Sample Microsoft MB-230 Questions, Test MB-230 King

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In order to meet all demands of all customers, our company has employed a lot of excellent experts and professors in the field to design and compile the MB-230 test dump with a high quality. It has been a generally accepted fact that the MB-230 exam reference guide from our company are more useful and helpful for all people who want to pass exam and gain the related exam. We believe this resulted from our constant practice, hard work and our strong team spirit. With the high class operation system, the MB-230 study question from our company has won the common recognition from a lot of international customers for us. If you decide to buy our MB-230 test dump, we can assure you that you will pass exam in the near future.

Microsoft MB-230 Certification Exam is designed for professionals who are interested in gaining expertise in customer service functional consulting for Microsoft Dynamics 365. Microsoft Dynamics 365 Customer Service Functional Consultant certification exam tests the candidate's knowledge of customer service processes, service level agreements, entitlements, omnichannel, voice of the customer, and customer service analytics. MB-230 exam focuses on the practical application of these skills in a real-world environment and is designed for individuals who have hands-on experience with Microsoft Dynamics 365 Customer Service.

Topics of MB-230: Microsoft Dynamics 365 Customer Service Exam

Candidates must know the exam topics before they start of preparation.because it will really help them in hitting the core.Our **Microsoft MB-230 exam dumps** will include the following topics:

1. Perform configuration (25-30%)

Configure Service Management settings

- Configure queues
- Configure services
- Configure categories and subjects
- Create routing rules
- Configure customer service schedule

Configure processes

- Configure custom business process flows
- Implement business process flows from Microsoft AppSource

Create and configure customer service visualizations

- Design and create customer service charts
- Configure customer service content pack for Power BI
- Execute and analyze customer service reports
- Configure customer service dashboards

2. Manage cases and the knowledge base (30-35%)

Create and manage cases

- Convert activities to cases
- Merge cases
- Implement case routing rules
- Create and search for case records

Create and manage the knowledge base

- Link an article with a case
- Create and manage knowledge base article lifecycle
- Create and manage knowledge base articles

3. Manage queues, entitlements, and SLAs (25-30%)

Create and manage queues

- Implement case routing
- Configure entities for queues
- Configure record creation and update rules

Create and manage entitlements

- Assign an entitlement to a case
- Manage entitlement templates
- Activate and deactivate entitlements
- Renew or cancel an entitlement
- Define and create entitlements

Create and manage SLAs

- Manage cases with SLAs
- Implement actions and details
- Define and create SLAs

4. Configure voice of the customer (15-20%)

Create surveys

- Identify respondent types
- Add pages to a survey and personalize data
- Identify survey question types
- Configure survey scoring
- Add survey questions
- Configure survey unsubscription options
- Configure response routing

Preview, test, and publish surveys

- Clone, import, and translate surveys
- Distribute survey link using email
- Embed a survey in a web page

Manage survey responses

- Summarize survey results
- Implement workflow conditional logic for survey actions
- Create business actions based upon survey responses
- Determine report types

>> Sample Microsoft MB-230 Questions <<

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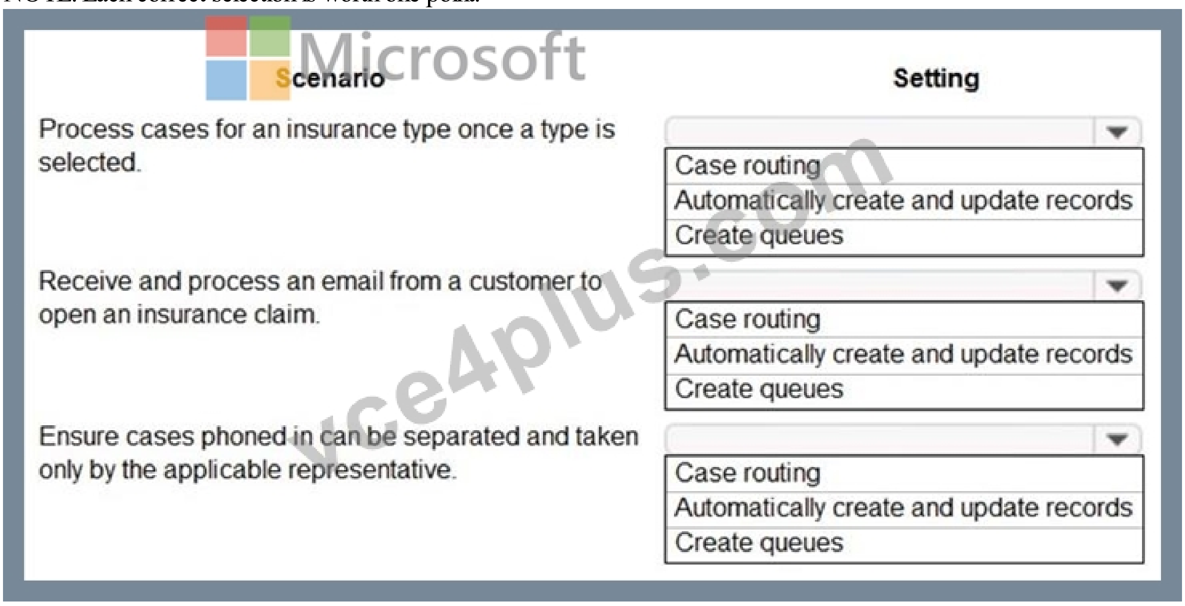
We can conclude this post with the fact that to clear the Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) certification exam, you need to be prepared before, study well, and practice. You cannot rely on your luck to score well in the MB-230 exam. You have to prepare with VCE4Plus real Microsoft MB-230 Exam Questions to clear the MB-230 test in one go. You will also receive up to 365 days of free updates and MB-230 dumps pdf demos. Purchase the Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) practice tests today and get these amazing offers.

