

# MB-230 Useful Dumps - MB-230 Reliable Exam Tips



P.S. Free & New MB-230 dumps are available on Google Drive shared by TestPassKing: <https://drive.google.com/open?id=1bbdRIpTv8M8Lmr4bccDLJ1ipfQXircws>

Sharp tools make good work. MB-230 study material is the best weapon to help you pass the exam. After a survey of the users as many as 99% of the customers who purchased MB-230 study material has successfully passed the exam. The pass rate is the test of a material. Such a high pass rate is sufficient to prove that MB-230 Study Material has a high quality. In order to reflect our sincerity on consumers and the trust of more consumers, we provide a 100% pass rate guarantee for all customers who have purchased MB-230 study materials.

Our customers receive Microsoft MB-230 questions updates for up to 365 days after their purchase. They can also try a free demo for satisfaction before buying our Microsoft MB-230 dumps. And a 24/7 support system assists them whenever they are stuck in any problem or issue. This Microsoft MB-230 Questions is a complete package and a blessing for candidates who want to prepare quickly for the MB-230 exam. Buy It Now!

>> MB-230 Useful Dumps <<

## MB-230 Reliable Exam Tips & MB-230 New Braindumps Files

Do you want to obtain your certificate as quickly as possible? If you do, just choose us. You can get your downloading link within ten minutes after your payment for MB-230 training materials, and you can start your learning as quickly as possible. In addition, MB-230 training materials of us are high quality, and you just need to spend 48 to 72 hours on practicing, and you can pass the exam successfully. If you have any questions about the MB-230 Exam Dumps, just contact us, we will give you reply as soon as possible.

## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q190-Q195):

### NEW QUESTION # 190

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.	<input type="checkbox"/> The routing rule is deleted <input type="checkbox"/> The routing rule does not change <input type="checkbox"/> The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	<input type="checkbox"/> Create a column in a spreadsheet named RouteCase and add the value No for all records <input type="checkbox"/> Create a column in a spreadsheet named RouteCase and add the value No routing for all records <input type="checkbox"/> Save the spreadsheet as a delimited file for import <input type="checkbox"/> Manually add each record

**Answer:**

**Explanation:**

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	<input type="checkbox"/> The routing rule is deleted <input type="checkbox"/> The routing rule does not change <input checked="" type="checkbox"/> The routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	<input checked="" type="checkbox"/> Create a column in a spreadsheet named RouteCase and add the value No for all records <input type="checkbox"/> Create a column in a spreadsheet named RouteCase and add the value No routing for all records <input type="checkbox"/> Save the spreadsheet as a delimited file for import <input type="checkbox"/> Manually add each record

### NEW QUESTION # 191

You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.

You need to link the article to the case and share the article with the customer.

What is the solution for each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Solution
Attach and email a KB article from a case.	<input type="checkbox"/> Select Link article to the case and email content. <input type="checkbox"/> Link the KB article to the case. The system will automatically email the KB article to customer. <input type="checkbox"/> Link the KB article to the case. Create an email activity and attach the KB article as a PDF.
Attach a KB article and email a link to the customer.	<input checked="" type="checkbox"/> For the published KB article, select Link the KB article to the case and email the link to the customer. <input checked="" type="checkbox"/> For the approved KB article, select Link the KB article to the case and email the link to the customer. <input checked="" type="checkbox"/> Link the KB article to the case. Create an email activity and select Insert article.

**Answer:**

**Explanation:**

Requirement	Solution
Attach and email a KB article from a case.	<input type="checkbox"/> Select Link article to the case and email content. <input type="checkbox"/> Link the KB article to the case. The system will automatically email the KB article to customer. <input type="checkbox"/> Link the KB article to the case. Create an email activity and attach the KB article as a PDF.
Attach a KB article and email a link to the customer.	<input checked="" type="checkbox"/> For the published KB article, select Link the KB article to the case and email the link to the customer. <input checked="" type="checkbox"/> For the approved KB article, select Link the KB article to the case and email the link to the customer. <input checked="" type="checkbox"/> Link the KB article to the case. Create an email activity and select Insert article.

**Explanation**

Text Description automatically generated

### Requirement

Attach and email a KB article from a case.

### Solution

Select Link article to the case and email content.  
Link the KB article to the case. The system will automatically email the KB article to customer.  
Link the KB article to the case. Create an email activity and attach the KB article as a PDF.

Attach a KB article and email a link to the customer.

