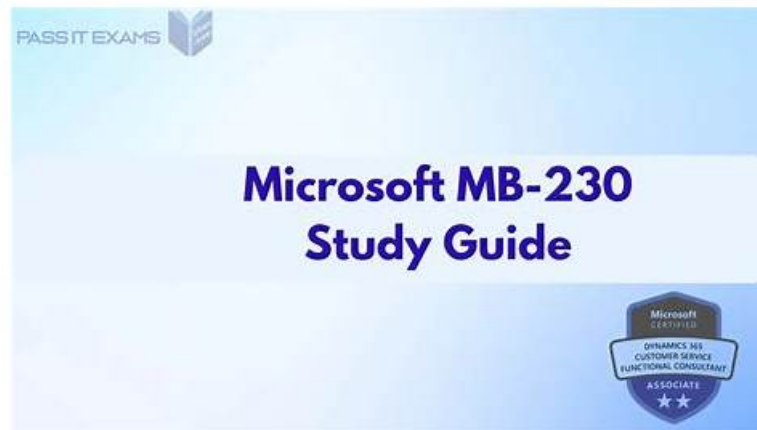


MB-230 Study Guide & MB-230 Guide Torrent & MB-230 Practice Test



BONUS!!! Download part of Pass4Test MB-230 dumps for free: <https://drive.google.com/open?id=1DKLjKjOENSkoeV6Otx1crPcEc9xILFVX>

Pass4Test provides with actual Microsoft MB-230 exam dumps in PDF format. You can easily download and use MB-230 PDF dumps on laptops, tablets, and smartphones. Our real MB-230 dumps PDF is useful for applicants who don't have enough time to prepare for the examination. If you are a busy individual, you can use MB-230 PdfDumps on the go and save time.

If you buy our MB-230 exam questions, then we will provide you with 24-hour online service for our MB-230 study tool. If you have any questions, please send us an e-mail. We will promptly provide feedback to you and we sincerely help you to solve the problem. Our specialists check daily to find whether there is an update on the MB-230 Study Tool. If there is an update system, we will automatically send it to you. Therefore, we can guarantee that our MB-230 test torrent has the latest knowledge and keep up with the pace of change.

>> Pdf MB-230 Pass Leader <<

Free PDF First-grade Microsoft MB-230 - Pdf Microsoft Dynamics 365 Customer Service Functional Consultant Pass Leader

Top choice of MB-230 Help You Gain Success in Microsoft Dynamics 365 Customer Service Functional Consultant. Use Valid Microsoft New Free MB-230 - Microsoft Dynamics 365 Customer Service Functional Consultant. Real MB-230 exam questions updates from Pass4Test. Microsoft certification test preparation journey today. Best of Luck! MB-230 certification is a valuable certification that will recognize your expertise and knowledge in the modern IT world. Pass4Test's exam preparation can enable you to pass the Microsoft Dynamics 365 Customer Service Functional Consultant exam easily. You can get help from MB-230 Practice Test.

Microsoft MB-230 Certification Exam is ideal for professionals working in roles such as customer service managers, functional consultants, and system administrators. Microsoft Dynamics 365 Customer Service Functional Consultant certification validates their ability to implement Dynamics 365 customer service solutions that can help businesses improve customer engagement and satisfaction. MB-230 exam consists of a variety of questions, including multiple-choice, scenario-based, and drag-and-drop questions. Candidates need to score a minimum of 700 out of 1000 points to pass the exam and earn the certification. Overall, the Microsoft MB-230 certification is an excellent way for professionals to enhance their career prospects in the field of Dynamics 365 customer service functional consultancy.

Microsoft MB-230 Exam Syllabus Topics:

Topic	Details
Manage cases and Knowledge Management (20-25%)	

