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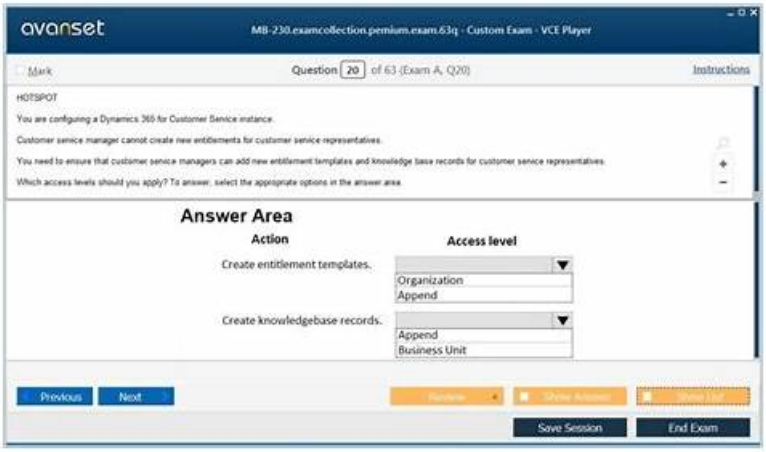

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Everybody knows that Microsoft is an influential company with high-end products and best-quality service. It will be a long and tough way to pass MB-230 exam test, especially for people who have no time to prepare the MB-230 Questions and answers. So choosing right MB-230 dumps torrent is very necessary and important for people who want to pass test at first attempt.

Microsoft MB-230 certification exam is designed for individuals who are looking to become a Microsoft Dynamics 365 Customer Service Functional Consultant. Microsoft Dynamics 365 Customer Service Functional Consultant certification is highly sought after by professionals who want to validate their skills and knowledge in the field of customer service. MB-230 exam measures the candidate's ability to implement, configure, and manage customer service solutions using Microsoft Dynamics 365.

Conclusion

Taking MB-230 exam by Microsoft is your final step in obtaining the Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate certification. According to ZipRecruiter website the salary for this position of Functional Consultant ranges from $72,500 to $145,500. It's really worth opting for.

So, start registering for exam MB-230 and don't forget to use only trusted materials and resources in you prep process offered by the Microsoft official website and Amazon. Thus, you will definitely succeed in the final test.

Microsoft MB-230 certification exam is designed for individuals who want to become certified as a functional consultant in Microsoft Dynamics 365 Customer Service. Microsoft Dynamics 365 Customer Service Functional Consultant certification is ideal for those who want to showcase their skills and knowledge in the field of customer service management and help organizations improve their customer experience. The MB-230 exam measures the candidate's ability to design and implement customer service solutions, manage cases, and configure knowledge management.

>> MB-230 Real Testing Environment <<

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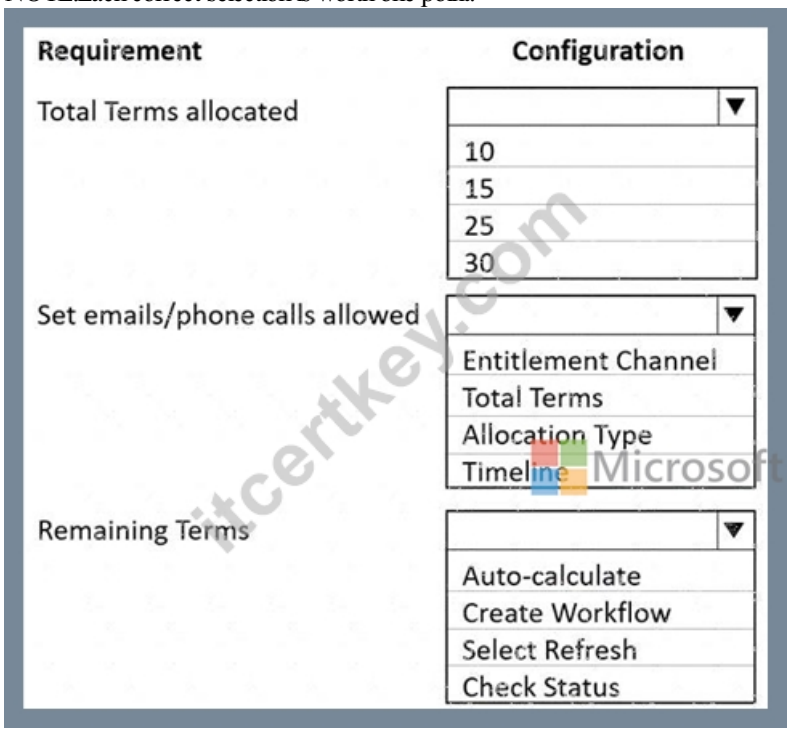
The Microsoft MB-230 web-based practice test software is very user-friendly and simple to use. It is accessible on all browsers (Chrome, Firefox, MS Edge, Safari, Opera, etc). It will save your progress and give a report of your mistakes which will surely be beneficial for your overall exam preparation.

