Test MB-230 King - New MB-230 Exam Practice



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>> Test MB-230 King <<

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Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q319-Q324):

NEW QUESTION #319

You are configuring a single business process flow in Dynamics 365 for Customer Service. You need to design the business process flow. What should you do?

- A. Merge peer branches to a single stage when merging branches.
- B. Combine multiple conditions in a rule by using both the AND and OR operators.
- C. Span the process across 10 unique entities.
- D. Use 40 steps per stage.

Answer: A

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/enhance- business-process-flows-branching

NEW QUESTION #320

You manage a Dynamics 365 for Customer Service environment.

The entitlement for a customer ended last month. The customer must renew the entitlement and use the same parameters as the expired entitlement.

You need to create the entitlement for the customer.

What should you do?

- A. In the old entitlement, zero out the remaining terms and the total terms. Activate the entitlement.
- B. Make a copy of the old entitlement. Activate the copy.
- C. Delete the old entitlement. Create a new entitlement template.
- D. Add the new end date to the current entitlement and set new terms. Activate the entitlement.
- E. Create a new template with the dates and terms. Activate the template.

Answer: D

NEW QUESTION #321

You are a Dynamics 365 Customer Service representative.

You need to take the appropriate action when creating new cases to ensure that the automated routing rule is applied. What should you use?

- A. Run workflow
- B. Add to queue
- C. Save and route
- D. Share

Answer: B

NEW OUESTION #322

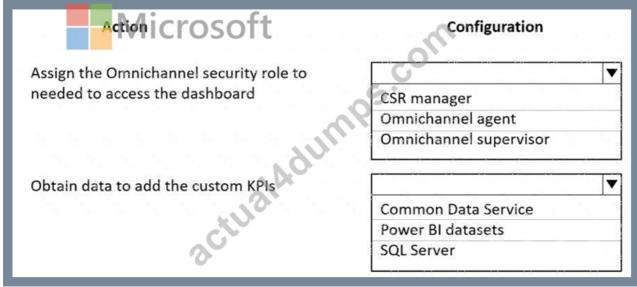
You are implementing Omnichannel for Customer Service for a call center.

The call center manager needs to be able to track agents' performance.

You need to configure the intraday insights dashboard to meet the requirement.

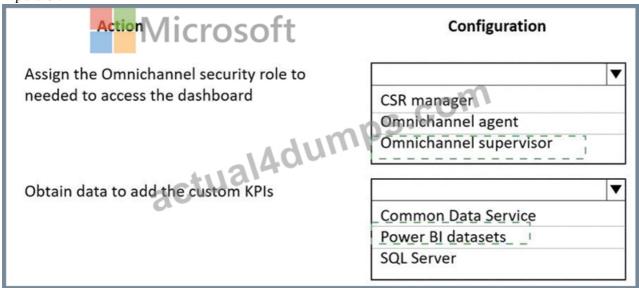
Which configurations should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Explanation

Graphical user interface, text, application Description automatically generated

Assign the Omnichannel security role to needed to access the dashboard

CSR manager
Omnichannel agent
Omnichannel supervisor

Obtain data to add the custom KPIs

Common Data Service
Power BI datasets
SQL Server

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-intraday-dashboard-supervisor

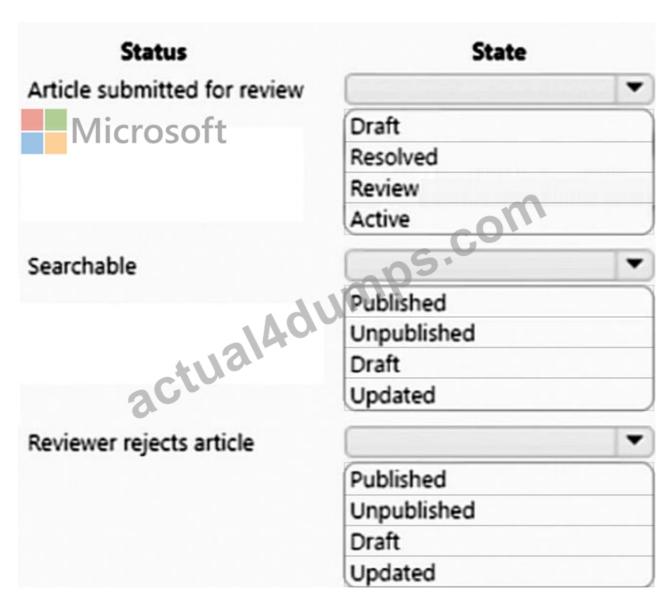
NEW QUESTION #323

A client wants to use the knowledge base in Dynamics 365 Customer Service.

You need to identify the state of a knowledge base article when an event occurs.

What are the states of the articles? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:

Status	State
Article submitted for review	
	Draft
	Resolved
	Review
	Active
Searchable	~ \ \
	Published
	Unpublished
	Draft Microso
	Updated
Reviewer rejects article	
	Published
	Unpublished
	Draft
	Updated

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article

NEW QUESTION #324

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