Pass Guaranteed 2025 Pass-Sure MB-230: Download Microsoft Dynamics 365 Customer Service Functional Consultant Free Dumps

What's more, part of that PassTestking MB-230 dumps now are free: https://drive.google.com/open?id=1es2xAElPt6ZSdrojGwuZFX8Fr8zv1EXW

The Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) certification has become a basic requirement to advance rapidly in the information technology sector. Since Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) actual dumps are vital to prepare quickly for the examination. Therefore, you will need them if you desire to ace the Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) exam in a short time.

The MB-230 exam is designed to test the competency of candidates in multiple areas, including customer service management, case management, knowledge management, and service level agreements. MB-230 exam comprises of 40-60 multiple-choice questions, and the time duration is 180 minutes. MB-230 exam is available in multiple languages, including English, Spanish, French, German, Japanese, and Simplified Chinese.

Microsoft MB-230 Exam covers various topics that include configuring case management, configuring queues, creating and managing knowledge articles, creating and managing entitlements, configuring service level agreements, and creating and managing surveys. MB-230 exam also covers topics related to integrating Dynamics 365 Customer Service with other applications, such as Microsoft PowerApps and Microsoft Flow.

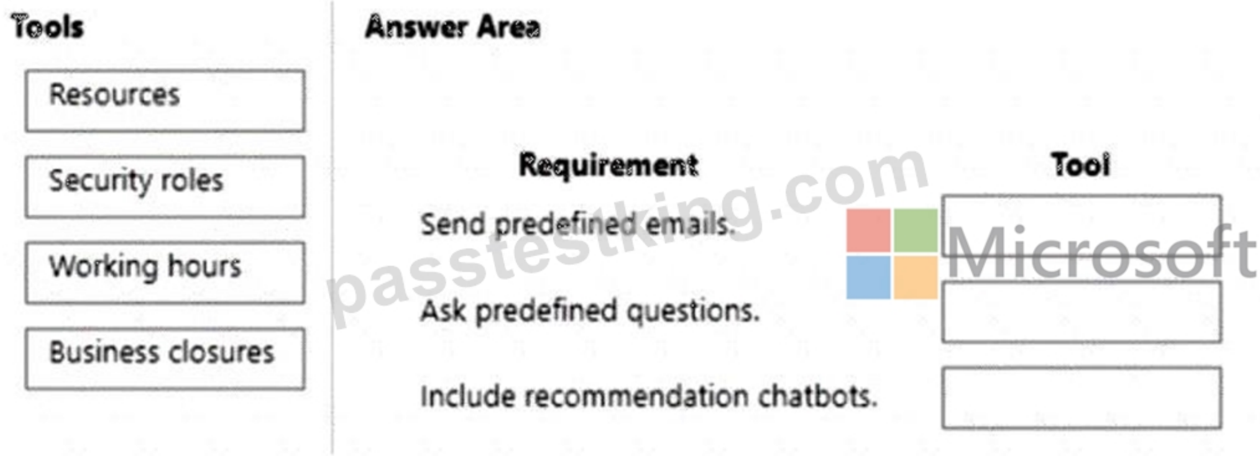
2025 Microsoft MB-230: High-quality Download Microsoft Dynamics 365 Customer Service Functional Consultant Free Dumps

What is the measure of competence? Of course, most companies will judge your level according to the number of qualifications you have obtained. It may not be comprehensive, but passing the qualifying exam is a pretty straightforward way to hire an employer. Our MB-230 exam practice questions on the market this recruitment phenomenon, tailored for the user the fast pass the examination method of study, make the need to get a good job have enough leverage to compete with other candidates. The quality of our MB-

230 learning guide is absolutely superior, which can be reflected from the annual high pass rate.

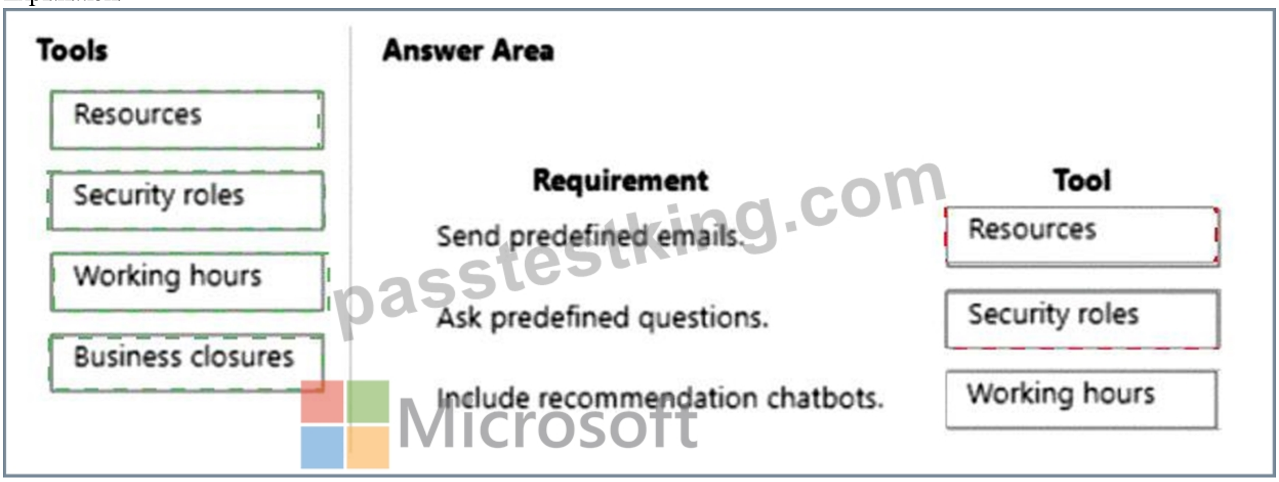
Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q169-Q174):

