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Microsoft MB-230 is a certification exam that evaluates the skills and knowledge of individuals seeking to become Microsoft Dynamics 365 Customer Service Functional Consultants. MB-230 exam is designed to test the candidate's ability to implement and configure the Dynamics 365 Customer Service application, design and implement service management processes, and integrate Dynamics 365 with external systems.

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q38-Q43):

NEW QUESTION # 38
Drag and Drop Question

A company uses Dynamics 365 Customer Service.

You need to implement queues to meet company requirements.

Which types of queues should you use? To answer, drag the appropriate queue types to the correct requirements. Each queue 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:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases>

NEW QUESTION # 39

You are a Dynamics 365 for Customer Service administrator. Your company provides support between 9 a.m.

and 5 p.m.

You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.

You need to enable service-level agreements (SLAs) for accounts.

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

Answer:

Explanation:

Explanation

NEW QUESTION # 40

You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.

You need to link the article to the case and share the article with the customer.

What is the solution for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation

Text Description automatically generated

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within-record-dynamic>

NEW QUESTION # 41

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 their correct order.

Answer:

Explanation:

Explanation:

NEW QUESTION # 42

You need to select the feature for each parameter.

