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Microsoft MB-230 exam is designed for individuals who want to validate their knowledge and skills in the field of Microsoft Dynamics 365 Customer Service Functional Consultant. MB-230 exam is intended for those who have experience in configuring and implementing customer service solutions using Microsoft Dynamics 365. MB-230 Exam Tests the candidate's ability to design, configure, and implement customer service solutions, manage cases and the knowledge base, and design and implement service level agreements.

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Career Prospects

Earning a certification is a surefire step in your career. The most important thing is to ensure that you are always updated with the major changes taking place in the industry. The Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate is just a starting point for your career, which opens doors to many opportunities for you. Thus, with such a certificate, you will stand a chance to get the role-based expert certification like the Microsoft Certified: Dynamics 365 + Power Platform Solution Architect Expert.

Detailed Overview of Microsoft MB-230 Exam

The Microsoft MB-230 test is known to be taken in the English language only. The number of questions can be from 40 to 60. The question formats might include case studies, fill in the blank, multiple choice, multiple select, and others. You will need to clear all of them within 150 minutes to gain more than 700 points (passing score). The fee is \$165 in the United States but it can be different in other countries. The difference in the pricing is brought up by the tax policies of each country. It is a proctored exam, which can be taken online. You can also sit for it at any Pearson VUE center.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q159-Q164):

NEW QUESTION # 159

You are provisioning Omnichannel for Customer Service.

You need to configure the system.

What should you do? To answer, select the appropriate options in the answer area NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
Allow Omnichannel for Customer Service to read and write data on behalf of users.	<ul style="list-style-type: none"> Sign in as a Global Tenant Admin and grant permissions on the Data access consent URL. Select the Chat tab and set the toggle to Yes. Open https://portal.azure.com and select Bot Services in the All services section. Manage Omnichannel for Customer Service in the Power Platform Administrator portal. Sign in as a Global Tenant Admin and grant permissions on the Data access consent URL.
Set up Omnichannel for Customer Service for current organization.	<ul style="list-style-type: none"> Manage Omnichannel for Customer Service in the Power Platform Administrator portal. Select the Chat tab and set the toggle to Yes. Open https://portal.azure.com and select Bot Services in the All services section. Manage Omnichannel for Customer Service in the Power Platform Administrator portal. Sign in as a Global Tenant Admin and grant permissions on the Data access consent URL.

Answer:

Explanation:

Requirement	Configuration
Allow Omnichannel for Customer Service to read and write data on behalf of users.	<ul style="list-style-type: none"> Sign in as a Global Tenant Admin and grant permissions on the Data access consent URL. Select the Chat tab and set the toggle to Yes. Open https://portal.azure.com and select Bot Services in the All services section. Manage Omnichannel for Customer Service in the Power Platform Administrator portal. Sign in as a Global Tenant Admin and grant permissions on the Data access consent URL.
Set up Omnichannel for Customer Service for current organization.	<ul style="list-style-type: none"> Manage Omnichannel for Customer Service in the Power Platform Administrator portal. Select the Chat tab and set the toggle to Yes. Open https://portal.azure.com and select Bot Services in the All services section. Manage Omnichannel for Customer Service in the Power Platform Administrator portal. Sign in as a Global Tenant Admin and grant permissions on the Data access consent URL.

NEW QUESTION # 160

A company installs and services air filtering units for industrial manufacturing plants. The company is implementing Dynamics 365 Customer Service.

Each regional location has only two advanced diagnostic units. The company charges customers a higher rate when the company uses a unit.

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 Area

Requirement	Option
Ensure that the diagnostic units are not scheduled at the same time.	<ul style="list-style-type: none"> bookable resource service activity resource category bookable resource
Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.	<ul style="list-style-type: none"> service service resource category fulfillment preference

Answer:

Explanation:

Answer Area

Requirement	Option
Ensure that the diagnostic units are not scheduled at the same time.	<input type="text" value="bookable resource"/> <ul style="list-style-type: none"> bookable resource service activity resource category bookable resource
Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.	<input type="text" value="service"/> <ul style="list-style-type: none"> service resource category fulfillment preference

Explanation:

Answer Area

Requirement	Option
Ensure that the diagnostic units are not scheduled at the same time.	<input type="text" value="bookable resource"/>
Ensure that customers are charged a higher rate when an advanced diagnostic unit is used.	<input type="text" value="service"/>

NEW QUESTION # 161

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.
- Hotspot Question
- You need to configure the options for the schedule.
- Which options should you configure? To answer, select the appropriate options in the answer area.
- NOTE: Each correct selection is worth one point.

