want to use minimal keystrokes and easy-to-use navigation to open multiple sessions.

You need to configure the simplified navigation experience.

What should you do?

- A. Configure the settings in the Agent Experience area of the Customer Service Hub.
- B. Enable the appropriate features in the Power Platform admin center of the Dynamics 365 Customer Service environment.
- C. Run the simplified navigation settings code in the browser console window within Dynamics 365 Customer Service.
- D. Configure the settings in the administration console.

Answer: D

Explanation:
Customize Customer Service workspace
You can use your browser's developer tools to customize some aspects of the Customer Service workspace.
Turn on the enhanced multisession workspace (preview) With Customer Service workspace open, press the F12 key to open the developer tools window. In the console window, type the following command and press Enter:
Xrm.Utility.getGlobalContext().saveSettingValue("msdyn_MultiSessionLayoutImprovements",true) Refresh the app page.
Note: If you turn on the enhanced multisession workspace, the enhanced experience applies in both Customer Service workspace and Omnichannel for Customer Service.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#turn-on-the- enhanced-multisession-workspace-preview
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#simplify- navigation-in-customer-service-workspace

NEW QUESTION # 114
Case Study 6 - Lucerne Publishing
Background
Lucerne Publishing is a publishing company in Canada. The company publishes books for higher education. It also invests in multiple cloud-based solutions to support the customer service, publishing, and sales departments.
Current Environment
Lucerne Publishing uses the following:
- The Customer Service app for the publishing customer service division.
- Omnichannel capabilities in the Customer Service app.
- Third-party apps for e-commerce so students and parents can order books or courses online.
- Customer service agents as the representatives who will resolve customers issues using various channels.
- Resident employees who work for Lucerne Publishing and live in the buildings inside the business center.
- A technician dispatch team that includes dispatchers who review and schedule work orders and assign the work orders to resources on the schedule board.
The company has an internal division that provides repair services such as plumbing and electrical. The division provides services to the buildings inside the company business center, and some of those are used as residences by printing employees.
Requirements
Customer Service - Contact Center
The company has the following requirements:
- Improve agent response time in live chats with customers.
- Improve agent productivity by automating tasks. For example, the customer service manager requests that a new case is created automatically when an agent is on a chat with a customer.
- Provide instructions for agents to use when processing book returns. The instructions must include the following: o Greet the customer. o Automatically open the case form for the book return, o Close the session with the customer.
- Allow agents to use different channels such as short message service (SMS), social, and call when providing service to customers.
- Enable a new text SMS channel for the agents.
- Improve the agents' capability to search using AI suggestions.
- Provide agents with real-time recommendations on similar cases and knowledge-base articles.
- Allow agents to know the customer's point of view on the service.
- Provide a solution that will identify an agent's supervisor when a customer has a negative experience.
- Improve how the agents' skills and profiles are maintained.
- Route calls to agents who can support French-speaking customers.
- Configure the French language as a skill for agents who support French-speaking customers.
- Provide access to the Omnichannel agent app and productivity tools for supervisors and agents.
- Provide the customer service supervisor with the ability to create agent scripts for Omnichannel agents and a workstream for SMS. The customer service supervisor must also be able to edit an existing workstream.
- Provide the customer service supervisor with the ability to track sentiment in real time.
- Provide agents with AI suggestions on the recent contact that worked on similar cases.
Customer Service - Repairs

The company has the following requirements for repair requests:
- Dispatchers must be able to track a technician and schedule jobs for technicians based on availability.
- A dispatcher named UserA must be able to create a new view to display only unscheduled work orders. The view must be displayed only when the work orders are open-unscheduled, and the substatus is ready to dispatch work orders.
- The technician dispatch team must be able to create a Schedule tab in the schedule board.
- Dispatchers must be able to track technicians' utilization by using personal color codes.
- The field technician's security role must be field service technician.
Issues
The company reports the following issues:
- Agents spend most of their time doing repetitive tasks during support calls or chats.
- There is no guided process for agents to follow the steps when a customer calls for a book return.
- Customer service managers are not able to provide real-time recommendations to customers using AI suggestions.
- A new channel for SMS is not sending conversations to agents. Agents are required to answer conversations manually.
- The company is not able to retain customers who have a negative experience with the customer service agents.
- Agents are not able to use the schedule board to schedule repair work orders by using a custom view.
- The skills and proficiency model are not defined for the agents. Calls from French-speaking customers are not routed to the appropriate agents.
You need to configure the SMS workstream.
What should you use?

- A. the work distribution mode set to pull
- B. the work distribution mode set to push
- C. a new fallback queue
- D. the existing fallback queue

Answer: C

NEW QUESTION # 115

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