

Free PDF MB-230 - Microsoft Dynamics 365 Customer Service Functional Consultant Unparalleled Passguide



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It is important to cover Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) exam topics and check if you need to practice them. If you are talking about the Microsoft MB-230 certification exam, you need to practice and overcome mistakes. If you do not practice for it, chances are that you might get confused while appearing for the MB-230 Exam. When you get the test study material, it comes with the Microsoft MB-230 practice exams (desktop & web-based) to solve.

Microsoft MB-230 Exam is an excellent certification to have for those looking to enhance their careers in the field of Dynamics 365 Customer Service. Passing the exam validates the candidate's ability to configure and customize Dynamics 365 Customer Service to meet the business requirements of their clients. With proper preparation and training, candidates can easily pass the exam and achieve the Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate certification.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q252-Q257):

NEW QUESTION # 252

You need to assign the minimum required security roles to a bot for the customer service supervisor. Which security roles should you use?

- A. Omnichannel supervisor and customer service manager
- B. Omnichannel agent and Omnichannel supervisor
- C. Omnichannel agent and customer service representative
- D. Omnichannel supervisor and customer service representative

Answer: D

NEW QUESTION # 253

You are customizing a Dynamics 365 for Customer Service implementation.

The call center manager requires a visual representation that includes the number of resolved cases by month for each call center agent. The chart must be visible to all users within the service area.

You need to create the chart.

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 the correct order.

The screenshot shows a Dynamics 365 interface with two main sections: 'Actions' on the left and 'Answer Area' on the right. The 'Actions' list contains five items: 'Create and configure the chart', 'In the solution, navigate to the Case entity and select Charts', 'In Case View, create a new chart', 'Navigate to the Service area, and then select Cases', and 'Navigate to Settings, and then select Solutions. Verify that the case entity is in the solution.' The 'Answer Area' is currently empty, with up and down arrow icons on the right side for reordering.

Answer:

Explanation:

The screenshot shows the 'Answer Area' with three actions selected and ordered from top to bottom: 'Navigate to Settings, and then select Solutions...', 'In the solution, navigate to the Case entity and select Charts', and 'Create and configure the chart'.

- 1 - Navigate to Settings, and then select Solutions...
- 2 - In the solution, navigate to the Case entity and select Charts
- 3 - Create and configure the chart

NEW QUESTION # 254

Drag and Drop Question

A company creates a single-page Power BI visualization to show how a Power Virtual Agents chatbot is performing.

Users must be able to navigate to the charts from anywhere within the Customer Service workspace.

You need to add the Power BI information to the Customer Service workspace app.

Which five 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	Answer area
Select Power BI dashboard for Type. Enter the Power BI workspace and Power BI report values.	
Export the solution, edit the customizations.xml file, and add XML code for the Power BI workspace ID and report ID.	
Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea.	
Navigate to the maker portal and create a new solution.	
Select Add Existing and then select Dashboard .	
Select Power BI report for Type. Enter the Power BI workspace and Power BI report values.	
Select New and then create a Power BI embedded dashboard.	
Save and publish the customization.	

Answer:

Explanation:

Actions	Answer area
Select Power BI dashboard for Type. Enter the Power BI workspace and Power BI report values.	Navigate to the maker portal and create a new solution.
Export the solution, edit the customizations.xml file, and add XML code for the Power BI workspace ID and report ID.	Select Add Existing and then select Dashboard .
	Select Power BI report for Type. Enter the Power BI workspace and Power BI report values.
	Edit the sitemap, add a new subarea, and add the Power BI page information to the properties of the subarea.
	Save and publish the customization.
Select New and then create a Power BI embedded dashboard.	

NEW QUESTION # 255

You are creating surveys for Voice of the Customer (VoC).

You need to configure VoC to ensure that recipients can unsubscribe to surveys.

Which two survey features should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Configure the survey to display when Dynamics 365 customers receive email and enable the Unsubscribe option.
- B. Give users the option to unsubscribe from different features of the survey.
- C. Add an Unsubscribe check box after each question.
- D. Set the Allow unsubscribe setting to Yes.

Answer: A,D

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey#add-the-unsubscribe-option-to-a-survey>

NEW QUESTION # 256

Drag and Drop Question

A company uses Dynamics 365 Customer Service. The company connects chatbots to its Omnichannel configuration.

The chatbot does not escalate calls to agents.

You need to troubleshoot the chatbot issue.

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.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Actions

- Add the chatbot to the queues.
- Set code to engage the chatbot.
- Set escalation rules.
- Create the chatbot application and assign it as an agent.
- Add the chatbot to a voice workstream.

Answer area

Microsoft

Answer:

Explanation:

Actions

Answer area

- Create the chatbot application and assign it as an agent.
- Set code to engage the chatbot.
- Add the chatbot to a voice workstream.
- Add the chatbot to the queues.
- Set escalation rules.

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NEW QUESTION # 257

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