

Pass Guaranteed 2025 Microsoft Newest MB-230 Official Cert Guide



What's more, part of that FreePdfDump MB-230 dumps now are free: <https://drive.google.com/open?id=1Rwb9ErM7TXehtCoZhhrxZbkkAPSYhcuR>

Our Microsoft Dynamics 365 Customer Service Functional Consultant MB-230 Practice Exam software is the most impressive product to learn and practice, as it is versatile in its features. FreePdfDump presents its practice platform in the form of desktop practice exam software. FreePdfDump offers accurate study material, trustworthy practice and latest material, and with free updates for 365 days.

Microsoft MB-230 Exam is ideal for those who are looking to enhance their careers in the field of Dynamics 365 Customer Service. MB-230 exam is suitable for consultants, developers, and administrators, who have a good understanding of Dynamics 365 Customer Service and its functionality. Microsoft Dynamics 365 Customer Service Functional Consultant certification validates the candidate's ability to configure and customize Dynamics 365 Customer Service to meet the business requirements of their clients.

>> MB-230 Official Cert Guide <<

Latest updated MB-230 Official Cert Guide & Leader in Qualification Exams & Excellent Certificate MB-230 Exam

Constant learning is necessary in modern society. If you stop learning new things, you cannot keep up with the times. Our MB-230 study materials cover all newest knowledge for you to learn. In addition, our MB-230 learning braindumps just cost you less time and efforts. And we can claim that if you prepare with our MB-230 Exam Questions for 20 to 30 hours, then you are able to pass the exam easily. What are you looking for? Just rush to buy our MB-230 practice engine!

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q221-Q226):

NEW QUESTION # 221

You need to configure the options for the schedule.

Which options should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Setting	Option
Resource Type	▼ User Account Contact Facility
Vice Presidents' schedule	▼ Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.

Microsoft

Answer:

Explanation:

Setting	Option
Resource Type	▼ User Account Contact Facility
Vice Presidents' schedule	▼ Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.

Microsoft

Explanation

Graphical user interface, text, application Description automatically generated

Setting	Option
Resource Type	▼ User Account Contact Facility
Vice Presidents' schedule	▼ Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.

Microsoft

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/resources-service-scheduling>

NEW QUESTION # 222

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.

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

Answer:

Explanation:

Sections	Answer Area	Section
	KPI	
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 # 223

You need to configure the options for the schedule.

Which options should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Setting	Option
Resource Type	▼ User Account Contact Facility
Vice Presidents' schedule	▼ Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.

Answer:

Explanation:

Setting	Option
Resource Type	▼ User Account Contact Facility
Vice Presidents' schedule	▼ Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/resources-service-scheduling>

NEW QUESTION # 224

A company deploys Dynamics 365 Customer Service.

A service manager requires a new classification ruleset for Bronze-type customers. The Bronze type customers require an answer within five hours.

You need to create the classification ruleset.

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

Actions

- Create a condition for the Bronze rule.
- Create a rule named **5-hour response** from the decisions list.
- Create a new manual rule named **Bronze**.
- Create a new ruleset in a workstream.
- Create a demand rule for the Bronze rule.

Answer area**Answer:**

Explanation:

Actions	Answer area
Create a condition for the Bronze rule.	Create a new ruleset in a workstream.
Create a rule named 5-hour response from the decisions list.	Create a new manual rule named Bronze .
Create a new manual rule named Bronze .	Create a condition for the Bronze rule.
Create a new ruleset in a workstream.	Create a rule named 5-hour response from the decisions list.
Create a demand rule for the Bronze rule.	Create a demand rule for the Bronze rule.

Explanation

Step 1: Create a new ruleset in a workstream.

To create a logical work classification ruleset, do the following steps:

1. In Customer Service admin center, Omnichannel admin center, or Customer Service Hub, select a workstream, and in the Routing rules area, for the Work classification (optional) option, select Create Ruleset.
2. On the Work classification page, select Create new, and in the Create work classification ruleset dialog, select Logical rules in Rule type, and enter a name and description. By default, the root record is selected and displayed at the top of the condition builder for ease of reference and visibility of the record for which you are creating the rule.