NEW QUESTION # 169
You are setting up Omnichannel for Customer Service.
You need to automate the following tasks to make it easier and quicker for representatives to assist customers:
Establish a one-step process to send a predefined email to customers once a representative is done helping them.
Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.
Have chatbots available to help make recommendations in typed conversations.
Which tools should you use? To answer, drag the appropriate tools to the correct requirements. Each tool 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.

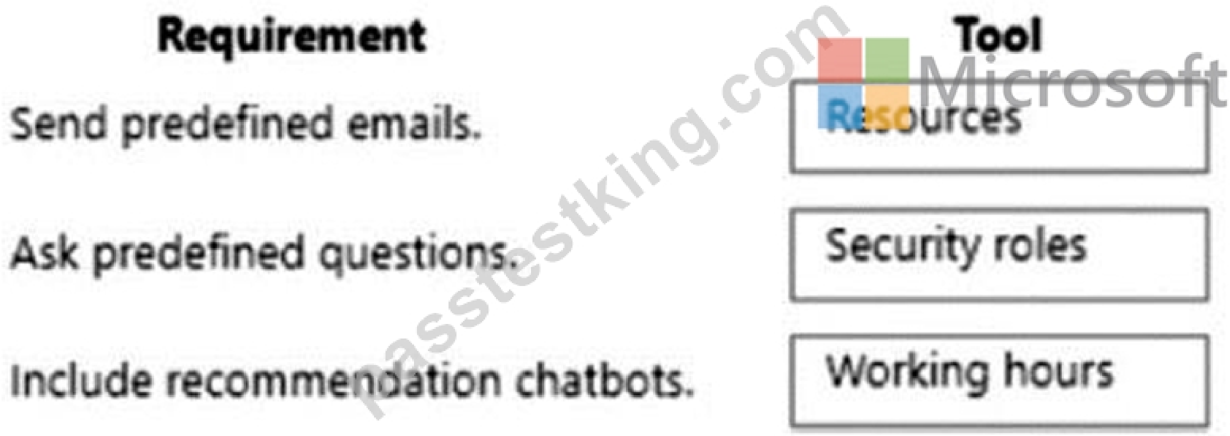


Answer:

Explanation:



Explanation
Graphical user interface, application Description automatically generated with medium confidence

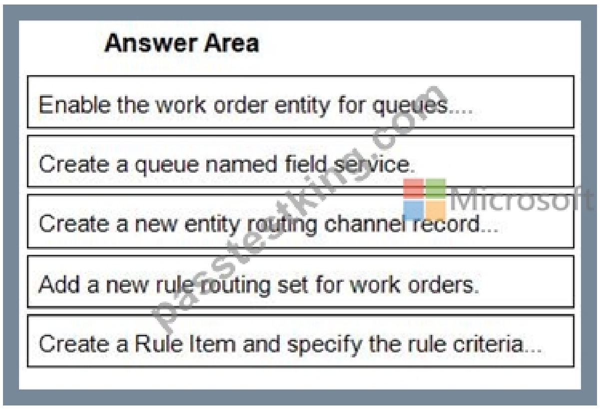


Box 1: Resources
Establish a one-step process to send a predefined email to customers once a representative is done helping them.
Box 2: Security roles
Ensure that representatives ask predefined questions to identify a customer before troubleshooting a case.
Assign a security role
Security roles control a user's access to data through a set of access levels and permissions. The combination of access levels and permissions that are included in a specific security role sets limits on the user's view of data and on the user's interactions with that data.
Box 3: Working hours
Have chatbots available to help make recommendations in typed conversations.
Operating hours define the hours when your organization's customer support team is active and available to serve customers. By setting up operating hours, you help your customers and your organization work together to resolve issues.
The operating hour schedules cater to the following scenarios:
Display the non-availability of customer support on public holidays that are otherwise operating hours.
Accommodate change of calendar timings for daylight saving time twice an year for timezones that have implemented the daylight saving time.
*-> Set up separate schedules for agents, bots, and queues to cater to different business scenarios and product lines seamlessly for any channel.
Define schedules to transition customer queues from bots to agents.
Customize the display and other settings of the chat widget during non-business hours.
Reference:
https://docs.microsoft.com/en-us/power-platform/admin/create-users
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-operating-hours?tabs=customerservicead

