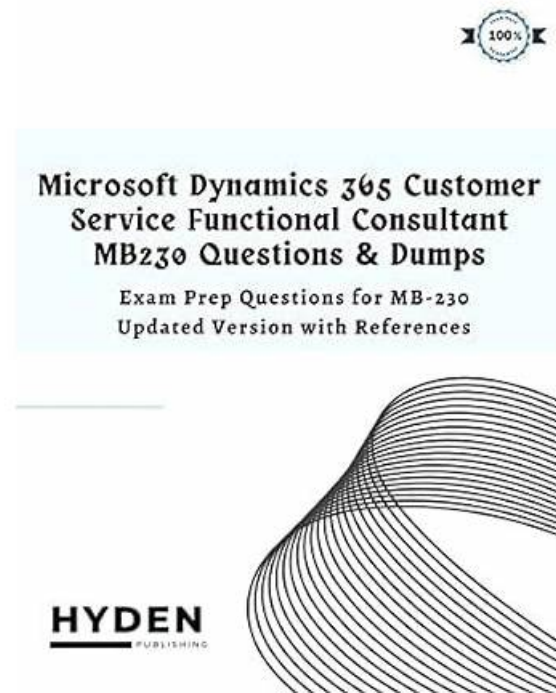


MB-230 Actual Lab Questions: Microsoft Dynamics 365 Customer Service Functional Consultant & MB-230 Exam Preparatory



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Microsoft MB-230 certification exam is an excellent opportunity for individuals who are interested in pursuing a career in customer service functional consulting using Microsoft Dynamics 365. Microsoft Dynamics 365 Customer Service Functional Consultant certification exam tests the candidate's skills and knowledge in customer service processes, tools, and features, and demonstrates their proficiency in using Dynamics 365 to improve customer service operations. Microsoft Dynamics 365 Customer Service Functional Consultant certification is highly valued by employers and opens up new career opportunities for individuals seeking to advance their careers in customer service management.

Microsoft MB-230 Exam is a comprehensive exam that tests the candidate's knowledge of the Dynamics 365 Customer Service module. It's a challenging exam that requires a thorough understanding of the platform and its capabilities. To pass the exam, candidates must have a strong understanding of the module's functionality, configuration options, and best practices for implementing and customizing the application.

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The DumpStillValid offers three formats for applicants to practice and prepare for the MB-230 exam as per their needs. The pdf format of DumpStillValid is portable and can be used on laptops, tablets, and smartphones. Print real Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) exam questions in our PDF file. The pdf is user-friendly and accessible on any smart device, allowing applicants to study from anywhere at any time.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q34-Q39):

NEW QUESTION # 34

You are a Dynamics 365 for Customer Service system administrator.

You need to create service-level agreements (SLAs) to meet company requirements.

What SLA types should you use? To answer, drag the appropriate SLA types to the correct requirements. Each SLA 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.

SLA types	Requirement	SLA type
Standard	Track the status and times of an SLA	SLA type
Enhanced	Add success actions to an SLA	SLA type
KPIs		

Answer:

Explanation:

SLA types	Requirement	SLA type
Standard	Track the status and times of an SLA	KPIs
Enhanced	Add success actions to an SLA	Enhanced
KPIs		

Explanation

Requirement	SLA type
Track the status and times of an SLA	KPIs
Add success actions to an SLA	Enhanced

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-levelagreement>

NEW QUESTION # 35

Note; This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are creating agent scripts that have macros for quick steps for agents in a support center.

Agents need to be able to open a case from one of the steps in the agent scripts.

You need to select a type of connector to use to create the macro.

Solution: Configure the macro by using a custom connector.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B






NEW QUESTION # 36

A customer uses Dynamics 365 for Customer Service.

Customer service representatives must be able to create knowledge base articles.

