MB-230 Real Question | MB-230 Best Practice
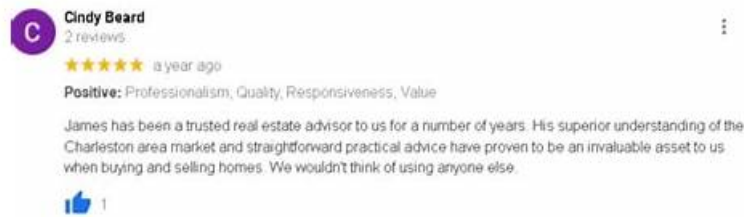
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>> MB-230 Real Question <<

Microsoft MB-230 Best Practice - Standard MB-230 Answers

The crucial thing when it comes to appearing a competitive exam like MB-230 knowing your problem-solving skills. And to do that you are going to need help from a MB-230 practice questions or braindumps. This is exactly what is delivered by our MB-230 test materials. The MB-230 Exam Dumps cover every topic of the actual Microsoft certification exam. The MB-230 exam questions are divided into various groups and the candidate can solve these questions to test his skills and knowledge.

Microsoft MB-230 Certification Exam is an essential credential for functional consultants who want to demonstrate their skills in implementing and configuring customer service solutions using Dynamics 365. MB-230 exam covers various topics related to customer service, and passing it can help professionals advance their careers and gain recognition for their expertise.

Microsoft MB-230 exam is intended for professionals who work in the customer service industry and have experience using Dynamics 365. MB-230 exam is ideal for individuals who want to demonstrate their expertise in designing and implementing customer service solutions, as well as those who want to expand their career opportunities and increase their earning potential.

Microsoft Customer Service Exam Certification Details:

Sample Questions	Microsoft Customer Service Sample Questions
Schedule Exam	Pearson VUE
Exam Name	Microsoft Certified - Dynamics 365 Customer Service Functional Consultant Associate
Passing Score	700 / 1000
Duration	120 mins
Number of Questions	40-60

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q286-Q291):

NEW QUESTION # 286

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet 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 implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

Users must have their own queues that no one else can access.

Users must not be able to view each other's queue.

Users must be able to work from the support queue.

Solution:

Set up each user queue to be private.

Set up level1 and level2 queues to be private and add applicable members.

Set up the support queue to be public.

Does the solution meet the goal?

- A. No
- B. Yes

Answer: A

Explanation:

The level1 and level2 queues must be public so the users can access them.

Note: Public: All users can see and access these queues, depending on their security role.

Users pick items from the queue. The items that a user picks are then moved to that user's personal queue.

Private: Access to these queues is assigned to specific users. (Members are defined on the queue record.) Users pick items from the queue. The items that a user picks are then moved to that user's personal queue.

Also:

In Customer Service, you can create two types of queues:

Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.

Public queues: Create to let everyone in the organization view the queue and all of its items.

Reference:

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

NEW QUESTION # 287

A company uses Omnichannel for Customer Service.

The company has the following requirements for their agents' conversations with customers:

* Agents must verify a customer's information when a chat starts.

* Auto search must be enabled for knowledgebase articles based on case title.

You need to enable agent scripts.

Which action types should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Agent script

Verify customer's information.

Action type

| [dropdown] ▼ |
| Smart assist |
| Automation |
| Text |

Enable auto search for the knowledgebase articles.

| [dropdown] ▼ |
| Text |
| Automation |
| Macro |
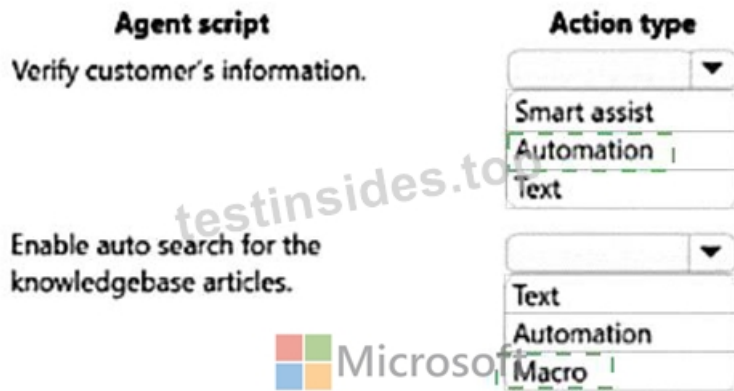
Explanation:

Box 1: Automation

The automation dictionary maintains the contextual data for sessions. You can use the keys from the automation dictionary to pass the parameter in an action.

