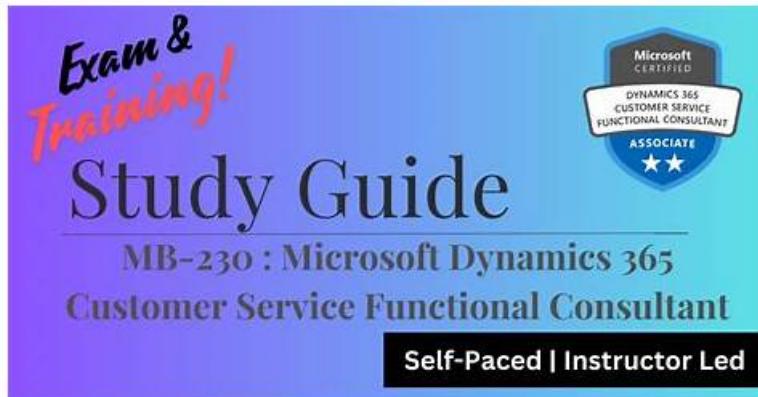


# Quiz 2025 Microsoft MB-230: Microsoft Dynamics 365 Customer Service Functional Consultant First-grade Dumps Torrent



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To take the MB-230 Exam, candidates should have a good understanding of customer service operations, as well as experience in implementing Microsoft Dynamics 365 for Customer Service. They should also be familiar with the features and capabilities of the Dynamics 365 platform, including its integration with other Microsoft products and services.

## Schedule exam

**Languages:** English

**Retirement date:** none

This exam measures your ability to accomplish the following technical tasks: manage cases and Knowledge Management; manage queues, entitlements, and service-level agreements; implement scheduling; implement Omnichannel for Customer Service; and manage analytics.

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## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q223-Q228):

### NEW QUESTION # 223

A company that manufactures industrial heating, ventilation, and air conditioning units (HVAC) is implementing Dynamics 365 Customer Service.

The company requires a presales solution that handles presales inquiries and existing customer support calls.

The solution must meet the following requirements:

- \* Presales inquiry handling must be maintained separately from support call handling.
- \* Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, first-served basis.
- \* Support calls for specific HVAC systems must be directed only to their respective certified technicians.

You need to configure the solution.

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

NOTE: Each correct selection is worth one point.

Requirement	Component
Dedicated presales team inquiries	<input type="checkbox"/> Queues <input type="checkbox"/> Workstream <input type="checkbox"/> Assignment ruleset
Separate support calls from presales maintenance	<input type="checkbox"/> Role <input type="checkbox"/> Queues <input type="checkbox"/> Workstream
Calls assigned to technicians according to their certification	<input type="checkbox"/> Assignment ruleset <input type="checkbox"/> Capacity profile <input type="checkbox"/> Prioritization ruleset <input type="checkbox"/> Skill attachment rules

**Answer:**

Explanation:

Requirement	Component				
Dedicated presales team inquiries	<table border="1"> <tr> <td>Queues</td> </tr> <tr> <td>Workstream</td> </tr> <tr> <td>Assignment ruleset</td> </tr> </table>	Queues	Workstream	Assignment ruleset	
Queues					
Workstream					
Assignment ruleset					
Separate support calls from presales maintenance	<table border="1"> <tr> <td>Role</td> </tr> <tr> <td>Queues</td> </tr> <tr> <td>Workstream</td> </tr> </table>	Role	Queues	Workstream	
Role					
Queues					
Workstream					
Calls assigned to technicians according to their certification	<table border="1"> <tr> <td>Assignment ruleset</td> </tr> <tr> <td>Capacity profile</td> </tr> <tr> <td>Prioritization ruleset</td> </tr> <tr> <td>Skill attachment rules</td> </tr> </table>	Assignment ruleset	Capacity profile	Prioritization ruleset	Skill attachment rules
Assignment ruleset					
Capacity profile					
Prioritization ruleset					
Skill attachment rules					



#### Explanation:

##### Box 1: Queue

Presales inquiries captured from the company website must be handled by dedicated teams for each country on a first-come, first-served basis.

The idea of FIFO queuing, also called first-come, first-served (FCFS) queuing, is simple: The first item that arrives at a router is the first item to be handled.

##### Box 2: Workstream

Presales inquiry handling must be maintained separately from support call handling.

A workstream is a container to enrich, route, and assign work items. The workstream is associated with a channel, such as live chat, voice, or case.

The workstream can belong to multiple channels of the same type, like multiple chat channels. In this case, all the conversations from these channels inherit the routing and work assignment settings of the workstream they belong to.

##### Box 3: Assignment ruleset

Support calls for specific HVAC systems must be directed only to their respective certified technicians.

Assignment methods determine how a work item is assigned. You can use the out-of-the-box assignment methods or build custom assignment rules by configuring the prioritization rules and assignment rulesets. The following assignment methods are available out of the box:

\* Highest capacity: Assigns work item to the agent with the highest capacity, among those who have the skills identified during the classification stage, and who have the presence as specified in the allowed presence option of the workstream. In this assignment method, the work items are prioritized in the first in first out manner, that is, the work item that was created first is assigned first. If more than one agent is available with the same capacity, the work item is assigned randomly.

\* Round robin

#### Reference:

<https://www.sciencedirect.com/topics/computer-science/first-come-first-served>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/assignment-methods>

#### NEW QUESTION # 224

A company implements Dynamics 365 for Customer Service.