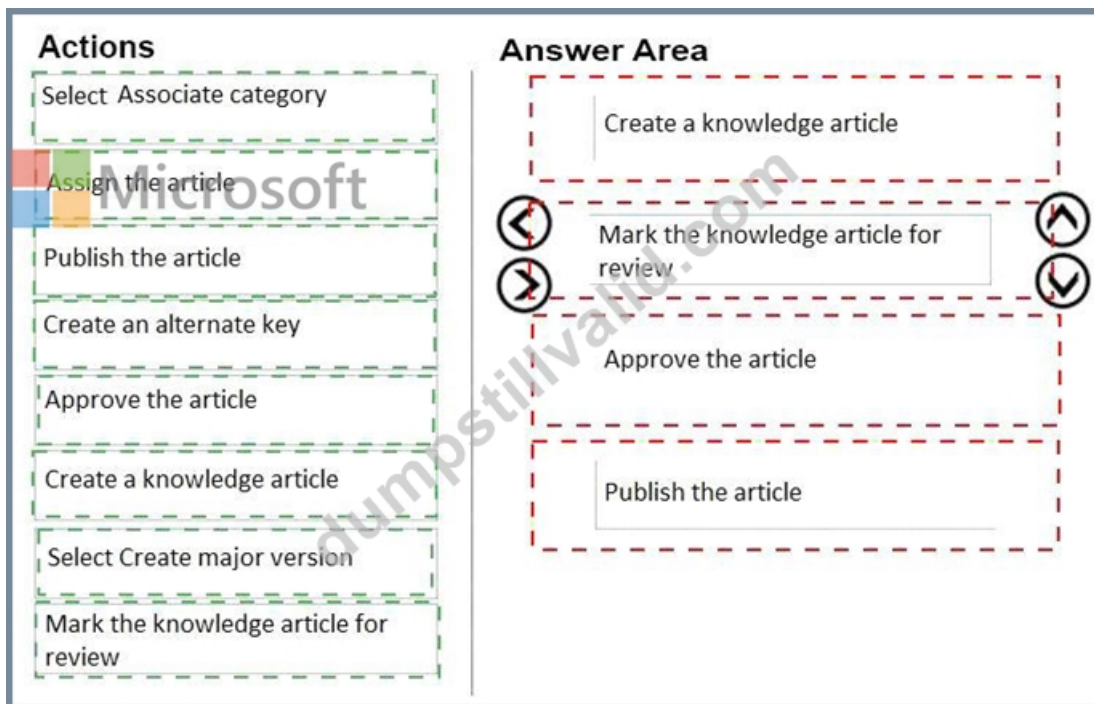
You need to ensure that all knowledge base articles are submitted for review and approval before they are made available to use.

Which four actions must be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

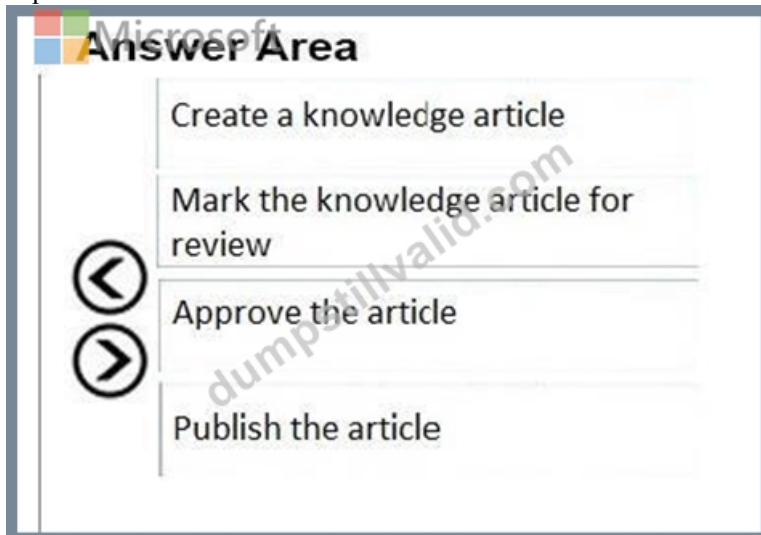
Actions	Answer Area
Select Associate category	     Microsoft
Assign the article	
Publish the article	
Create an alternate key	
Approve the article	
Create a knowledge article	
Select Create major version	
Mark the knowledge article for review	

Answer:

Explanation:



Explanation



References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuse>

NEW QUESTION # 37

Hotspot Question

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 Area

Requirement

Set start of appointments.

Option

	▼
Routing rule	
Service queue	
Time constraint	
Fulfillment preference	
	▼
Interval	
Time group	
Work hours	

View available resources for a shift.



Answer:

Explanation:

Answer Area

Requirement

Set start of appointments.

Option

	▼
Routing rule	
Service queue	
Time constraint	
Fulfillment preference	
	▼
Interval	
Time group	
Work hours	

View available resources for a shift.



NEW QUESTION # 38

A Dynamics 365 Customer Service organization uses routing rules to escalate cases.

Security roles have not been modified or created.

You need to modify the routing rule set that is currently in use and enforce the principle of least privilege.

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
Verify that you have the customer service representative security role.	
Deactivate the routing rule set.	
Verify that you have the customer service manager security role.	
Activate the routing rule set.	
Navigate to Routing rule sets.	
Edit the routing rule set.	
Publish the customizations.	

Answer:

Explanation:

Actions	Answer Area
Verify that you have the customer service representative security role.	Verify that you have the customer service manager security role.
Deactivate the routing rule set.	Navigate to Routing rule sets.
Verify that you have the customer service manager security role.	Deactivate the routing rule set.
Activate the routing rule set.	Edit the routing rule set.
Navigate to Routing rule sets.	Activate the routing rule set.
Edit the routing rule set.	
Publish the customizations.	

Explanation:

Graphical user interface, text, application Description automatically generated

Actions

Verify that you have the customer service representative security role.

Deactivate the routing rule set.

Verify that you have the customer service manager security role.

Activate the routing rule set.

Navigate to Routing rule sets.

Edit the routing rule set.

Publish the customizations.

Answer Area

Verify that you have the customer service manager security role.

Navigate to Routing rule sets.

Deactivate the routing rule set.

Edit the routing rule set.

Activate the routing rule set.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases>

NEW QUESTION # 39

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