

試験の準備方法-最高のMB-230復習時間試験-便利なMB-230試験関連情報



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>> MB-230復習時間 <<

MB-230試験関連情報 & MB-230資格取得講座

調査によると、当社の高く評価されているMB-230テスト問題の成功は、簡単に操作できる練習システムへの尽力によるものです。候補者から受け取ったフィードバックのほとんどは、MB-230ガイド急流が優れたプラクティスとシステムを実装しているという事実を示しています。また、当社のMB-230試験ダンプでは、鮮明な例と正確なチャートを追加して、直面する可能性のある例外的なケースを刺激しています。MB-230テストの質問に頼ることができます。成功するために最善を尽くします。

MB-230認定試験では、顧客サービス、ケース管理、知識管理、サービスレベルの契約など、さまざまなトピックをカバーしています。候補者は、これらの領域についての理解と、それらを実際のシナリオに適用する能力を示す必要があります。

Microsoft Dynamics 365 Customer Service Functional Consultant 認定 MB-230 試験問題 (Q64-Q69):

質問 # 64

You need to ensure that customers cannot open more cases than they are allowed.

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.

Actions

- Add the start date and end date.
- Save the entitlement and then add the entitlement channel.
- Add the entitlement channel as email with 25 as the total term.
- Add the entitlement channel as phone with 25 as the total term.
- Create new entitlement in Service Management.
- Add entitlement channel before saving the new entitlement.
- Create new service level agreement in Service Management.

Answer Area



正解:

解説:

Actions

- Add the start date and end date.
- Save the entitlement and then add the entitlement channel.
- Add the entitlement channel as email with 25 as the total term.
- Add the entitlement channel as phone with 25 as the total term.
- Create new entitlement in Service Management.
- Add entitlement channel before saving the new entitlement.
- Create new service level agreement in Service Management.

Answer Area

- Create new entitlement in Service Management.
- Add the start date and end date.
- Save the entitlement and then add the entitlement channel.
- Add the entitlement channel as phone with 25 as the total term.

Explanation:

Text, table Description automatically generated with medium confidence

- Create new entitlement in Service Management.
- Add the start date and end date.
- Save the entitlement and then add the entitlement channel.
- Add the entitlement channel as phone with 25 as the total term.

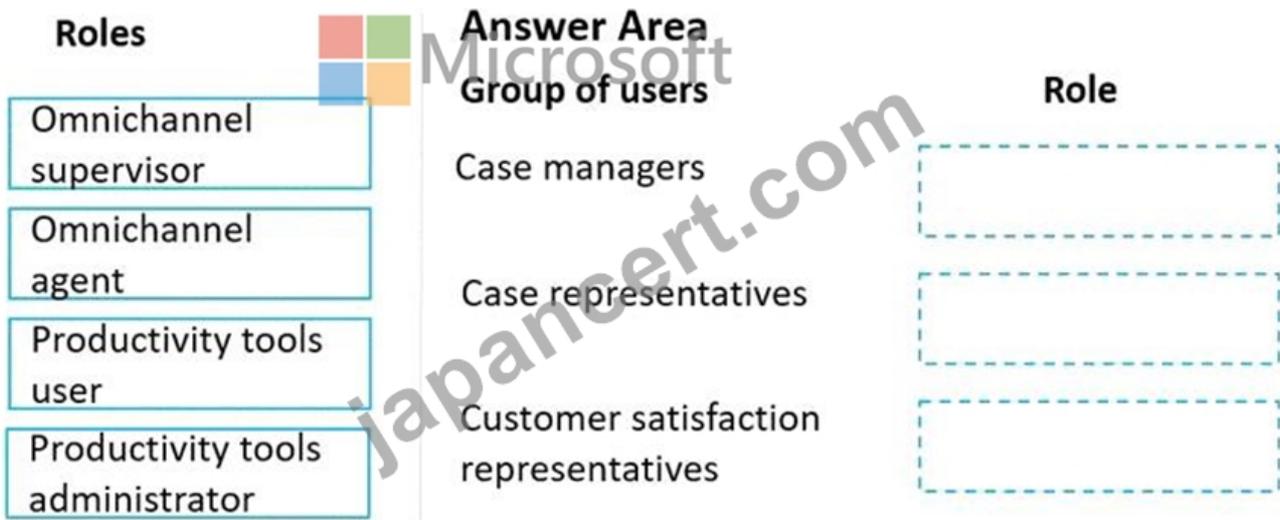
Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-custom>

質問 # 65

You need to set up users with permissions to use the digital messaging channels.

Which role should you assign to each user? To answer, drag the appropriate roles to the correct groups of users. Each role 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.