Which status reason is used for each case status? To answer, select the appropriate option in the answer area.

NOTE: Each correct selection is worth one point.

Case status	Status reason
Active	Merged On hold Problem solved
Resolved	On hold Waiting for details Information provided
Canceled	Merged On hold Researching

Answer:

Explanation:

Case status	Status reason
Active	Merged On hold Problem solved
Resolved	On hold Waiting for details Information provided
Canceled	Merged On hold Researching

Explanation

Case status	Status reason
Active	Merged On hold Problem solved
Resolved	On hold Waiting for details Information provided
Canceled	Merged On hold Researching

#### NEW QUESTION # 225

Hotspot Question

You are a Dynamics 365 administrator.

You need to determine which type of dashboard needs to be created for different scenarios.

Which dashboard type should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

**Answer Area****Scenario****Dashboard type**

dashboard for Tier 1 customer service reps handling many support cases at the same time

multi-stream dashboard only
single-stream dashboard only
multi-stream or single-stream dashboard

one dashboard but more than one entity

multi-stream dashboard only
single-stream dashboard only
multi-stream or single-stream dashboard

dashboard that can easily switch from standard view to tile view

multi-stream dashboard only
single-stream dashboard only
multi-stream or single-stream dashboard

dashboard to which Global filters and Time Frame filters can be applied

multi-stream dashboard only
single-stream dashboard only
multi-stream or single-stream dashboard

**Answer:**

Explanation:

**Answer Area****Scenario****Dashboard type**

dashboard for Tier 1 customer service reps handling many support cases at the same time

multi-stream dashboard only
single-stream dashboard only
multi-stream or single-stream dashboard

one dashboard but more than one entity

multi-stream dashboard only
single-stream dashboard only
multi-stream or single-stream dashboard

 dashboard that can easily switch from standard view to tile view

multi-stream dashboard only
single-stream dashboard only
multi-stream or single-stream dashboard

dashboard to which Global filters and Time Frame filters can be applied

multi-stream dashboard only
single-stream dashboard only
multi-stream or single-stream dashboard

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard>

## NEW QUESTION # 226

A customer has a Customer Service deployment.

The customer needs to implement macros.

You need to identify the security roles that are required to configure and use macros.

Which security roles are required? To answer, move the appropriate security roles to the correct requirements. You may use each security role 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.

Security Roles

- Customer Service app access
- Omnichannel administrator
- Productivity tools administrator
- Productivity tools user
- Sequence manager

Security Roles

Requirements

- Configure macros
- Use macros

Security roles

- Productivity tools administrator
- Productivity tools user

**Answer:**

Explanation:

Security Roles

- Customer Service app access
- Omnichannel administrator
- Productivity tools administrator
- Productivity tools user
- Sequence manager

Security Roles

Requirements

- Configure macros
- Use macros

Security roles

- Productivity tools administrator
- Productivity tools user

## NEW QUESTION # 227

Case Study 4 - Lamna Healthcare

Background

Lamna Healthcare Company has a call center for the city. They receive roughly 5,000 calls a day on health issues.

They have the following three departments that take calls daily:

- Chronic illnesses
- Flu-type illnesses
- Geriatric illnesses

There is a fourth area that monitors for miscellaneous issues.

They are implementing Dynamics 365 Customer Service.

Requirements. Queues

A queue has to be set up for each department.

Emails must automatically be routed to the appropriate queue.

Miscellaneous queues must be visible to everyone.

The other queues must be visible only to the appropriate department. If a case is open more than 30 days, the case must automatically be routed to the supervisor. There must be a button on the queue list screen to route a case to a supervisor if requested.

Requirements. Visualizations

Support representatives must have a real-time view of cases assigned to them, including the status of each case.

Support representatives must be able to see a graphic view of cases by customer that are assigned to them.

Requirements. Knowledge Base

Support representatives must use the knowledge base first to try to solve issues. Support representatives must be able to reference the knowledge base when it is used to resolve the case.

The knowledge base article that is used to resolve a case must always be sent to the customer. If the answer is not in the knowledge base, a support representative needs to create a knowledge base article.

Requirements. Cases

The cases must follow a process that includes identify, research, and resolve. A confirmation section must be added before the resolve section. Customers must have contracts that allow them to call Lamna Healthcare 10 times a year for help. In addition to the 10 free calls, customers must be able to send 15 emails a year for support. Cases that come in as phone calls must be resolved within seven business days. Cases that come in as emails must be resolved within three business days.

#### Requirements. Surveys

Lamna Healthcare sends out about 100,000 surveys a month. Lamna must use Microsoft Forms Pro for their surveys.

All surveys must have the company logo.

The logo's company colors must not be changed. Any modifications to the graphic or colors is a breach of company policies.

A survey must automatically be sent once a case is resolved. A manual survey must be sent if a case is escalated. A survey must not be sent without confirming that it is accurate. Supervisors must test a survey before it is finalized.

#### Hotspot Question

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	<input type="checkbox"/> Private <input type="checkbox"/> Public <input type="checkbox"/> Shared
Miscellaneous	<input type="checkbox"/> Private <input type="checkbox"/> Public <input checked="" type="checkbox"/> Shared

**Answer:**

Explanation:

Queue	Type
Microsoft Geriatric queue	<input type="checkbox"/> Private <input type="checkbox"/> Public <input type="checkbox"/> Shared
Miscellaneous	<input type="checkbox"/> Private <input type="checkbox"/> Public <input type="checkbox"/> Shared

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 # 228

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