Answer Area

Setting	Option
Resource Type	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px;">User</div> <div style="padding: 2px;">Account</div> <div style="padding: 2px;">Contact</div> <div style="padding: 2px;">Facility</div> </div>
Vice Presidents' schedule	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px;">Clear the Display on Schedule Board check box.</div> <div style="padding: 2px;">Clear the Enable for Availability check box.</div> <div style="padding: 2px;">Set the schedule to User is not working.</div> <div style="padding: 2px;">Set the Service Restriction.</div> </div>




Answer:

Explanation:

Answer Area

Setting	Option
Resource Type	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px; background-color: #e0f2f1;">User</div> <div style="padding: 2px;">Account</div> <div style="padding: 2px;">Contact</div> <div style="padding: 2px;">Facility</div> </div>
Vice Presidents' schedule	<div style="border: 1px solid gray; padding: 2px;"> <div style="text-align: right; border-bottom: 1px solid gray;">▼</div> <div style="padding: 2px; background-color: #e0f2f1;">Clear the Display on Schedule Board check box.</div> <div style="padding: 2px;">Clear the Enable for Availability check box.</div> <div style="padding: 2px;">Set the schedule to User is not working.</div> <div style="padding: 2px;">Set the Service Restriction.</div> </div>



Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/resources-service-scheduling>

NEW QUESTION # 162

You are using Dynamics 365 Customer Service to create and activate entitlements.

Customer service representatives state that the entitlement status is set to Waiting, and they cannot use the entitlement. You must ensure customer service representatives can use the entitlement.

You need to identify the entitlement issue.

What is the cause of the issue?

- A. The start date of the entitlement is in the future.
- B. The end date of the entitlement has been incorrectly configured to a date that has already passed.
- C. The entitlement has expired and is awaiting renewal.
- D. The Products or Contact field values have not been configured before activation.

Answer: A

Explanation:

If the start and end date of the entitlement fall in the future, the status of the entitlement is set to Waiting. On the start date, the status

automatically changes to Active. If the end date is in the past, the entitlement is set to Expired.

Reference:

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

NEW QUESTION # 163

You are a customer service schedule administrator for a company. The company hires an electrical engineer who will work remotely. You need to set the resource to enable the engineer to work remotely.

Which three actions should you perform next 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

- Set the skill on the engineer record to **Electrical Engineer**.
- On the resource record, set the Job Title to **Electrical Engineer**.
- On the engineer's contact record, populate the address fields.
- On the resource record, set the Resource Territory to **Home**.
- Create a contact resource and select the engineer's contact record.
- Create a user record named **Electrical Engineer**.
- Create a user resource record and select the new engineer.
- On the resource record, set the start and end location option list to **Resource Address**.

Answer area

Answer:

Explanation:

Actions

- Set the skill on the engineer record to **Electrical Engineer**.
- On the resource record, set the Job Title to **Electrical Engineer**.
- On the engineer's contact record, populate the address fields.
- On the resource record, set the Resource Territory to **Home**.
- Create a contact resource and select the engineer's contact record.
- Create a user record named **Electrical Engineer**.
- Create a user resource record and select the new engineer.
- On the resource record, set the start and end location option list to **Resource Address**.

Answer area

- 1 Set the skill on the engineer record to **Electrical Engineer**.
- 2 Create a user resource record and select the new engineer.
- 3 On the resource record, set the start and end location option list to **Resource Address**.

Explanation:

Actions

- Set the skill on the engineer record to **Electrical Engineer**.
- On the resource record, set the Job Title to **Electrical Engineer**.
- On the engineer's contact record, populate the address fields.
- On the resource record, set the Resource Territory to **Home**.
- Create a contact resource and select the engineer's contact record.

Answer area

- 1 Create a user record named **Electrical Engineer**.
- 2 Create a user resource record and select the new engineer.
- 3 On the resource record, set the start and end location option list to **Resource Address**.

NEW QUESTION # 164

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