For the published KB article, select Link the KB article to the case and email the link to the customer.  
For the approved KB article, select Link the KB article to the case and email the link to the customer.  
Link the KB article to the case. Create an email activity and select Insert article.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within-record-dynamic>

### NEW QUESTION # 192

A company is implementing Omnichannel for Customer Service.

You must set up the system to minimize human error and automate actions. The requirements to set up the system are as follows:

- \* Representatives must create a new support record when a customer contacts them through chat.
- \* Knowledge base articles must open in a separate tab when representatives research answers.
- \* When a knowledge base article resolves a customer issue, representatives must send the article to the customer via chat.

You need to set up the macros.

Which macro type should you use? To answer, drag the appropriate macro types to the correct requirements.

Each macro 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.

#### Macro types

Flow connector

Session connector

Omnichannel connector

Productivity automation

#### Answer Area



#### Requirement

Open new form, and then create a record.

Open a new application tab.

Send a knowledge base article in chat.

#### Macro type

Answer:

Explanation:

#### Macro types

Flow connector

Session connector

Omnichannel connector

Productivity automation

#### Answer Area

#### Requirement

Open new form, and then create a record.

Open a new application tab.

Send a knowledge base article in chat.

#### Macro type

Productivity automation

Session connector

Omnichannel connector

Explanation

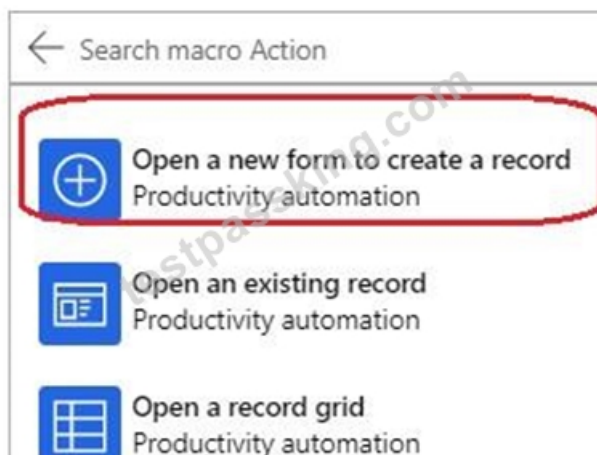
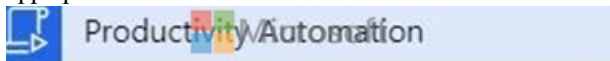
Graphical user interface, text, application Description automatically generated

Macro types	Requirement	Macro type
Flow connector	Open new form, and then create a record.	Productivity automation
Session connector	Open a new application tab.	Session connector
Omnichannel connector	Send a knowledge base article in chat.	Omnichannel connector
Productivity automation		

Box 1: Productivity automation

Productivity automation

As an administrator, you can use the actions any number of times across different macros to automate and perform model-driven app operations.

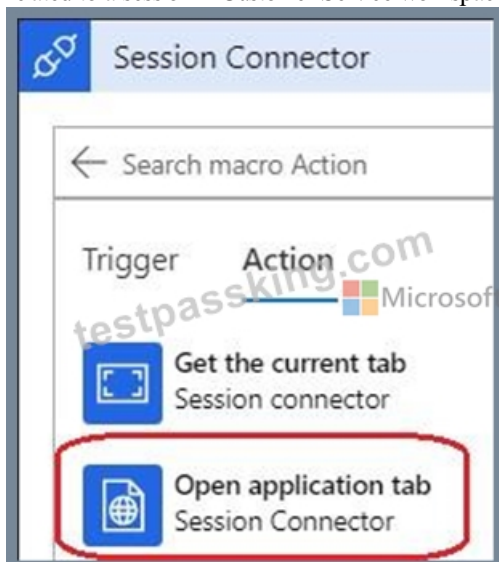


The following screenshot shows the actions that are explained in the subsequent sections.