Step 2: Create a new manual rule named Bronze.

3. In the Decision list area, select Create Rule, and on the Create work classification rule dialog, enter a name.

Step 3: Create a condition for the Bronze rule.

4. In the Conditions area, define the conditions according to your business needs. If you are creating classification rules for records, then the top-level condition is automatically populated. You can define conditions for up to two levels of the related records and attributes.

5. In the Output area, select the attribute for which value needs to be set if the conditions are met.

6. Repeat steps 3 through 5 to create the demand rules.

Step 4: Create a rule named 5-hour response from the decision list.

Step 5: Create a demand rule for the Bronze rule.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-work-classification>**NEW QUESTION # 225**

A company uses Omnichannel for Customer Service.

The company experiences increased incoming live chats from the company website regarding several product recalls. To handle these calls, the company designates agents who have specialized training to manage the conversations.

The conversations must meet the following requirements:

- * Calls must be routed to the designated agents.
- * Agents must follow legally approved standardized answers to customer questions.
- * Agents must be able to reference several knowledge base articles associated with the recalls quickly.
- * Greeting and sign off messages must be standardized.

You need to configure the system.

Which components should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Microsoft

Requirement

Standardize greeting and sign off messages.

Combine knowledge base articles, standardized scripts, and other relevant recall information.

Component

Agent script
Macro
Agent script
Quick replies

Session template
Custom presence
Session template
Communication panel

Answer:

Explanation:

Answer Area

Microsoft

Requirement

Standardize greeting and sign off messages.

Combine knowledge base articles, standardized scripts, and other relevant recall information.

Component

Agent script
Macro
Agent script
Quick replies

Session template
Custom presence
Session template
Communication panel

Explanation:

Answer Area

Requirement

Standardize greeting and sign off messages.

Combine knowledge base articles, standardized scripts, and other relevant recall information.

Component

Agent script

Session template

Microsoft

NEW QUESTION # 226

.....

It is known to us that time is money, and all people hope that they can spend less time on the pass. We are happy to tell you that The Microsoft Dynamics 365 Customer Service Functional Consultant exam questions from our company will help you save time. With meticulous care design, our study materials will help all customers pass their exam in a shortest time. If you buy the MB-230 Study Materials from our company, you just need to spend less than 30 hours on preparing for your exam, and then you can start to take the exam. We believe that you will pass your exam and get the related certification with MB-230 study dump.

Certificate MB-230 Exam: <https://www.freepdfdump.top/MB-230-valid-torrent.html>

- Microsoft MB-230 exam questions - answers, MB-230 real exams □ Download { MB-230 } for free by simply searching on ► www.prep4away.com ◀ □ MB-230 Best Preparation Materials
- MB-230 New Dumps Book □ MB-230 Reliable Test Simulator □ MB-230 Online Version □ Search for 《 MB-230 》 and obtain a free download on ➡ www.pdfvce.com □ □ Dumps MB-230 Guide
- Free PDF 2025 Microsoft Valid MB-230: Microsoft Dynamics 365 Customer Service Functional Consultant Official Cert Guide □ Search for □ MB-230 □ and download it for free on ► www.pass4test.com ◀ website □ MB-230 Exam Duration
- Exam MB-230 Price □ MB-230 Pass4sure Exam Prep □ Relevant MB-230 Exam Dumps □ The page for free download of { MB-230 } on (www.pdfvce.com) will open immediately □ MB-230 Online Version
- Ace Your Exam Preparation with www.real4dumps.com Microsoft MB-230 Practice Questions □ Search for ➡ MB-230 □ and download it for free on ➡ www.real4dumps.com □ website □ Dumps MB-230 Guide

- [illegible]

BONUS!!! Download part of FreePdfDump MB-230 dumps for free: <https://drive.google.com/open?id=1Rwb9ErM7TXehtCoZhhrxZbkKAPSYhcuR>