正解:

解説:



Explanation:

Box 1: Omnichannel supervisor

Case managers schedule shifts and are a point of escalation.

Omnichannel supervisor: Required for performing supervisor tasks.

Businesses need to monitor and manage the efficiency levels of agents in their ongoing conversations with customers. The enhanced supervisor experience provides supervisors with timely insights and metrics on the efficiency of the service delivery of agents and opportunities to help agents deliver better support to customers.

In this enhancement to the supervisor experience in Omnichannel for Customer Service, supervisors can:

Drill down to specific agents and look at their operational metrics.

Manage agent availability remotely.

Box 2: Omnichannel agent

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

Omnichannel agent: Required for performing agent tasks.

As an Omnichannel agent, you can use queues to manage the work items that are assigned to you via queues.

Therefore, you can focus on the tasks at hand and ensure better customer service. The application empowers you to work on simultaneous conversations with multiple customers. You get a holistic view of a customer's data and can see the details of the customer's previous interactions. In this way, you can be sure that you have all the available information that you might need to resolve the customer's issue.

Box 3: Productive tools user

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls.

Productivity tools user: Required by users of Dynamics 365 Productivity Tools.

Agent productivity tools use intelligence and automation to enable agents to find answers to customer questions and help resolve customer issues quickly, thereby improving satisfaction in service delivery.

Incorrect:

Not Productivity tools administrator:

Productivity tools administrator: Required by administrator users of Dynamics 365 Productivity Tools.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-agent-overview>

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2020wave1/dynamics365-customer-service/omnicha>

<https://docs.microsoft.com/en-us/dynamics365-release-plan/2021wave1/service/dynamics365-customer-service/a>

質問 # 66

A company deploys Dynamics 365 Customer Service.

A service manager requires a new classification ruleset for Bronze-type customers. The Bronze type customers require an answer within five hours.

You need to create the classification ruleset.

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.

Actions

Create a condition for the Bronze rule.
Create a rule named 5-hour response from the decisions list.
Create a new manual rule named Bronze .
Create a new ruleset in a workstream.
Create a demand rule for the Bronze rule.

Answer area



正解:

解説:

Answer Area
Create a new ruleset in a workstream.
Create a new manual rule named Bronze.
Create a condition for the Bronze rule.
Create a rule named 5-hour response from the decision list.
Create a demand rule for the Bronze rule.

- 1 - Create a new ruleset in a workstream.
- 2 - Create a new manual rule named Bronze.
- 3 - Create a condition for the Bronze rule.
- 4 - Create a rule named 5-hour response from the decision list.
- 5 - Create a demand rule for the Bronze rule.

Reference:

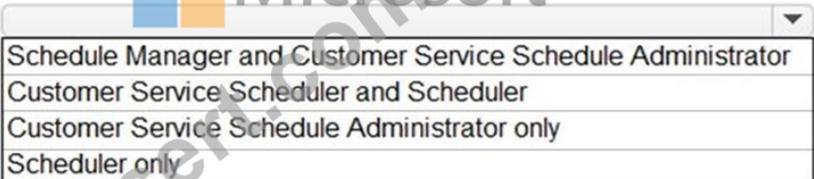
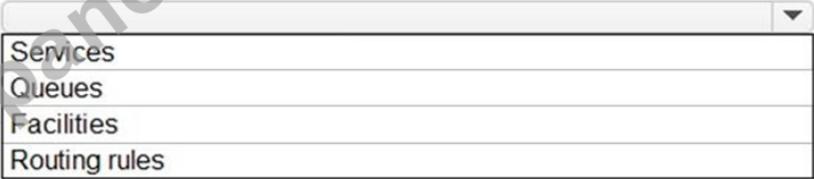
<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-work-classification>

質問 # 67

A computer repair company employs technicians. Some technicians fix hardware issues and some fix software issues.

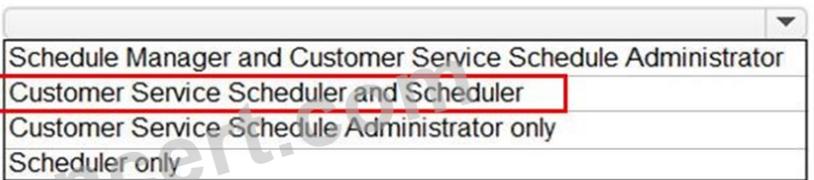
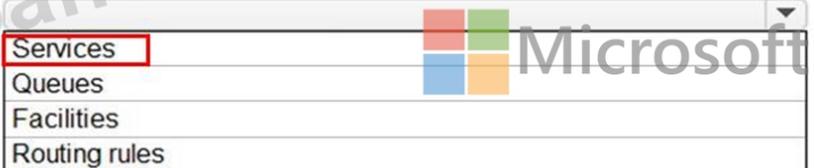
A case is opened for each customer call. Technicians are sent to customers' homes when issues cannot be fixed over the phone. The

company implements Dynamics 365 Customer Service and wants to start scheduling the technicians' in-person appointments. The requirements for scheduling appointments are as follows:
 Schedule an appointment with the technician who is located closest to a customer.
 Schedule an appointment based on whether the issue is hardware or software.
 The dispatcher who schedules appointments must not be able to configure the system.
 You need to configure the system to meet the requirements.
 Which options should you use? To answer, select the appropriate options in the answer area.
 NOTE: Each correct selection is worth one point.