NEW QUESTION # 170
You are an Omnichannel administrator for a company. The company is implementing a chat channel.
You need to route all chats relating to work orders to the field service queue.
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, NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Answer:

Explanation:



1 - Enable the work order entity for queues....
2 - Create a queue named field service.
3 - Create a new entity routing channel record...
4 - Add a new rule routing set for work orders.
5 - Create a Rule Item and specify the rule criteria...

NEW QUESTION # 171
You need to identify the productivity tools to use for the agents.
Which tools should you use? To answer move the appropriate tools to the correct requirements. You may use each tool once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

NEW QUESTION # 172
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 no warning
- B. SLA with 6 hours as the failure time and a one-hour warning
- C. SLA with 24 hours as the failure time and a two-hour warning
- D. SLA with one hour as the failure time and no warning

- E. SLA with 6 hours as the failure time and no warning

Answer: B,C,D

Explanation:
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 # 173
You are a Dynamics 365 for Customer Service administrator.
Your company requires a new phone-to-case business process flow for customer service representatives to follow.
The stages are as follows:
* Verification
* Acknowledgement and research
* Resolution
Customer service representatives must send an email to the customer when a case enters the acknowledgement-and-research stage.
You need to create the required business process flow and components.
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

Create and activate the case-acknowledgement email workflow as follows:

In Available to run, select **Run this workflow** in **the background** and **As a child process**.

Create and activate the case-acknowledgement email workflow as follows:

In Available to run, select **As an on-demand process**.

Create and activate the process flow with each of the stages. Add the case acknowledgement email workflow to the acknowledgement-and-research stage.

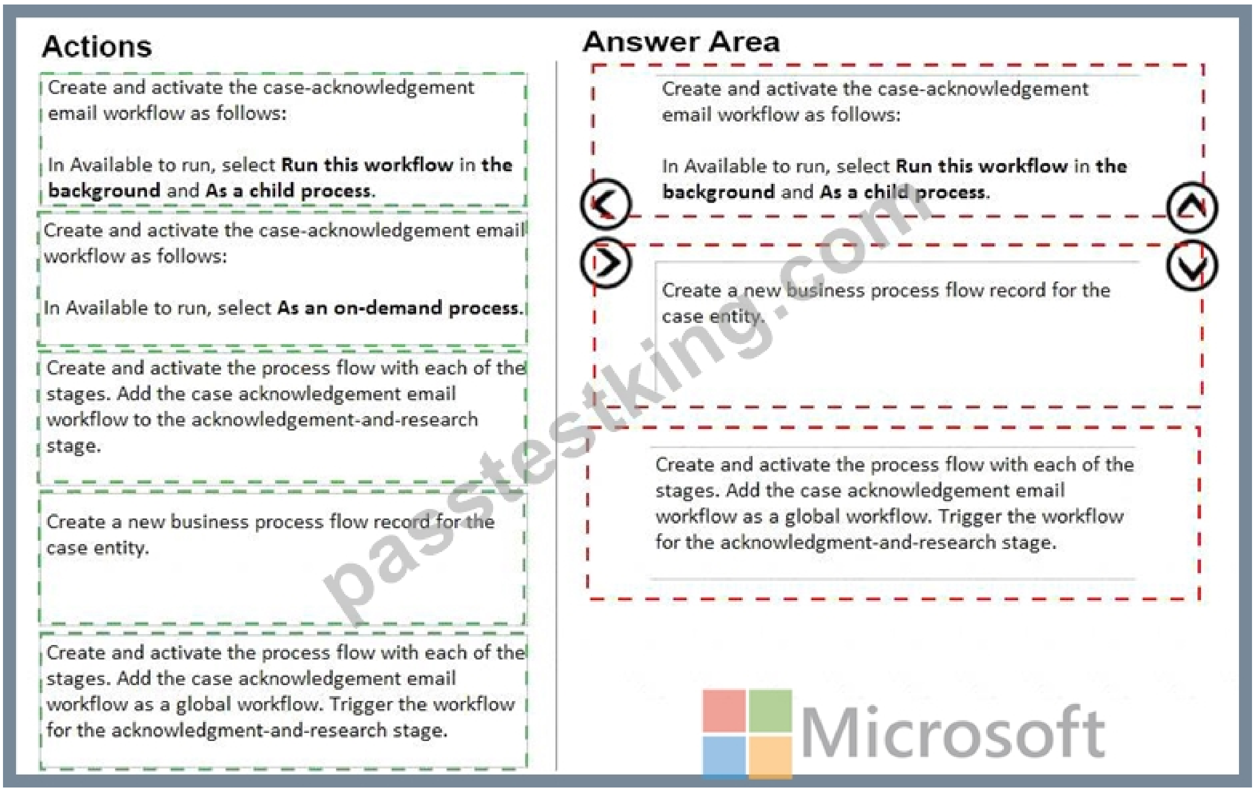
Create a new business process flow record for the case entity.

