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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.

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

NEW QUESTION #169

You are setting up Omnichannel for Customer Service.

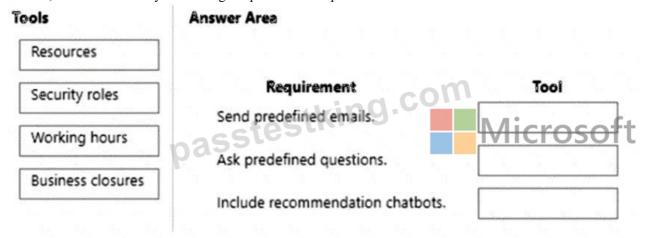
You need to automate the following tasks to make it easier and quicker for representatives to assist customers:

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.

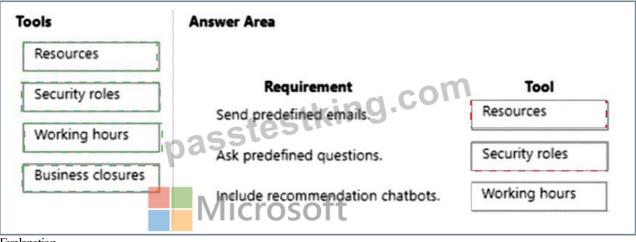
Have chatbots available to help make recommendations in typed conversations.

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

Requirement

Ask predefined questions

Include recommendation chatbots.

Security roles

Working hours

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

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.

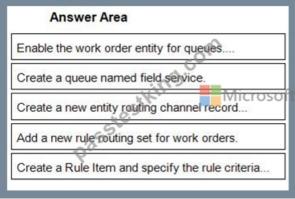
You need to route all chats relating to work orders to the field service queue.

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.

Productivity tools	Productivity tools	
Agent scripts	Requirements	Tools
Macros	Shows list of tasks for an agent to follow. Automates opening a case form.	
Quick replies	Microsof	t

Answer:

Explanation:

Productivity tools Agent scripts Macros Quick replies	Productivity tools Requirements Shows list of tasks for an agent to follow. Automated opening a case form. Tools Agent scripts Macros	-
Explanation: Productivity tools	Productivity tools	
Agent scripts	Requirements	Tools
Macros	Shows list of tasks for an agent to follow.	Agent scripts
	Automates opening a case form,	Macros
Quick replies	Microso	oft

NEW OUESTION # 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



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

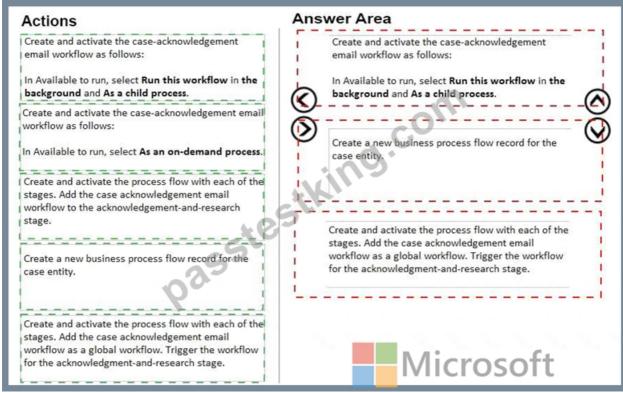
Customer service representatives must send an email to the customer when a case enters the acknowledgement-and-research stage. You need to create the required business process flow and components.

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.

Answer Area 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. Micros Create and activate the case-acknowledgement email workflow as follows: 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:

Explanation:



Explanation:

Answer Area

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 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.

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

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