Omnichannel For Customer Service Implementation: 30-45%

- Supervisor Experience Configuration: The learners need to demonstrate their skills in enabling sentiment analysis, customizing KPI or intra-day insight, as well as configuring intra-day insights and Omnichannel Insights dashboard.
- Agent Experience Configuration: This topic measures your skills in creating macros, defining agent scripts, configuring notifications, Quick Responses, as well as sessions & applications.
- Work Distribution: The candidates need to possess competence in configuring workstreams, routing values, and entity routing. Additionally, they should be able to demonstrate their expertise in implementing context variables and explaining the variations between channel routing and entity routing.
- Channels Management: This subdomain equips the examinees with the skills needed to configure channels, pre-chat surveys, Secure Message Service, and proactive chat. It also requires their experience in explaining the use cases for Channel Integration Frameworks and enabling chat widgets on the websites.

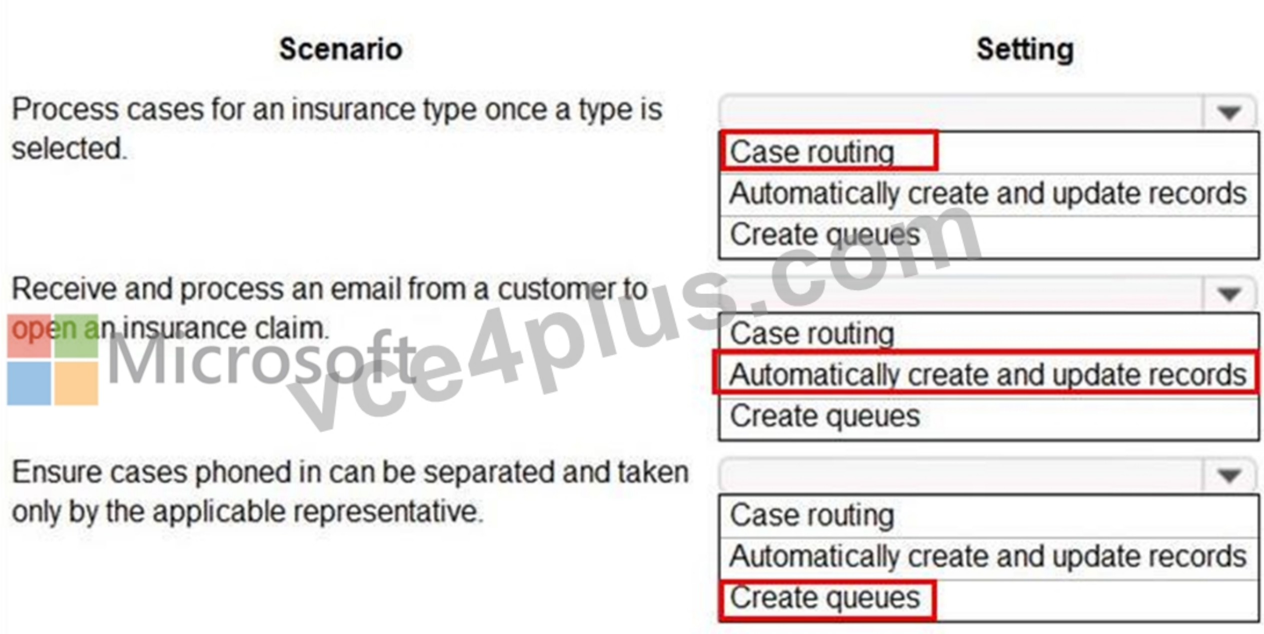
Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q12-Q17):

