Exam MB-230 Answers & MB-230 Reliable Exam Pass4sure

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To become a Microsoft Dynamics 365 Customer Service Functional Consultant, candidates must pass the MB-230 certification exam. MB-230 exam is intended for individuals who have experience working with Dynamics 365 Customer Service and are familiar with its features and functionalities. MB-230 Exam Tests the candidate's knowledge of customer service processes, including case management, queue management, and service level agreements.

>> Exam MB-230 Answers <<

MB-230 Reliable Exam Pass4sure - Lab MB-230 Questions

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Microsoft MB-230 Certification Exam is designed for professionals who want to become certified as a Microsoft Dynamics 365 Customer Service Functional Consultant. Microsoft Dynamics 365 Customer Service Functional Consultant certification exam tests the candidate's knowledge and skills in implementing and configuring customer service solutions for businesses using Microsoft Dynamics 365. MB-230 exam consists of multiple-choice questions and simulations, which test the candidate's ability to design and implement customer service solutions, manage cases and knowledge base, and configure the application for customer service.

MB-230 Structure

- The format of the questions can be multiple-choice, drag and drop, build lists, active screen, etc.
- The cost of such an exam is $165 based on the country, where the exam is proctored.
- It is delivered in English.
- Candidates can take 180 minutes to complete the final exam.
- The number of questions ranges from 40 to 60.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q33-Q38):

NEW QUESTION # 33
Hotspot Question
You are a Dynamics 365 for Customer Service administrator.
Members of the customer support staff must not be available on public holidays in the year 2021.
You need to configure holiday schedules.
Which actions should you perform? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Answer Area

Requirement	Action
Create a new schedule.	▼
	Add a holiday
	Place the SLA on hold
Configure schedule settings.	▼
	Activate the schedule
	Specify an end date

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up- holiday-schedule

NEW QUESTION # 34

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.

A company has a Customer Service environment and implements historical analytics reports.

Users report that they are not able to access the historical analytics reports.

You need to ensure users can access the reports.

Solution: Modify the historical analytics report to display to the users.

Does the solution meet the goal?

- **A. No**
- B. Yes

Answer: A

NEW QUESTION # 35

You need to set the schedule to meet requirements for appointments.

How should you configure the settings? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Preference	Setting
Interval	▼
	30 minutes
	1 hour
	90 minutes
	15 hours
Start time	▼
	8:00 A.M.
	8:30 A.M.
	12:00 A.M.
	12:30 A.M.
End time	▼
	8:00 A.M.
	8:30 A.M.
	12:00 A.M.
	12:30 A.M.
Results per interval	▼
	3
	8
	12
	Auto-schedule

Answer:

Explanation:

Answer Area

Preference	Setting
Interval	▼
	30 minutes
	1 hour
	90 minutes
	15 hours
Start time	▼
	8:00 A.M.
	8:30 A.M.
	12:00 A.M.
	12:30 A.M.
End time	▼
	8:00 A.M.
	8:30 A.M.
	12:00 A.M.
	12:30 A.M.
Results per interval	▼
	3
	8
	12
	Auto-schedule

NEW QUESTION # 36

Customer service representatives are not able to manually add service-level agreements (SLAs) to a record.
You need to enable on-demand SLAs.
What should you do?

- A. Publish the on-demand SLA
- B. Request an administrator to add the SLA field to the entity form
- C. Activate the SLA
- D. Configure the scope of the workflow

Answer: B

Explanation:
Explanation/Reference:
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service- level-agreements

NEW QUESTION # 37
A company uses Dynamics 365 Customer Voice.
The company requires the following for a survey:
The survey must be sent automatically each time a salesperson visits a customer and closes the appointment.
If a survey satisfaction score is negative, an activity must be created for the salesperson.
You need to configure the survey.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation
Box 1: Create a Power Automate flow
After creating a survey, you can send it to respondents based on a business trigger-resolution of a case or fulfillment of an order, for example. You can either select a built-in template or create a flow from scratch by using Power Automate.
Box 2: Create an alert rule
Dynamics 365 Customer Voice includes built-in follow-up management to ensure you follow up to your customer feedback in a timely manner. Each customer satisfaction metric includes support for a real-time alert to notify business users upon receiving customer feedback within the specified alert range. Business users can manage and resolve alerts with follow-up action notes using the built-in alert management dashboard.

Alerts are the follow-up activities that are created based on the defined alert rules. Alert rules are defined on satisfaction metrics. Alerts are created based on the values of satisfaction metrics in survey responses.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-voice/send-survey-flow

https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave2/customer-voice/dynamics365-customer-

https://docs.microsoft.com/en-us/dynamics365/customer-voice/alerts

NEW QUESTION # 38

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