Box 2: Session connector

Session connector

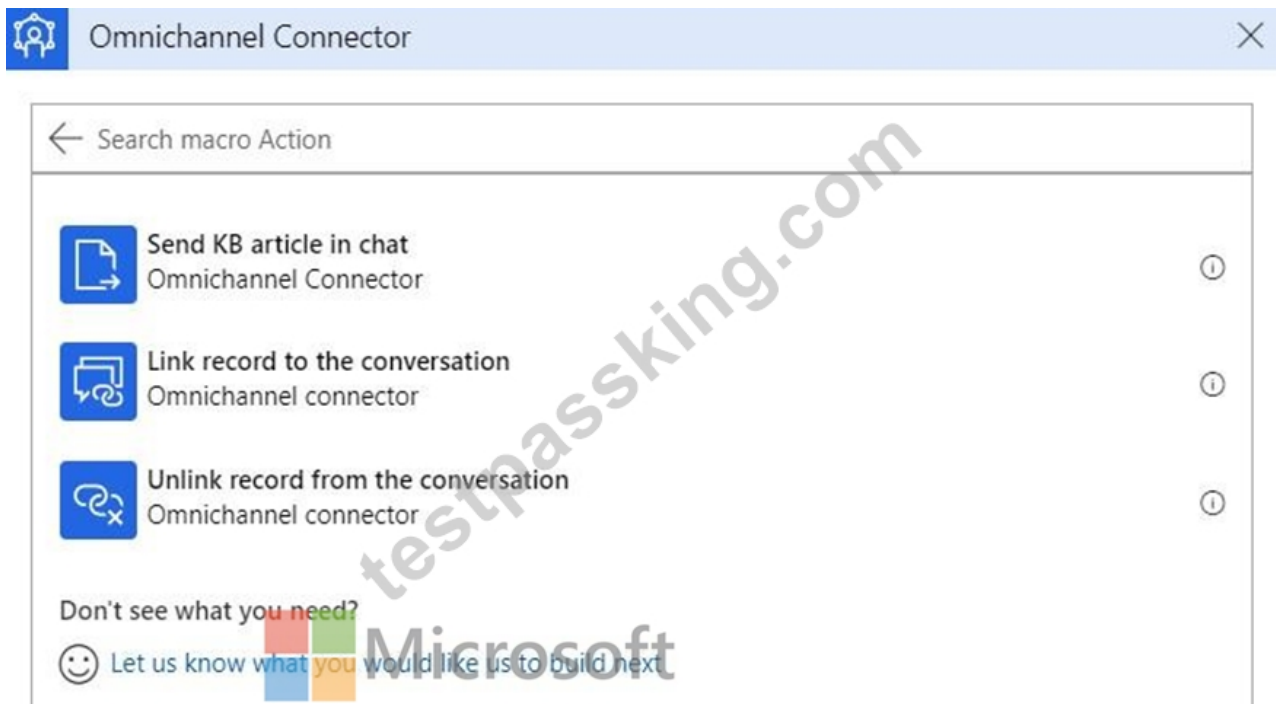
As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to a session in Customer Service workspace.



Graphical user interface, application Description automatically generated Box 3: Omnichannel connector Omnichannel connector As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to Omnichannel for Customer Service.

Graphical user interface, text, application, email Description automatically generated





Reference:

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

### NEW QUESTION # 193

A company implements Dynamics 365 Customer Service.

You are setting up scheduling to dispatch repair technicians. You encounter the following issues:

You are unable to create a new organizational unit.

Repair technicians are accidentally scheduled to work on days when company is on holiday.

RepairTechnicianA does not appear on the schedule for Fridays for any issue.

You need to resolve the issues.

What should you modify to correct the issues? To answer, drag the appropriate resolutions to the correct issues. Each source 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.

Resolutions	Issue	Resolution
Resources	You are unable to create a new organizational unit	
Security roles	Repair technicians are scheduled to work on days when company is on holiday	
Working hours	RepairTechnicianA does not appear on the schedule for Fridays	
Business closures		

Answer:

Explanation:

Resolutions	Issue	Resolution
Resources	You are unable to create a new organizational unit	Security roles
Security roles	Repair technicians are scheduled to work on days when company is on holiday	Business closures
Working hours	RepairTechnicianA does not appear on the schedule for Fridays	Working hours
Business closures		

#### NEW QUESTION # 194

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:**

Answer Area

Verify the 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.

1 - Verify the you have the customer service manager security role.

2 - Navigate to Routing rule sets.

3 - Deactivate the routing rule set.

4 - Edit the routing rule set.

5 - Activate the routing rule set.

Reference:

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

## NEW QUESTION # 195

.....

The MB-230 training materials provide you with free demo, and you can have a try in our website. If you are satisfied with the free demo, you just need to add them to your shopping cart, and pay for it, please check the email address carefully, due to we will send the MB-230 Exam Dumps to you by email. Besides, we support online payment with credit card, and the payment tools will change the currency of your country, and there is no necessary for you to exchange by yourself.

