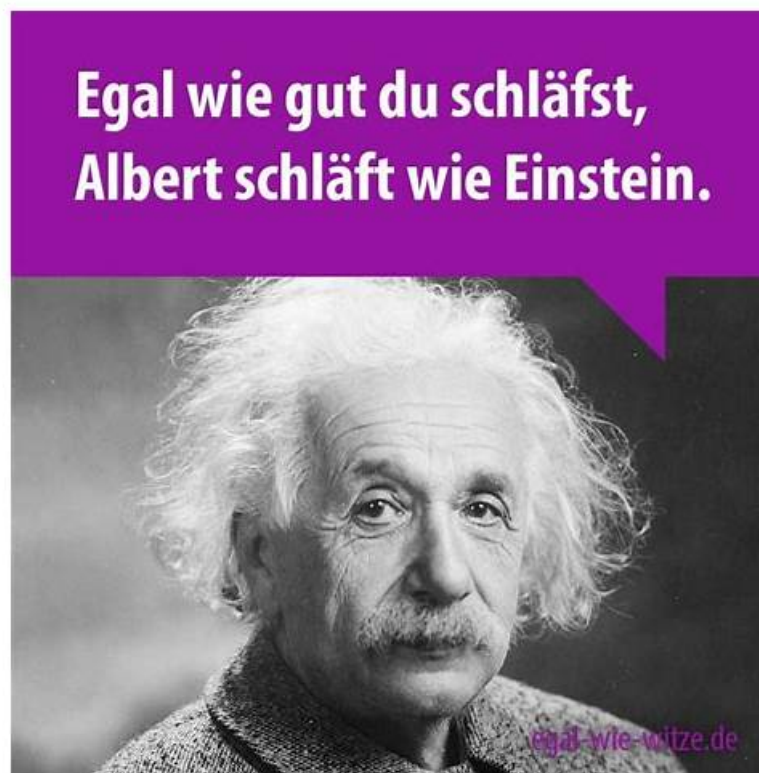


Sie können so einfach wie möglich - MB-230 bestehen!



Außerdem sind jetzt einige Teile dieser Pass4Test MB-230 Prüfungsfragen kostenlos erhältlich: https://drive.google.com/open?id=12WutlJ3r1RAZ6mCUGgOzKSmDa_J8W9EF

Wir sollen im Leben nicht immer etwas von anderen fordern, wir sollen hingegen so denken, was ich für andere tun kann. In der Arbeit können Sie große Gewinne für den Boss bringen, legt der Boss natürlich großen Wert auf Ihre Position sowie Gehalt. Wenn wir ein kleiner Angestellter sind, werden wir sicher eines Tages ausrangiert. Wir sollen uns bemühen, die Microsoft MB-230 Zertifizierung zu bekommen und Schritt für Schritt nach oben gehen. Die Fragen und Antworten zur Microsoft MB-230 Zertifizierungsprüfung von Pass4Test helfen Ihnen, den Erfolg durch eine Abkürzung zu erlangen. Viele IT-Fachleute haben die Fragenkataloge zur Microsoft MB-230 Prüfung von Pass4Test gekauft.

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>> MB-230 Schulungsunterlagen <<

MB-230 Zertifizierung, MB-230 Testengine

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Microsoft Dynamics 365 Customer Service Functional Consultant MB-230 Prüfungsfragen mit Lösungen (Q321-Q326):

321. Frage

You need to ensure that customers cannot open more cases than they are allowed.

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.

Actions	Answer Area
Add the start date and end date.	⬅ ➡
Save the entitlement and then add the entitlement channel.	
Add the entitlement channel as email with 25 as the total term.	
Add the entitlement channel as phone with 25 as the total term.	
Create new entitlement in Service Management.	
Add entitlement channel before saving the new entitlement.	
Create new service level agreement in Service Management.	

Antwort:

Begründung:

Answer Area
Create new entitlement in Service Management.
Add the start date and end date.
Save the entitlement and then add the entitlement channel.
Add the entitlement channel as phone with 25 as the total term.

- 1 - Create new entitlement in Service Management.
- 2 - Add the start date and end date.
- 3 - Save the entitlement and then add the entitlement channel.
- 4 - Add the entitlement channel as phone with 25 as the total term.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer>

Topic 3, The Phone Company

Requirements

Support desk

The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.

You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling

New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.

The system must automatically create a case when email is received by companies that are not in the system.

The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.

Users must be able to initiate routing for manually created cases.

The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.

Main cases must not be closed until all the sub-cases are closed.

Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.

When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base

Users must be able to search the knowledge base when opening a new case form or when checking on cases.