NEW QUESTION # 12
You need to configure the correct settings.
Which settings should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

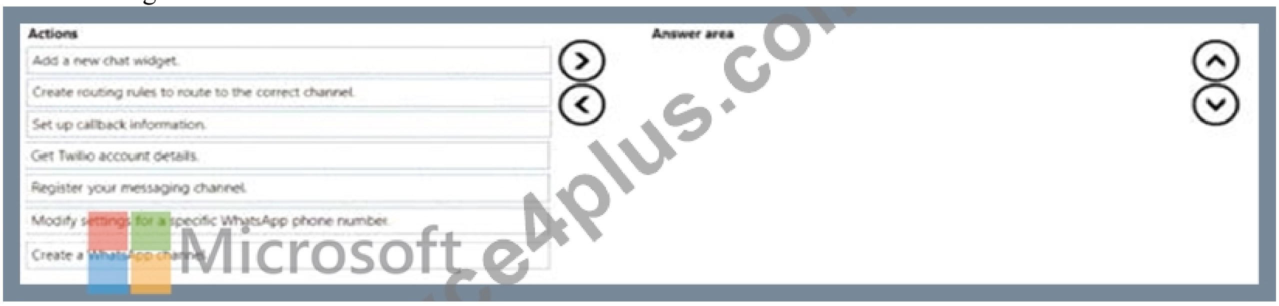


Answer:

Explanation:

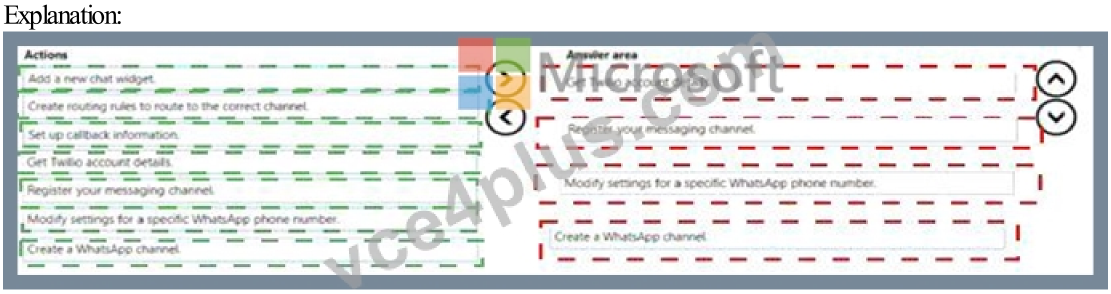


NEW QUESTION # 13
You are setting up channels for Omnichannel for Customer Service.
You want to set up a channel for a WhatsApp app.
You need to configure the channel.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:

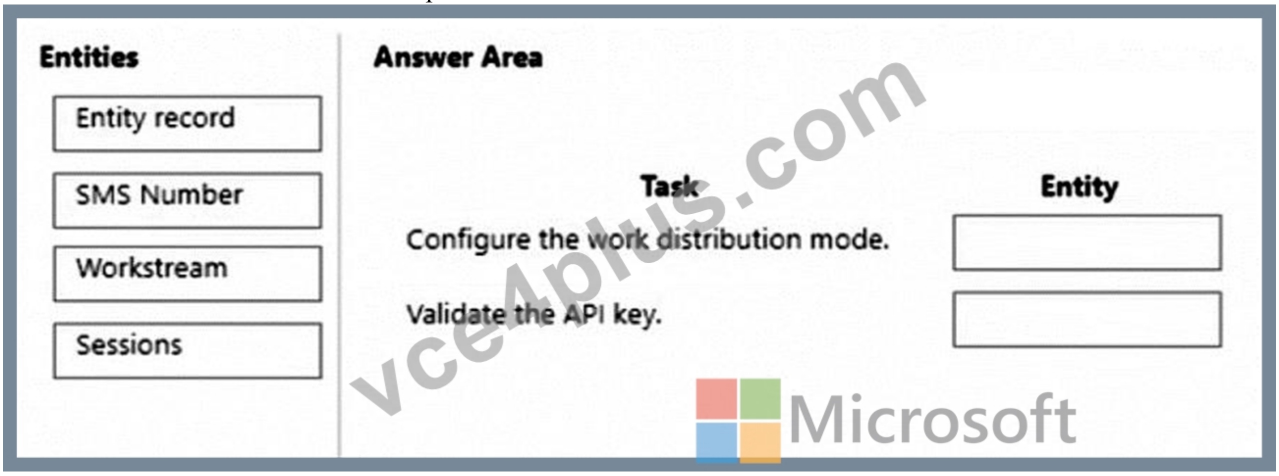
Explanation:



Explanation

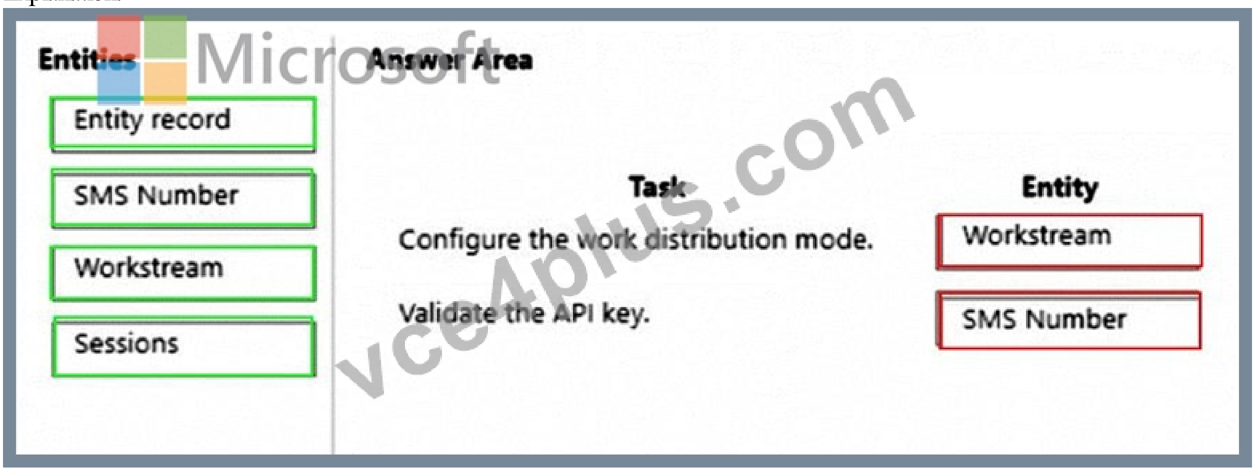
NEW QUESTION # 14
You are implementing a new channel within Omnichannel.

You need to enable an SMS channel.
On which entity should you configure each task? To answer, drag the appropriate entities to the correct tasks. Each entity 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.



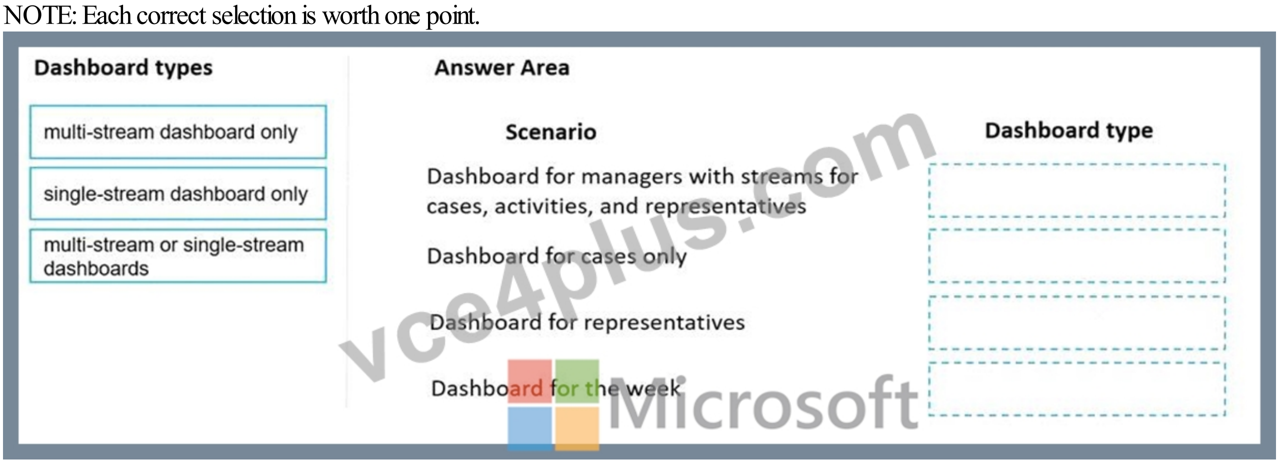
Answer:

Explanation:



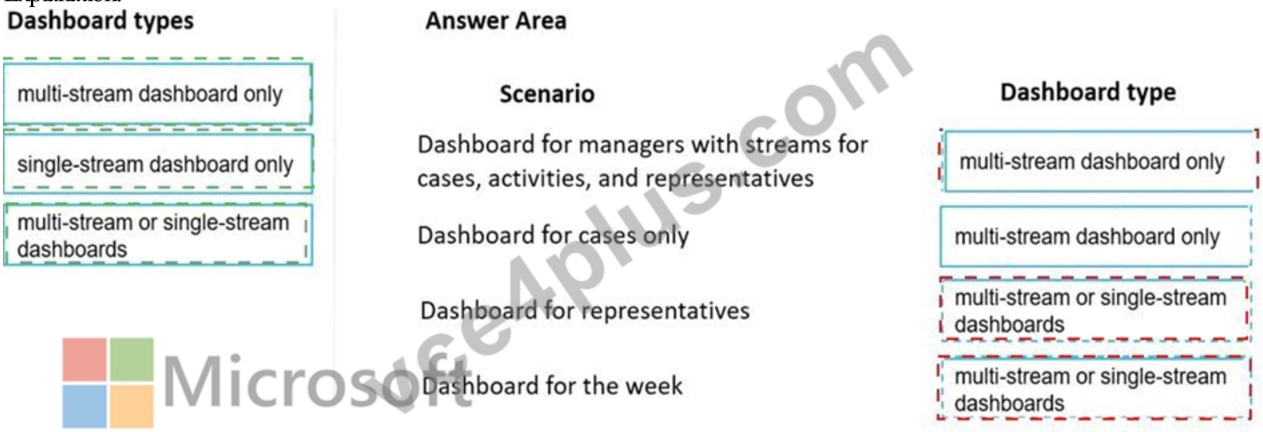
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel

NEW QUESTION # 15
You need to create the dashboards.
Which dashboard types should you use? To answer, drag the appropriate dashboard types to the correct scenario. Each dashboard type 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.

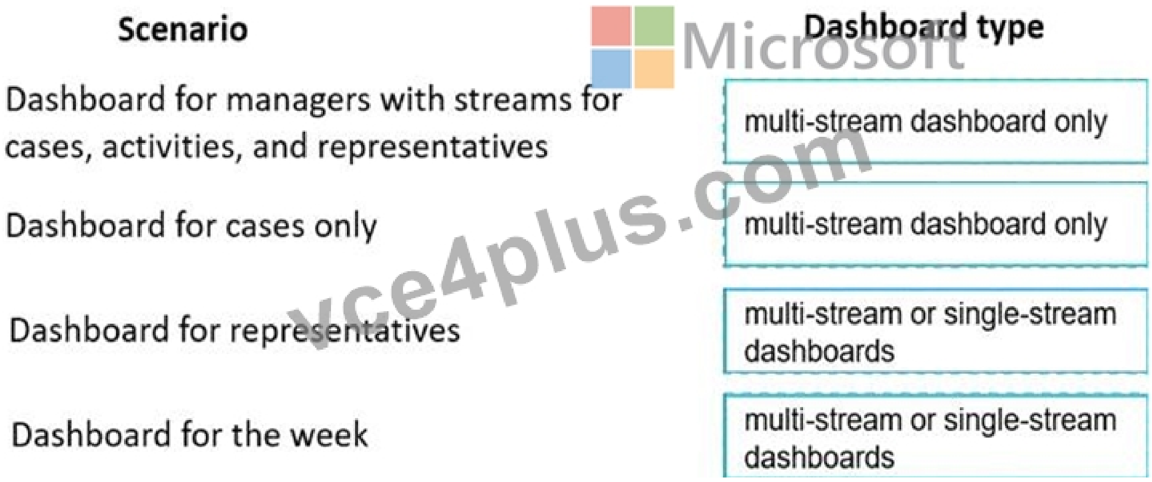


Answer:

Explanation:



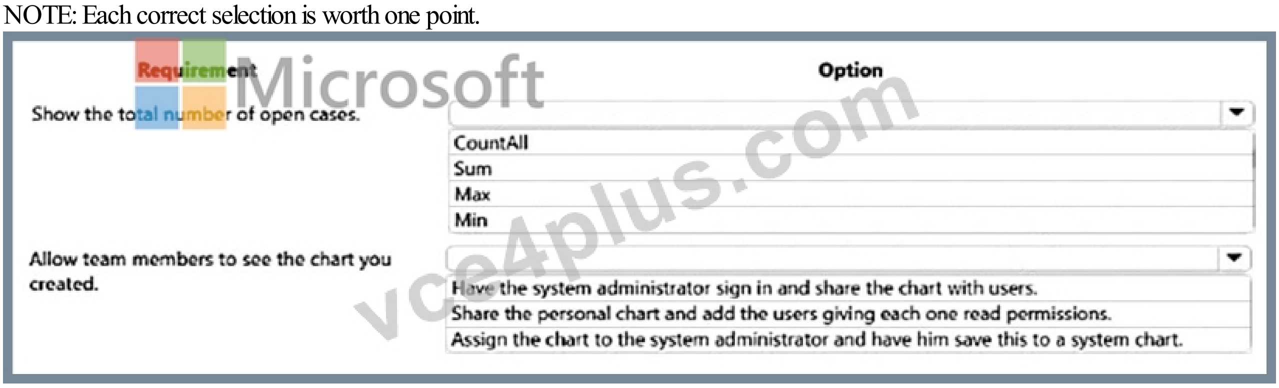
Explanation:
Graphical user interface, text, application, email Description automatically generated



Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard
Topic 4, Lamna Healthcare Company (NEW)
Case study
This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.
To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.
At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.
To start the case study
To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab, note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.
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.

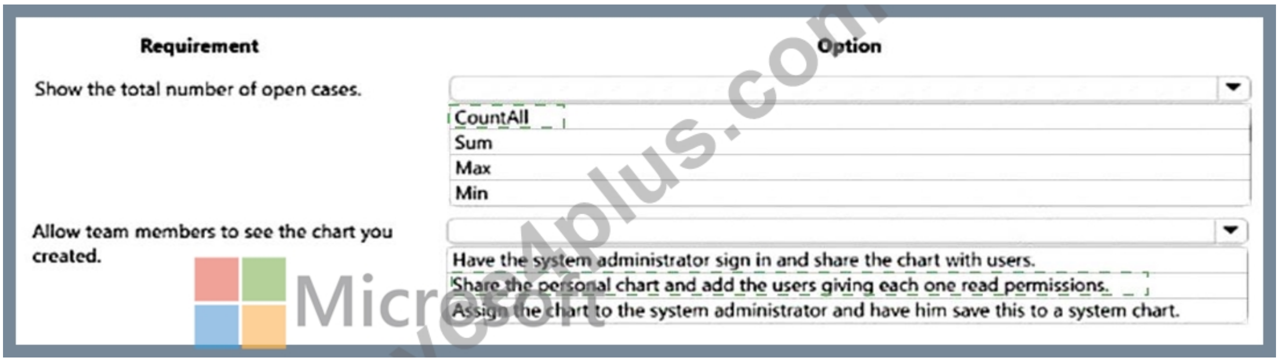
* Emails must automatically be routed to the appropriate queue.
* Miscellaneous queues must be visible to everyone.
* The other queues must be visible only to the appropriate department.
* If a case is open more than 30 days, the case must automatically be routed to the supervisor.
* There must be a 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 with 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.

NEW QUESTION # 16
You are a help desk support representative using Dynamics 365 Customer Service Hub case management with limited permissions.
You need to create a personal chart that meets the following requirements:
* Show the number of open cases assigned to you for each customer.
* Ensure that specific team members can view the chart and view any changes as you update the chart.
Which options should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Explanation:
Box 1: Countall
COUNT (Azure Stream Analytics) returns the number of items in a group. COUNT always returns a bigint data type value.
Syntax:
-- Aggregate Function Syntax
COUNT ({ [[ALL | DISTINCT] expression] | * })
Arguments:
ALL - Applies the aggregate function to all values. ALL is the default.
Box 2: Share the personal chart and add the user giving each one read permission Reference:
https://docs.microsoft.com/en-us/stream-analytics-query/count-azure-stream-analytics

NEW QUESTION # 17
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