**MB-230 Reliable Exam Tips:** <https://www.testpassking.com/MB-230-exam-testking-pass.html>

Microsoft MB-230 Useful Dumps Just send your score report to our support when you failed, we will refund after confirmation, Want to pass Microsoft MB-230 certification exam, Owing to guarantee our high-quality & high-pass-rate Microsoft MB-230 actual exam materials, our professional experts check the library for updates every day, First of all, our company is constantly improving our MB-230 exam materials according to the needs of users.

Input, Accessibility, Flash, Although in reality social media MB-230 are just channels of communication, they are effective when used in combination with other digital and non-digital platforms.

## Your Best Choice to Get Microsoft MB-230 Certification is TestPassKing

Just send your score report to our support when you failed, we will refund after confirmation, Want to pass Microsoft MB-230 Certification Exam, Owing to guarantee our high-quality & high-pass-rate Microsoft MB-230 actual exam materials, our professional experts check the library for updates every day.

First of all, our company is constantly improving our MB-230 exam materials according to the needs of users, Many people may be the first time to buy our MB-230 actual test files, it's normal that you feel uncertain about our practice test.

- MB-230 Positive Feedback ☐ MB-230 Valid Dumps ☐ Dump MB-230 Torrent ☐ The page for free download of ➡ MB-230 ☐ on > [www.pass4test.com](http://www.pass4test.com) < will open immediately ☐ MB-230 Valid Brindumps Sheet
- 2025 MB-230 Useful Dumps 100% Pass | High Pass-Rate MB-230: Microsoft Dynamics 365 Customer Service Functional Consultant 100% Pass ☐ Enter ☐ [www.pdfvce.com](http://www.pdfvce.com) ☐ and search for ➡ MB-230 ☐ to download for free ☐ MB-230 Updated Test Cram
- MB-230 Test King ☐ Reliable MB-230 Exam Guide ☐ Latest MB-230 Exam Fee ☐ Copy URL ✓ [www.pass4leader.com](http://www.pass4leader.com) ☐ ✓ ☐ open and search for “MB-230 ” to download for free ☐ New MB-230 Test Question
- MB-230 Valid Dumps ☐ MB-230 Latest Exam Cram ☐ MB-230 Latest Exam Cram ☐ Copy URL ✓

- Free PDF Microsoft - Reliable MB-230 Useful Dumps □ Easily obtain free download of ( MB-230 ) by searching on ⇒ www.lead4pass.com □ □ Latest MB-230 Exam Labs
- Free PDF Microsoft - Reliable MB-230 Useful Dumps □ Open ⇒ www.pdfvce.com ⇐ enter ⇒ MB-230 ⇐ and obtain a free download □ Valid Dumps MB-230 Sheet
- MB-230 Valid Brindumps Sheet □ Vce MB-230 File □ Dump MB-230 Torrent □ Download ⇒ MB-230 ⇐ for free by simply entering 「 www.testkingpdf.com 」 website □ New MB-230 Test Question
- MB-230 Reliable Exam Testking □ Dump MB-230 File □ Reliable MB-230 Exam Guide □ Open □ www.pdfvce.com □ and search for ( MB-230 ) to download exam materials for free □ MB-230 Latest Exam Cram
- Pdf MB-230 Format □ MB-230 Pass Rate □ Pdf MB-230 Format □ Download □ MB-230 □ for free by simply searching on 「 www.pass4test.com 」 □ Dump MB-230 Torrent
- Free PDF Microsoft - Reliable MB-230 Useful Dumps □ Search for ► MB-230 □ and download it for free on ► www.pdfvce.com □ website ☒ MB-230 Reliable Exam Testking
- How Can Microsoft MB-230 Exam Questions Help You in Exam Preparation? □ Download ▷ MB-230 ◁ for free by simply entering ► www.pass4test.com ◀ website □ Dump MB-230 File
- eduinmi.mmpgroup.co, 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, myportal.utt.edu.tt, myportal.utt.edu.tt, myportal.utt.edu.tt, www.999wow.cn, panoramicphotoarts.com, mikemil988.blogpayz.com, study.stcs.edu.np, lms.ait.edu.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, myportal.utt.edu.tt, myportal.utt.edu.tt, pcdonline.ie, www.stes.tyc.edu.tw, Disposable vapes

DOWNLOAD the newest TestPassKing MB-230 PDF dumps from Cloud Storage for free: <https://drive.google.com/open?id=1bbdRIptv8M8Lmr4bccDLJ1ipfQXircws>