Create and manage cases	<ul style="list-style-type: none"> - configure cases - manage case lists - create and search for case records - convert activities to cases - perform case resolution - implement parent/child cases - merge cases - set autonumbering for customer service entities
Configure and automate cases	<ul style="list-style-type: none"> - implement Advanced Similarity rules - implement record creation and update rules - implement case routing rules - customize the Case Resolution form - configure Status Reason transitions - configure business process flows- capture customer feedback by using Customer Voice
Implement Knowledge Management	<ul style="list-style-type: none"> - configure the Knowledge Search control - link an article with a case - use knowledge management to resolve cases - manage the knowledge management article lifecycle - manage Knowledge management articles - configure entities for Knowledge Management - manage Knowledge article templates - implement knowledge search - enable Relevance Search - configure categories and subjects - convert cases to knowledge articles
Manage queues, entitlements, and service-level agreements (SLAs) (15-20%)	
Create and manage queues	<ul style="list-style-type: none"> - describe use cases for each queue type - configure queues - add cases and activities to queues - configure entities for queues - perform queue operations
Create and manage entitlements	<ul style="list-style-type: none"> - configure entitlements - define and create entitlements- manage entitlement templates - activate and deactivate entitlements- renew or cancel an entitlement
Create and manage SLAs	<ul style="list-style-type: none"> - define and create service-level agreements (SLAs) - configure SLA settings - configure a holiday schedule - configure a customer service schedule - implement actions by using Power Automate - manage cases that are associated with SLAs - manually apply an SLA - create and manage SLA items
Implement scheduling (10-15%)	
Manage resources	<ul style="list-style-type: none"> - configure business closures - configure organizational units - configure resources - configure work hours - configure facilities and equipment
Manage services	<ul style="list-style-type: none"> - define services - schedule a service activity - configure fulfillment preferences - create a schedule board - schedule a service activity by using the schedule board

Implement Omnichannel for Customer Service (30-35%)	
Deploy Omnichannel for Customer Service	<ul style="list-style-type: none"> - provision Omnichannel for Customer Service - define user settings - configure application setting - manage queues - configure skills-based routing
Implement Power Virtual Agents	<ul style="list-style-type: none"> - describe Power Virtual Agents components and concepts - integrate Power Virtual Agents with Dynamics 365 Customer Service- escalate conversations to a live agent
Manage channels	<ul style="list-style-type: none"> - describe use cases for the Channel Integration Framework - configure channels - enable the chat widget on websites - configure pre-chat surveys - configure proactive chat - configure Secure Message Service (SMS)
Distribute work	<ul style="list-style-type: none"> - describe difference between entity routing and channel routing - configure work streams - configure entity routing - configure routing values - implement context variables

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q182-Q187):

NEW QUESTION # 182

A company wants to use Power Virtual Agents chatbots to enable customers to solve their own issues whenever possible. You create knowledge base articles.

You must ensure that the new articles are available through the chatbot.

You need to define the steps to integrate knowledge management with the chatbot.

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

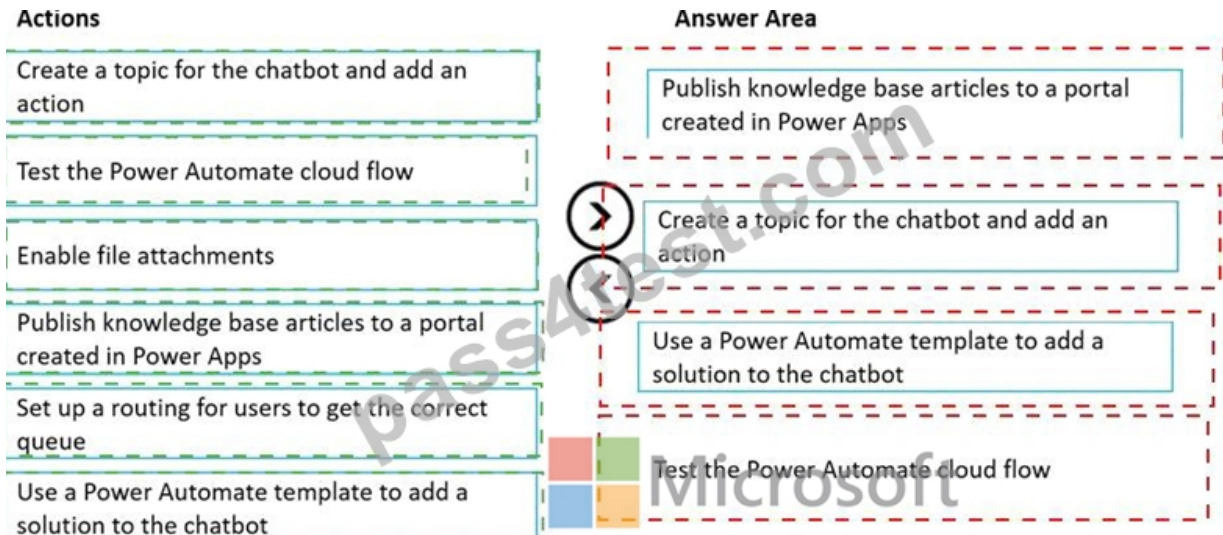
- Create a topic for the chatbot and add an action
- Test the Power Automate cloud flow
- Enable file attachments
- Publish knowledge base articles to a portal created in Power Apps
- Set up a routing for users to get the correct queue
- Use a Power Automate template to add a solution to the chatbot