Create and activate the process flow with each of the stages. Add the case acknowledgement email workflow as a global workflow. Trigger the workflow for the acknowledgment-and-research stage.

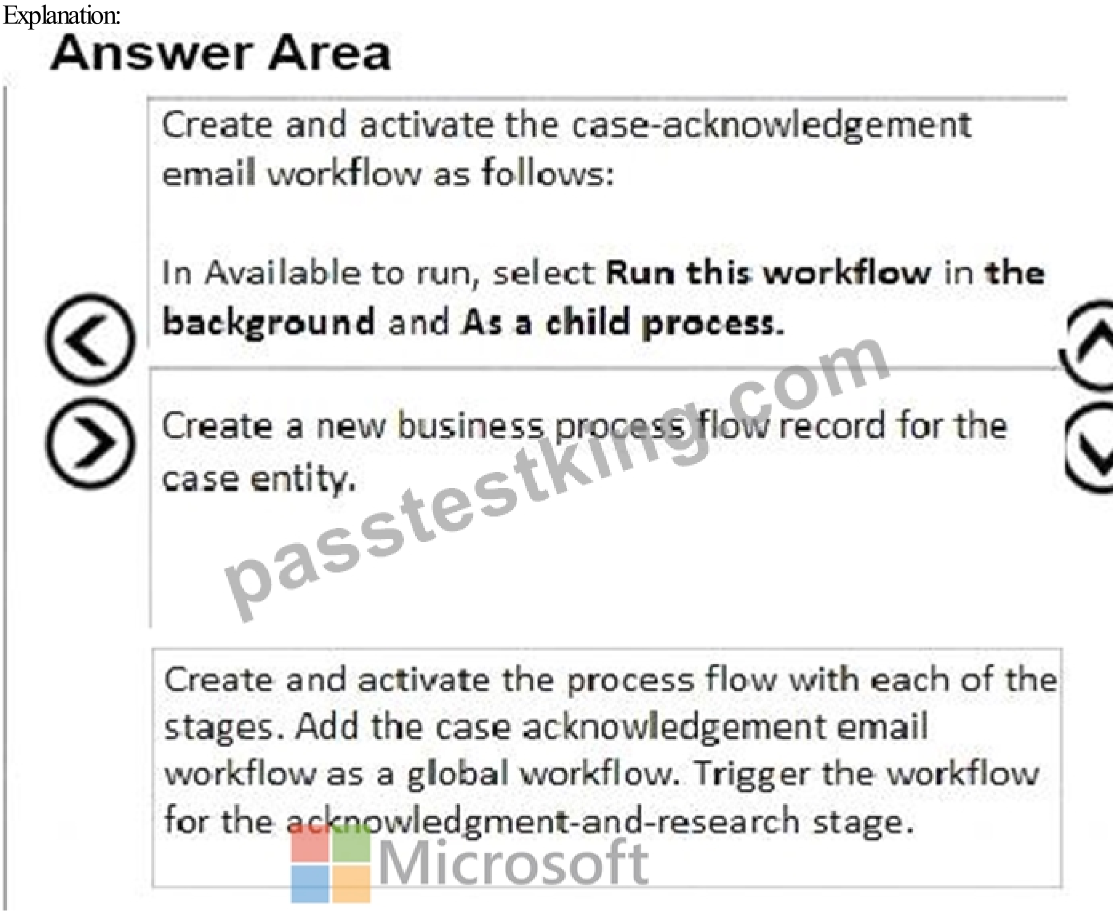
Answer Area

Answer:

Explanation:



Explanation:



References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/create-business-process-flow
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/workflow-processes

NEW QUESTION # 174

......

There are a lot of advantages of our APP online version. On one hand, the online version of our MB-230 exam questions can apply in all kinds of the eletronic devices. In addition, the online version of our MB-230 training materials can work in an offline state. If you buy our products, you have the chance to use our study materials for preparing your exam when you are in an offline state. We believe that you will like the online version of our MB-230 Exam Questions.

MB-230 Actual Exam: https://www.passtestking.com/Microsoft/MB-230-practice-exam-dumps.html

P.S. Free & New MB-230 dumps are available on Google Drive shared by PassTestking: https://drive.google.com/open?id=1es2xAElPt6ZSdrojGwuZFX8Fr8zv1EXW