Requirement	Option
Configure the dispatcher security role.	
Schedule the software and hardware technicians.	

正解:

解説:

Requirement	Option
Configure the dispatcher security role.	
Schedule the software and hardware technicians.	

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/manage-security-roles>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-edit-service-csh>

質問 # 68

Case Study 2 - Lamna Healthcare

Background

Lamna Healthcare Company provides health care services to communities across the region. The company provides telehealth services only and does not offer in-person appointments. The company has staff that speak English and Spanish.

The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.

Current environment. Services

Lamna provides two types of appointments: wellness and sick. A doctor and a nurse are scheduled for each sick appointment. A doctor or a nurse are scheduled for wellness appointments.

Current environment. Employees

General

Employees are located in the Pacific and Eastern time zones.

Case representatives

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

All case representatives work eight-hour shifts. Case representatives typically focus on cases that involve one type of illness. The case representatives may back up others when call volumes are large.

Several case representatives speak both Spanish and English. The only company holidays the case representatives have off are New Year's Eve day and New Year's Day.

Customer satisfaction and escalation

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls. Case managers schedule shifts and are a point of escalation.

Requirements. System and resources

Each employee must use the system.

Case managers must be users in the system but must not be available for the scheduling

rotation or manually assigned.

Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Cases

The system must support live chats, texting, and Twitter.

Case representatives must be able to chat, text, and tweet without exiting the system they use to track calls.

Case representatives must be able to chat live only with customers whose calls are routed or assigned to them.

Managers must be able to monitor all communication as well as add or delete quick replies.

Customer satisfaction representatives must be able to read agent scripts and workflows.

A live chat must pop up each time someone fills out the form to register for an appointment. The

live chat must automatically be sent to the case representative who is best qualified to answer the question.

There are two type of queues: regular and escalated.

Tickets must be routed to the most qualified representative for the illness.

Tickets assigned to a representative must be automatically placed in that representative's queue.

Requirements. Chat escalation process

Each division must have one manager for escalations.

Patients who request an escalation from the website must automatically be routed to a chatbot.

The patient will answer predefined questions and will be alerted that someone will call them back. Chat transcripts must be sent to the appropriate manager.

Only escalations must go to the chat bot.

You must create two types of Omnichannel queues: regular and escalated.

Only managers must be able to access the Omnichannel Insights dashboard.

Requirements. Managers

Managers must be able to review weekly productivity reports for representatives by using

Omnichannel Insights dashboards.

Managers must be able to monitor patient moods during patients' conversations with representatives.

Managers must be able to determine whether a patient is feeling negative during a live chat with a representative.

Requirements. Appointments

Representatives must be able to schedule appointments and see everyone's free/busy time during their scheduled working hours.

Appointments must be scheduled by representatives in open time slots for nurses and doctors.

Nurses and doctors must be booked for 30-minute time slots.

Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Analytics

You must implement Customer Insights to keep track of how well representatives are managing

customers' requests.

Analytics must be viewable only in the production environment.

You must ensure that only escalation managers can create workspaces and control access to workspaces

Case representatives must be rated on knowledge of their primary specialty and their backup specialty.

Case representatives must only be able to view workspaces.

Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.

Drag and Drop Question

You need to set up users with permissions to use the digital messaging channels.

Which role should you assign to each user? To answer, drag the appropriate roles to the correct groups of users. Each role 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.

Roles

- Omnichannel supervisor
- Omnichannel agent
- Productivity tools user
- Productivity tools administrator

Answer Area

Group of users

- Case managers
- Case representatives
- Customer satisfaction representatives

Role

- (Empty dashed box)
- (Empty dashed box)
- (Empty dashed box)

正解:

解説:

Roles

- Productivity tools administrator

Answer Area

Group of users

- Case managers
- Case representatives
- Customer satisfaction representatives

Role

- Omnichannel supervisor
- Omnichannel agent
- Productivity tools user

質問 # 69

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MB-230試験関連情報: <https://www.japancert.com/MB-230.html>

