Microsoft MB-230 Microsoft Dynamics 365 Customer Service Functional Consultant Webbased Practice Exam

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q162-Q167):

NEW QUESTION # 162
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: Configure interactive experience global filter.
Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION # 163
You need to configure the system to notify managers about unhappy patients.
What should you do?

- A. Change the value of the Monitor real-time customer sentiment option to Yes.
- B. Set a routing rule for escalations.
- C. Configure Omnichannel Insights.

Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/oc-monitor-real-time-customer-sentimentsessions

NEW QUESTION # 164
You are a Dynamics 365 administrator.
You want to set up a child/parent relationship for cases so that the child case inherits different fields from the parent case.
You need to set up the appropriate child/parent relationship.
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.

Answer:

Explanation:

Explanation:

Graphical user interface, text, application Description automatically generated

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases

NEW QUESTION # 165

You are a Dynamics 365 for Customer Service administrator.

You need to import cases from a file without applying routing rules.

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.

Answer:

Explanation:

Answer Area

Add a column named Route Case to the import file

Add the value No for casea that must not be routed

Save and import the import file

1 - Add a column named Route Case to the import file
2 - Add the value No for casea that must not be routed
3 - Save and import the import file
References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rulesautomatically-route-cases

NEW QUESTION # 166
A customer needs to know how data from third-party applications can be reported on in a Customer Service Insights dashboard.
You need to advise the customer on how to display the data.
What should the customer use?

- A. data integration data maps With Common Data Service
- B. call intelligence data from Common Data Service
- C. lead and opportunity data from Common Data Service
- D. ding web search for data creation data in Common Data Service

Answer: A

Explanation:
Topic 1, Lamna HealthCare
Case study
This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.
To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.
At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.
To start the case study
To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.
Background
Lamna Healthcare Company provides health care services to communities across the region. The company provides telehealth services only and does not offer in-person appointments. The company has staff that speak English and Spanish.
The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.
Current environment. Services
Lamna provides two types of appointments: wellness and sick. A doctor and a nurse are scheduled for each sick appointment. A doctor or a nurse are scheduled for wellness appointments.
Current environment. Employees
General
Employees are located in the Pacific and Eastern time zones.

Case representatives

Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

All case representatives work eight-hour shifts. Case representatives typically focus on cases that involve one type of illness. The case representatives may back up others when call volumes are large.

Several case representatives speak both Spanish and English. The only company holidays the case representatives have off are New Year's Eve day and New Year's Day.

Customer satisfaction and escalation

Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls. Case managers schedule shifts and are a point of escalation.

Requirements. System and resources

* Each employee must use the system.
* Case managers must be users in the system but must not be available for the scheduling rotation or manually assigned.
* Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Cases

* The system must support live chats, texting, and Twitter.
* Case representatives must be able to chat, text, and tweet without exiting the system they use to track calls.
* Case representatives must be able to chat live only with customers whose calls are routed or assigned to them.
* Managers must be able to monitor all communication as well as add or delete quick replies.
* Customer satisfaction representatives must be able to read agent scripts and workflows.
* A live chat must pop up each time someone fills out the form to register for an appointment. The live chat must automatically be sent to the case representative who is best qualified to answer the question.
* There are two type of queues: regular and escalated.
* Tickets must be routed to the most qualified representative for the illness.
* Tickets assigned to a representative must be automatically placed in that representative's queue.

Requirements. Chat escalation process

* Each division must have one manager for escalations.
* Patients who request an escalation from the website must automatically be routed to a chatbot. The patient will answer predefined questions and will be alerted that someone will call them back. Chat transcripts must be sent to the appropriate manager.
* Only escalations must go to the chat bot.
* You must create two types of Omnichannel queues: regular and escalated.
* Only managers must be able to access the Omnichannel Insights dashboard.

Requirements. Managers

* Managers must be able to review weekly productivity reports for representatives by using Omnichannel Insights dashboards.
* Managers must be able to monitor patient moods during patients' conversations with representatives.
* Managers must be able to determine whether a patient is feeling negative during a live chat with a representative.

Requirements. Appointments

* Representatives must be able to schedule appointments and see everyone's free/busy time during their scheduled working hours.
* Appointments must be scheduled by representatives in open time slots for nurses and doctors.
* Nurses and doctors must be booked for 30-minute time slots.
* Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Analytics

* You must implement Customer Insights to keep track of how well representatives are managing customers' requests.
* Analytics must be viewable only in the production environment.
* You must ensure that only escalation managers can create workspaces and control access to workspaces
* Case representatives must be rated on knowledge of their primary specialty and their backup specialty.
* Case representatives must only be able to view workspaces.
* Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.

NEW QUESTION # 167

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