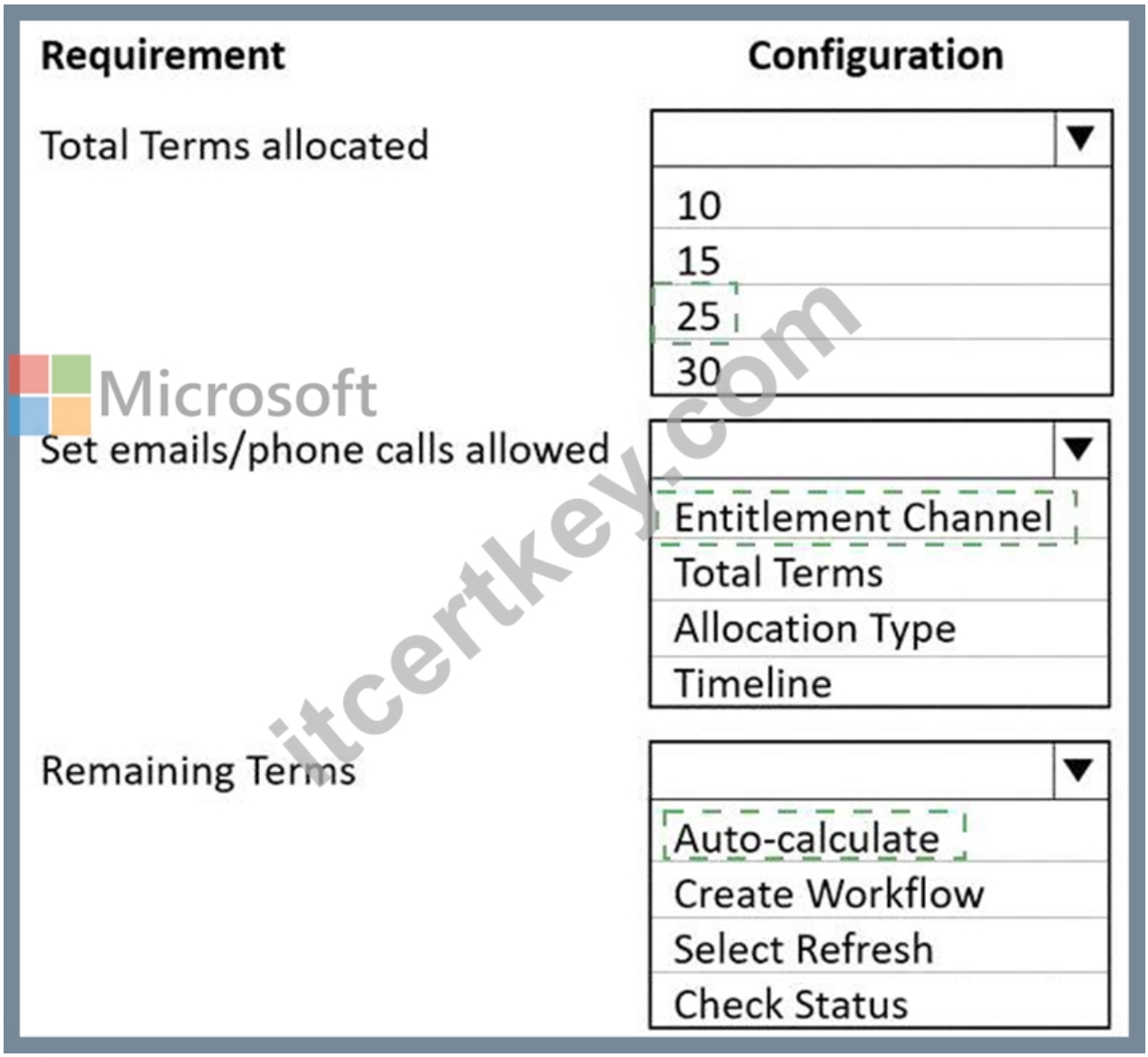
Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q86-Q91):

NEW QUESTION # 86
You need to configure entitlements for contracts.
What should you use? To answer, select the appropriate options in the answer area.
NOTE:Each correct selection is worth one point.