Users must be able to use relevant searches and include any customer entities.

Dashboards

Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.

Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen. Managers must be able to drill down within each area.

Managers need a dashboard that displays weekly statistics for cases and representatives.

Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

Service-level agreements

Most customers must be contacted within 90 minutes of their case being opened.

Some customers can purchase faster service on call backs.

Emails must be sent to support managers when service-level agreements (SLAs) are missed.

Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.

SLA KPIs must be tracked in the system.

SLA KPIs must appear on the case form.

Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.

322. Frage

You must create a custom web portal to support customer service processes. The portal must allow customers to chat with customer service if the customer initiates a chat conversation.

You need to embed the chat widget into the web portal.

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.

Actions

- In Content Snippet > Chat widget code in the web portal, paste the widget snippet code.
- Open Omnichannel Administration.
- In Channels > Chat, find the Chat Widget.
- On the Basic details tab, set Enable Proactive Chat to Yes.
- Open the Portal Management app.
- On the Basic details tab, copy the widget snippet code.

Answer area

Antwort:

Begründung:

- In Content Snippet > Chat widget code in the web portal, paste the widget snippet code.
- Open Omnichannel Administration.
- In Channels > Chat, find the Chat Widget.
- On the Basic details tab, set Enable Proactive Chat to Yes.
- Open the Portal Management app.
- On the Basic details tab, copy the widget snippet code.

- Open Omnichannel Administration.
- On the Basic details tab, set Enable Proactive Chat to Yes.
- Open the Portal Management app.
- In Content Snippet > Chat widget code in the web portal, paste the widget snippet code.

Explanation

Step 1: Open Omnichannel Administration.

Embed chat widget in your Power Apps portal

To embed a chat widget in Power Apps portals:

1. In one of the administrator apps, open the chat widget you want to embed in Power Apps portals.

Step 2: On the Basic details tab, copy the widget snippet code.

2. On the Basic details tab, copy the widget snippet code from the Code snippet section.

Step 3: Open the Portal Management app.

3. Open the Portal Management app.

Step 4: In Content Snippet > Chat widget code in the web portal, paste the widget snippet code.

4. Go to Portal > Content Snippets.

5. Find the Chat Widget Code content snippet and open it.

6. On the General tab, scroll down to the Value (HTML) section.

7. Paste the chat widget snippet code in the HTML tab.

8. Save the changes. The chat widget is now embedded into the portal.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/embed-chat-widget-portal>

323. Frage

You are configuring a Dynamics 365 for Customer Service instance.

Customer service manager cannot create new entitlements for customer service representatives.

You need to ensure that customer service managers can add new entitlement templates and knowledge base records for customer service representatives.

Which access levels should you apply? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Action	Access level
Create entitlement templates.	▼ Organization Append
Create knowledgebase records.	▼ Append Business Unit

Antwort:

Begründung:

Action	Access level
Create entitlement templates.	▼ Organization Append
Create knowledgebase records.	▼ Append Business Unit

Action	Access level
Create entitlement templates.	Organization Append
Create knowledgebase records.	Append Business Unit

324. Frage

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.

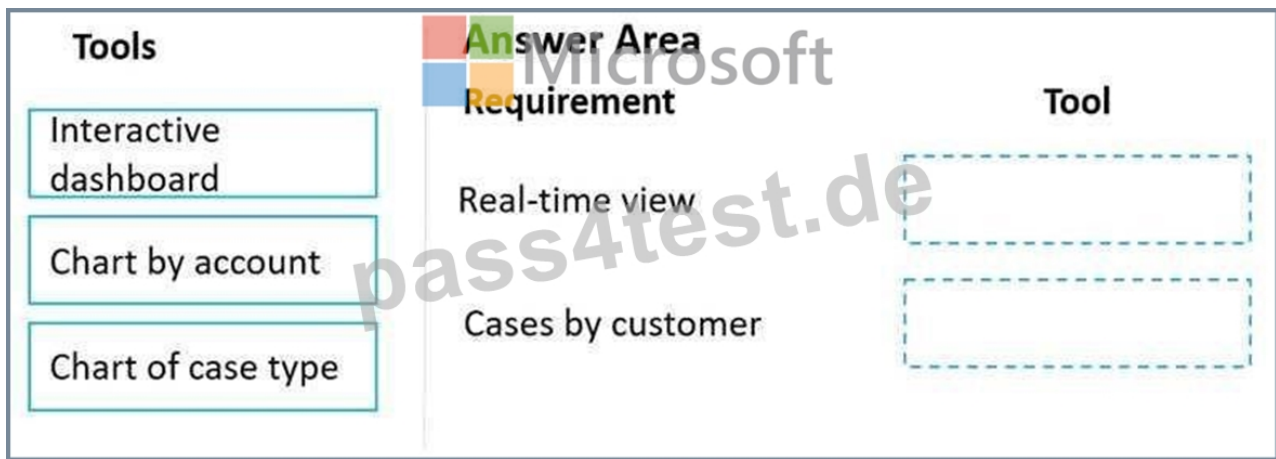
A survey must automatically be sent once a case is resolved. A manual survey must be sent if a case is escalated. A survey must not be sent without confirming that it is accurate. Supervisors must test a survey before it is finalized.