Answer Area



Answer:

Explanation:



Explanation

Step 1: Publish knowledge articles to a portal created in Power Apps

Step 2: Create a topic for the Power Virtual Agents bot, and add an action Step 3: Use a Power Automate template to add the solution to the chatbot Step 4: Test the Power Automate cloud flow Test the flow to publish and share the bot.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/integrate-km-with-pva>

NEW QUESTION # 183

You are using Dynamics 365 for Customer Service. You have existing routing rules.

You need to create a routing rule for cases and bulk-import cases.

Which actions should you perform? To answer, select the appropriate action in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	<ul style="list-style-type: none"> The routing rule is deleted The routing rule does not change The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	<ul style="list-style-type: none"> Create a column in a spreadsheet named RouteCase and add the value No for all records Create a column in a spreadsheet named RouteCase and add the value No routing for all records Save the spreadsheet as a delimited file for import Manually add each record

Answer:

Explanation:

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	<ul style="list-style-type: none"> The routing rule is deleted The routing rule does not change The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	<ul style="list-style-type: none"> Create a column in a spreadsheet named RouteCase and add the value No for all records Create a column in a spreadsheet named RouteCase and add the value No routing for all records Save the spreadsheet as a delimited file for import Manually add each record

Scenario

The existing route rule action that the system automatically invokes when the new rule is activated.

Action
The routing rule is deleted
The routing rule does not change
The routing rule is deactivated

Import bulk cases without the routing rule affecting the imported cases.

Create a column in a spreadsheet named RouteCase and add the value No for all records
Create a column in a spreadsheet named RouteCase and add the value No routing for all records
Save the spreadsheet as a delimited file for import
Manually add each record

NEW QUESTION # 184

You are a Dynamics 365 for Customer Service administrator.

You must track time against enhanced service-level agreements (SLAs).

You need to add a timer.

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.

Actions	Answer Area
<div style="border: 1px solid #ccc; padding: 5px;">Add the quick create forms to the primary entity form.</div>	⏪ ⏩ ⏪ ⏩
<div style="border: 1px solid #ccc; padding: 5px;">Create a quick view form for each SLA KPI instance field.</div>	
<div style="border: 1px solid #ccc; padding: 5px;">Ensure the entity is enabled for SLA.</div>	
<div style="border: 1px solid #ccc; padding: 5px;">Add the quick view forms to the primary entity form.</div>	
<div style="border: 1px solid #ccc; padding: 5px;">Create a quick-create form for each SLA KPI instance field.</div>	

Answer:

Explanation:

Actions	Answer Area
<div style="border: 1px dashed green; padding: 5px;">Add the quick create forms to the primary entity form.</div>	⏪ ⏩ ⏪ ⏩
<div style="border: 1px dashed green; padding: 5px;">Create a quick view form for each SLA KPI instance field.</div>	
<div style="border: 1px dashed green; padding: 5px;">Ensure the entity is enabled for SLA.</div>	
<div style="border: 1px dashed green; padding: 5px;">Add the quick view forms to the primary entity form.</div>	
<div style="border: 1px dashed green; padding: 5px;">Create a quick-create form for each SLA KPI instance field.</div>	

Explanation

Ensure the entity is enabled for SLA.

Create a quick view form for each SLA KPI instance field.

Add the quick view forms to the primary entity form.

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add-timer-forms-tracktim>

NEW QUESTION # 185

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.

You need to create a customer service satisfaction survey and embed it on a website.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Copy the URL from the Anonymous link field and paste it into your website.
- B. Copy the portal web link and paste it into your website.
- C. Copy the HTML code from the iFrame URL field and paste it on your website.
- D. On the Voice of the Customer survey, select Run in iFrame.

Answer: C,D

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey>

NEW QUESTION # 186

You are a Dynamics 365 for Customer Service administrator. Your company provides support between 9 a.m. and 5 p.m.

You must add a warning to account records when service representatives do not contact an account within eight business hours of the account being verified.

You need to enable service-level agreements (SLAs) for accounts.

In which order should you perform the actions? To answer, move all actions from the list to the answer area and arrange them in the correct order.

Actions	Answer Area
Create an enhanced SLA on the account that tracks when the status reason changes to Verified.	
Configure the SLA details and set a warning at six hours and a failure at eight hours.	
Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.	
Publish the account customizations. Set the business hours for the support department.	