Answer:

Explanation:



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Explanation
Box 1: 25
Customers must have contracts that allow them to call Lamna Healthcare 10 times a year for help.
In addition to the 10 free calls, customers must be able to send 15 emails a year for support.
If you want to restrict support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their total terms.
Box 2: Entitlement Channel
The Entitlement Channel section specifies the support channel through which the customer can reach the organization and seek support.
Use this section to define the channels your customers are entitled to and track the customer support term for each channel. For example, you can add phone and email as the channels through which you'll offer support.
If you want to restrict support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their total terms.
Box 3: Auto-calculate
The remaining term is auto-calculated and shows the total number of hours or cases remaining for the customer's entitlement.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-custom

NEW QUESTION # 87
Your company uses Dynamics 365 Customer Service.
You are designing a survey to send out each time a case closes. The survey must adapt to display additional questions within the same survey if a customer chooses Dissatisfied as a survey answer.
You need to configure the survey.

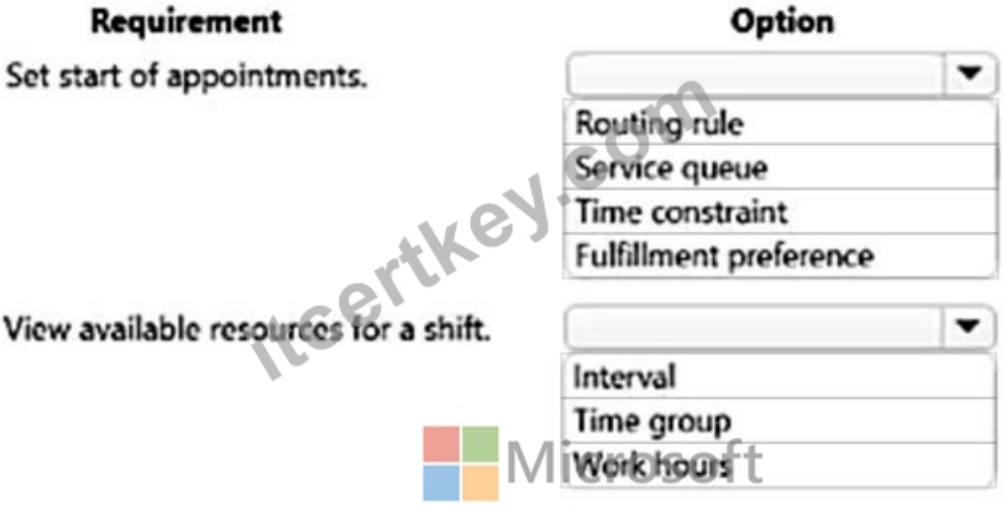
Which feature should you use?

- A. Multiple-page survey
- B. Multiple answer
- C. Branching rule
- D. Post-survey message

Answer: C

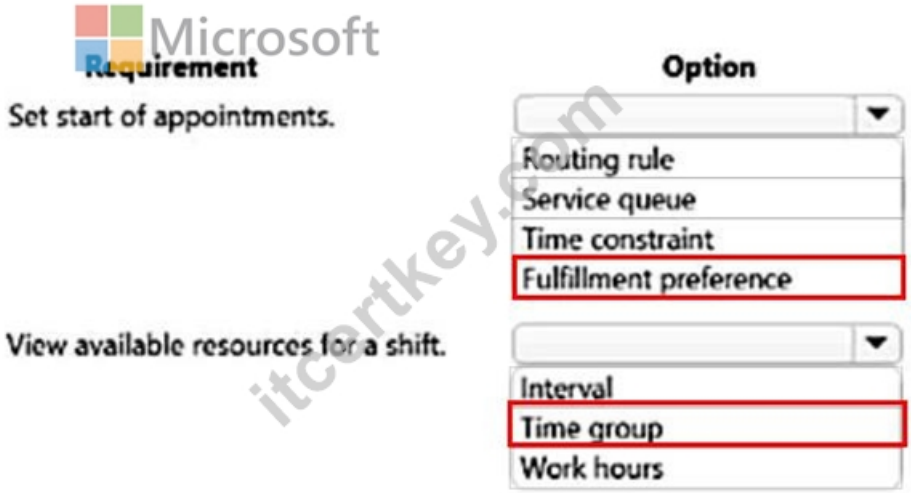
Explanation:
Branching rules allow you to customize the flow of your survey. You can show or hide questions, choose to navigate to another question or survey, or even open a website based on the response to a question. Branching rules make your surveys interactive and ensure that only relevant questions are displayed to respondents.
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-voice/create-branching-rule

NEW QUESTION # 88
A company is implementing Dynamics 365 Customer Service. The company installs and services air filtering units for industrial manufacturing plants.
Schedulers must be able to do the following:
Schedule resources to start appointments every 90 minutes.
View available resources within the first, second, and third shifts.
You need to configure the system to optimize work scheduling.
What should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