Drag and Drop Question

You need to choose which tools need to be created and configured to meet the following requirements.

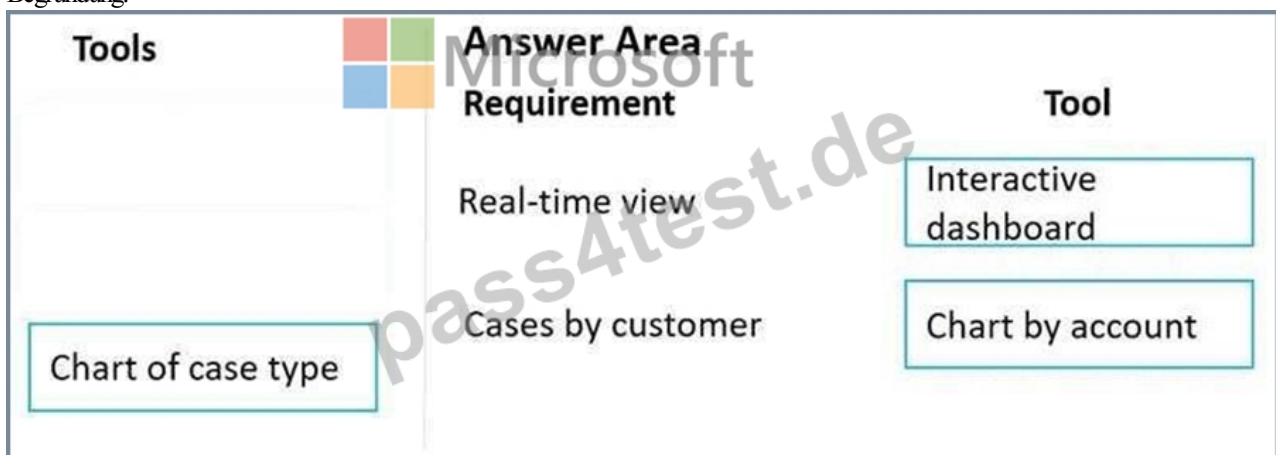
Which tools should you configure? To answer, drag the appropriate tools to the correct requirements. Each tool may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.



Antwort:

Begründung:



Explanation:

Box 1: Interactive dashboard

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

What is an interactive dashboard?

An interactive dashboard is a data visualization tool that allows business teams to track, analyze, and display metrics of various sorts. Dashboards feature charts, tables, maps, and other visualizations to help viewers understand the story the data tells.

Box 2: Chart by account

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

325. Frage

A company is implementing Omnichannel for Customer Service.

The company plans to release a new product in the following markets: Germany, Spain, and France.

Before the product launches, one agent from each country/region will receive training on the new product. The agents are included as part of a new team for the product. Each agent is part of a team specific to the country/region that they serve.

Inquiries about the new product must be routed as follows:

1. Route inquiries to an agent who knows the new product and is fluent in the language of the caller.
2. Route inquiries to an agent who knows the new product but speaks only a bit of the language of the caller.
3. Route inquiries to an agent who speaks all caller languages but does not know the new product.

You need to configure the system.

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

NOTE: Each correct selection is worth one point.

Requirement	Feature
Language competency level	Rating model Sentiment analysis Fulfillment requirement
Product competency	Resource category Resource characteristic Resource characteristic type
Pool of product trained agents	Queue Territory Organizational unit

Antwort:

Begründung:

Requirement	Feature
Language competency level	Rating model Sentiment analysis Fulfillment requirement
Product competency	Resource category Resource characteristic Resource characteristic type
Pool of product trained agents	Queue Territory Organizational unit

Explanation

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

Requirement

Feature

Language competency level

Rating model

Sentiment analysis

Fulfillment requirement

Product competency

Resource category

Resource characteristic

Resource characteristic type

Pool of product trained agents

Queue

Territory

Organizational unit



Microsoft

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/setup-skills-assign-agents>

326. Frage

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