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Microsoft MB-230 Exam is designed to test the skills and knowledge of individuals who are looking to become Microsoft Dynamics 365 Customer Service Functional Consultants. Microsoft Dynamics 365 Customer Service Functional Consultant certification is ideal for professionals who are interested in enhancing their expertise in the field of customer service management and improving their career prospects.

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Microsoft MB-230 Exam is a valuable certification for professionals who want to become Microsoft Dynamics 365 Customer Service Functional Consultants. MB-230 exam measures the candidate's knowledge and skills in implementing and configuring customer service solutions using Microsoft Dynamics 365. Passing the exam validates the candidate's expertise in customer service functionalities, such as managing cases, knowledge base, queues, entitlements, and service level agreements.

Scheduling Implementation: 10-15%

- Services Management: The test takers will need to demonstrate their skills in defining services, scheduling service activities, and configuring fulfillment preferences. They will also need to show their expertise in a scheduling service activity with schedule boards and creating the schedule boards.
- Resources Management: This topic requires your expertise in configuring resources, business closures, organizational units, work hours, and equipment and facilities.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q24-Q29):

NEW QUESTION # 24

You need to create the SLAs.

Which three SLAs should you create? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. SLA with 24 hours as the failure time and a two-hour warning
- B. SLA with 6 hours as the failure time and a one-hour warning
- C. SLA with one hour as the failure time and no warning
- D. SLA with 24 hours as the failure time and no warning
- E. SLA with 6 hours as the failure time and no warning

Answer: A,B,C

Explanation:



Plan	Response time
HMO	24 hours
PPO	6 business hours
Gold	1 business hour

Text Description automatically generated

An email alert must be sent to representatives for SLA violations as follows: HMO 2 hours prior and PPO 1 hour prior.

NEW QUESTION # 25

You need to ensure that claim disputes conform to the defined case life cycle.

What should you configure?

- A. Status Reason Transition
- B. Timeline
- C. Related cases
- D. Subject
- E. Case Relationships

Answer: A

NEW QUESTION # 26

You are an Omnichannel supervisor for a company.

The company wants to deploy an Omnichannel Insights dashboard.

You need to set up and monitor KPIs.

In which section is each KPI located? To answer, drag the appropriate sections to the correct KPIs. Each section 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.



The interface shows a drag-and-drop setup for KPIs. On the left, under 'Sections', are four boxes: Agent, Conversation, Bot Insights, and Channel. On the right, under 'Answer Area', is a table with KPIs and corresponding section boxes.

KPI	Section
Top Sentiment Pulse	Section
Bot Resolution Time	Section
Average Customer Sentiment Pulse	Section
Transfer Rate	Section

Answer:

Explanation:

Sections	Answer Area	
	KPI	Section
Agent	Top Sentiment Pulse	Agent
Conversation	Bot Resolution Time	Bot Insights
Bot Insights	Average Customer Sentiment Pulse	Channel
Channel	Transfer Rate	Conversation

Explanation

Graphical user interface, text, application Description automatically generated

KPI	Section
Top Sentiment Pulse	Agent
Bot Resolution Time	Bot Insights
Average Customer Sentiment Pulse	Channel
Transfer Rate	Conversation

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-insights-dashboard>

NEW QUESTION # 27

You are implementing Dynamics 365 for Customer Service.

You need to set up available working hours to help desk representatives who have varying schedules.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Action
Set up individual working hours.	<div>Configure security settings and define hours for each user account</div> <div>Configure service management and all customer service calendars</div> <div>Configure administration settings and system settings</div>
Set up new weekly schedule and recurring work hours.	<div>Configure days off to vary by day</div> <div>Configure a fiscal year schedule</div> <div>Configure individual days off</div>

Answer:

Explanation:

Requirement	Action
Set up individual working hours.	<div>▼</div> <ul style="list-style-type: none"> Configure security settings and define hours for each user account Configure service management and all customer service calendars Configure administration settings and system settings
Set up new weekly schedule and recurring work hours.	<div>▼</div> <ul style="list-style-type: none"> Configure days off to vary by day Configure a fiscal year schedule Configure individual days off

NEW QUESTION # 28

You need to determine the type of queues to create.

How should access to the queues be configured? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Queue	Type
Geriatric queue	<div>▼</div> <ul style="list-style-type: none"> Private Public Shared
Miscellaneous	<div>▼</div> <ul style="list-style-type: none"> Private Public Shared

Answer:

Explanation:

Queue

Type

Geriatric queue

	▼
Private	
Public	
Shared	

Miscellaneous

	▼
Private	
Public	
Shared	



Microsoft

Explanation

Box 1: Private

Miscellaneous queues must be visible to everyone

The other queues must be visible only to the appropriate department.

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.

Box 2: Public

Miscellaneous queues must be visible to everyone.

Reference:

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

NEW QUESTION # 29

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