While creating templates and macros in the admin app, you can pass parameter keys such as title of a session, title of notification, title of an application tab template, and custom parameter values for application tab types.

These keys are replaced based on the contextual information available at the time of execution.

Box 2: Macro

Automate tasks with macros

Overview of macros

In the customer service industry, agents have to click often to perform simple tasks, such as open a form, fill, and save it, and many repetitive and monotonous actions, such as greeting and verifying a customer, sending acknowledgment mail, and taking notes. These clicks and repetitive tasks can lead to human errors when agents copy and paste the data across different operations.

Macros are a set of sequential actions that are performed by a user. They enable users to perform daily operations efficiently in a fast and process-compliant manner. You can reuse macros with different sessions based on the context parameters that are specific to the session.

The value propositions of the macros are as follows:

* Automate repetitive and monotonous tasks with a single click.
* Minimize human errors.
* Adhere to business processes.
* Lower average handling time.
* Improve customer satisfaction.
* Create contextual and reusable macros.

Reference:

https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/automation-dictionary-keys

https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros

https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/smart-assist

NEW QUESTION # 288

Drag and Drop Question

You are customizing a Dynamics 365 Customer Service implementation for a call center.

The call center wants to enable SMS as a channel for the customer service department.

You need to complete the SMS channel configuration.

Which account information should you use for each provider? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information 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/configure-sms-channel-twilio
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel
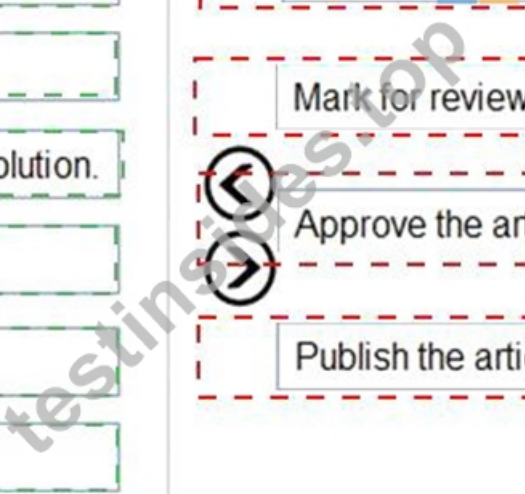
NEW QUESTION # 289
You need to configure the system to store answers about claims.
Which four actions should you perform in sequence? To answer, move all actions from the list to the answer area and arrange them in the correct order.

Actions

Actions
Enable search.
Set routing.
Export to case resolution.
Publish the article.
Create an article.
Mark for review.
Approve the article.

Answer Area

Answer:

Explanation:

Actions

Actions
Enable search.
Set routing.
Export to case resolution.
Publish the article.
Create an article.
Mark for review.
Approve the article.

Answer Area

Answer Area
Create an article.
Mark for review.
Approve the article.
Publish the article.

Explanation
Graphical user interface, text, application Description automatically generated

Create an article.

Mark for review.

Approve the article.

Publish the article.

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-ar

NEW QUESTION # 290

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet 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.

A company uses Dynamics 365 Customer Service Hub.

Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.

A customer service representative is not able to perform a relevance search for emails.

You need to ensure that the customer service representative can perform relevance searches for email addresses.

Solution: Enable smart matching.

Does the solution meet the goal?

- A. No
- B. Yes

Answer: A

NEW QUESTION # 291

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