Answer:

Explanation:

Actions	Answer Area
Create an enhanced SLA on the account that tracks when the status reason changes to Verified.	Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.
Configure the SLA details and set a warning at six hours and a failure at eight hours.	Create an enhanced SLA on the account that tracks when the status reason changes to Verified.
Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.	Configure the SLA details and set a warning at six hours and a failure at eight hours.
Publish the account customizations. Set the business hours for the support department.	Publish the account customizations. Set the business hours for the support department.

Explanation

Answer Area

Customize the accounts entity to enable SLAs. Add a status reason for unverified accounts. Set the value for the status reason to Verified.	
Create an enhanced SLA on the account that tracks when the status reason changes to Verified.	
Configure the SLA details and set a warning at six hours and a failure at eight hours.	
Publish the account customizations. Set the business hours for the support department.	

NEW QUESTION # 187

.....

We all realize that how important an Microsoft Dynamics 365 certification is, also understand the importance of having a good knowledge of it. Passing the MB-230 exam means you might get the chance of higher salary, greater social state and satisfying promotion chance. Once your professional ability is acknowledged by authority, you master the rapidly developing information technology. With so many advantages, why don't you choose our reliable MB-230 Actual Exam guide, for broader future and better life? Our MB-230 exam questions won't let you down.

MB-230 VCE Dumps: <https://www.pass4test.com/MB-230.html>

- Microsoft MB-230 Guaranteed Success with Satisfied Customers and 24/7 Support System Search for **【 MB-230 】**

- and download exam materials for free through > www.prep4pass.com □ □ MB-230 Interactive EBook
- MB-230 Technical Training □ Latest MB-230 Exam Review □ MB-230 Questions Pdf □ Download ▷ MB-230 ◁ for free by simply entering □ www.pdfvce.com □ website □ Latest MB-230 Exam Online
 - 2025 Accurate MB-230 – 100% Free Pdf Pass Leader | MB-230 VCE Dumps □ Copy URL { www.pass4leader.com } open and search for ➡ MB-230 □ to download for free □ Interactive MB-230 Course
 - Features of Three Formats Microsoft MB-230 Exam Questions □ Download ➡ MB-230 □ for free by simply entering ⇒ www.pdfvce.com ⇐ website □ Latest MB-230 Exam Review
 - MB-230 Technical Training □ Reliable MB-230 Exam Pdf □ Reliable MB-230 Exam Questions □ Go to website ➡ www.prep4pass.com □ open and search for □ MB-230 □ to download for free □ MB-230 Vce File
 - MB-230 free certkingdom demo - MB-230 latest pdf dumps □ Search for ☀ MB-230 ☀ □ and download it for free immediately on ▷ www.pdfvce.com ◁ □ MB-230 Interactive EBook
 - Features of Three Formats Microsoft MB-230 Exam Questions □ Easily obtain ☀ MB-230 ☀ □ for free download through ▷ www.actual4labs.com ◁ □ Reliable MB-230 Exam Pdf
 - MB-230 Interactive EBook ✓ MB-230 Passguide □ MB-230 Technical Training □ Open website ✓ www.pdfvce.com □ ✓ □ and search for (MB-230) for free download □ Valid Braindumps MB-230 Book
 - MB-230 Valid Dumps Questions □ MB-230 Fresh Dumps □ MB-230 Passguide □ Search for (MB-230) on □ www.examdiscuss.com □ immediately to obtain a free download □ MB-230 Fresh Dumps
 - MB-230 free certkingdom demo - MB-230 latest pdf dumps □ Search for [MB-230] and easily obtain a free download on [www.pdfvce.com] □ New MB-230 Dumps Pdf
 - MB-230 free certkingdom demo - MB-230 latest pdf dumps □ Search on ▷ www.actual4labs.com ◁ for 【 MB-230 】 to obtain exam materials for free download □ Reliable MB-230 Test Guide
 - johnlee994.aboutyoublog.com, www.cncircus.com.cn, www.stes.tyc.edu.tw, afirfin.co.za, teachladakh.com, www.stes.tyc.edu.tw, dietchannie.co.za, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, www.stes.tyc.edu.tw, motionentrance.edu.np, Disposable vapes

2025 Latest Pass4Test MB-230 PDF Dumps and MB-230 Exam Engine Free Share: <https://drive.google.com/open?id=1DKLjKjOENSkoeV6Otx1crPcEc9xILFVX>