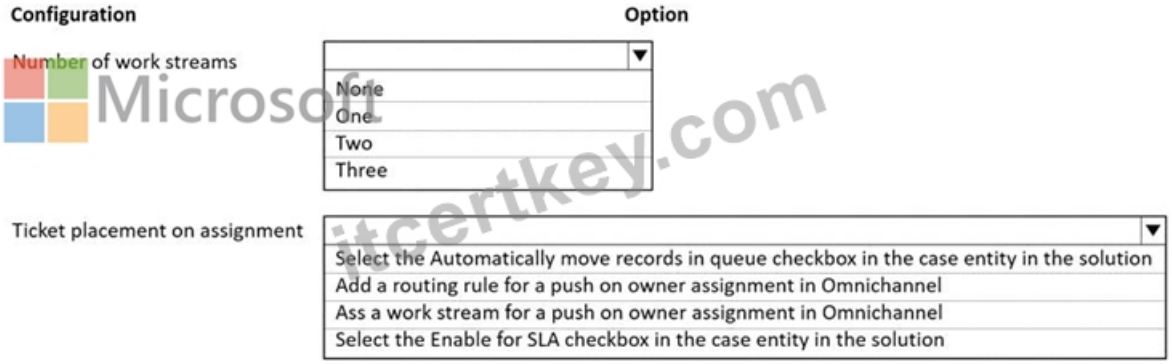
Answer:

Explanation:



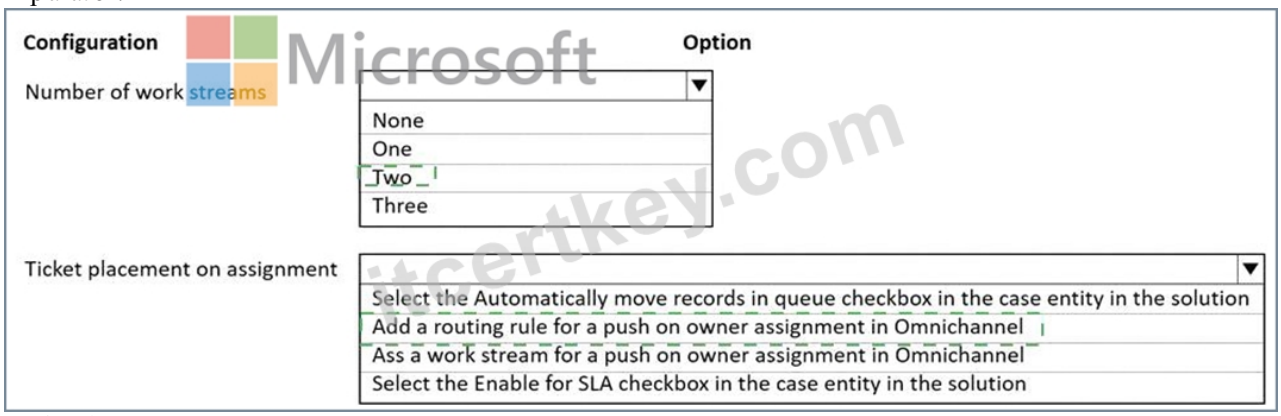
Reference:
https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups

NEW QUESTION # 89
You need to configure OmniChannel to route correctly.
Which options should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Explanation
Box 1: Two
You must create two types of Omnichannel queues: regular and escalated.
Box 2: Add a routing rule for a push on owner assignment in Omnichannel Tickets assigned to a representative must be automatically placed in that representative's queue.
A customer initiates a conversation from the portal, and the conversation reaches the Omnichannel system.
Now, based on the routing rules condition defined in the routing system, it starts routing the conversation to the appropriate queues.
When the conversation reaches to the queues, the work assignment system assigns the conversation based on triggers.
Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-work-distribution-oca

Topic 3, The Phone Company

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.

Overview

The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.

The company has an existing on-premises software system. The current system no longer meets the company's needs.

The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.

Requirements

Support desk

The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.

You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling

New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.

The system must automatically create a case when email is received by companies that are not in the system.

The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.

Users must be able to initiate routing for manually created cases.

The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.

Main cases must not be closed until all the sub-cases are closed.

Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.

When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base

Users must be able to search the knowledge base when opening a new case form or when checking on cases.

Users must be able to use relevant searches and include any customer entities.

Dashboards

Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.

Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen. Managers must be able to drill down within each area.

Managers need a dashboard that displays weekly statistics for cases and representatives.

Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

Service-level agreements

Most customers must be contacted within 90 minutes of their case being opened.

Some customers can purchase faster service on call backs.

Emails must be sent to support managers when service-level agreements (SLAs) are missed.

Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.

SLA KPIs must be tracked in the system.

SLA KPIs must appear on the case form.

Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.

NEW QUESTION # 90
A company uses Dynamics 365 Customer Service.
A user is configuring IoT devices to record specific types of information, such as temperature, humidity, and air flow. Several types of devices require configuration for pre-set commands and ease of administration.
You need to configure the devices to generate the correct recordings.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:

NEW QUESTION # 91
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