

# Tips to Crack the MB-230 Exam



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The Microsoft MB-230 certification exam offers a great opportunity for Microsoft professionals to demonstrate their expertise and knowledge level. In return, they can become competitive and updated with the latest technologies and trends. To do this they just need to enroll in Microsoft Dynamics 365 Customer Service Functional Consultant (MB-230) certification exam and have to put all efforts and resources to pass this challenging MB-230 exam. You should also keep in mind that to get success in the Microsoft MB-230 exam is not an easy task.

## Microsoft MB-230: Target Audience and Prerequisites

The candidates for this certification exam are Dynamics 365 Customer Service Functional Consultants. These professionals cooperate with the Customer Engagement Administrators to upgrade and implement different components of Power Platform, which include customer feedback, connected services, and knowledge management.

The Microsoft MB-230 Exam is an associate-level certification test, which means that it does not have any official prerequisites. However, the students should have extensive knowledge of customer services. These include understanding the industry terminologies, standards, priorities, methodologies, best practices, and customer service operations. They should also have practical skills in meeting the needs of users through the Dynamics 365 customer service. These cover the areas, such as cases, resource scheduling, knowledge management, and Customer Service Insights. In addition, the learners should be conversant with entitlements, queues, visualization, Omnichannel for Customer Service, Power Virtual Agents, and Service Level Agreements.

## Exam MB-230: Microsoft Dynamics 365 Customer Service

A Dynamics 365 Customer Service Functional Consultant is responsible for implementing omnichannel solutions that focus upon service, quality, reliability, efficiency, and customer satisfaction.

A Dynamics 365 Customer Service Functional Consultant implements and designs service management visualizations and reports provided by and in collaboration with the solution architect. The Functional Consultant collaborates with the customer engagement administrator to implement and upgrade Power Platform components, including knowledge management, customer feedback, and connected services.

A Dynamics 365 Customer Service Functional Consultant must have strong applied knowledge of customer service, including: understanding industry terminology, priorities, standards, methodologies, customer service operations, and best practices. The Functional Consultant with customer service expertise must have strong applied knowledge of meeting user needs through Dynamics 365 customer service, including in-depth understanding of cases, knowledge management, queues, entitlements, resource scheduling, Service Level Agreements (SLAs), visualizations, connected services, Customer Service Insights, Power Virtual Agents, and Omnichannel for Customer Service. The Functional Consultant's knowledge should include a comprehensive understanding of the customer service application's role in relationship to the Dynamics 365 suite of applications along with a basic understanding of the solution architecture and quality assurance.

**Part of the requirements for:** Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate

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Microsoft MB-230 Certification is a valuable credential for individuals who want to advance their career in the field of customer service. It demonstrates to potential employers that the individual has the knowledge and skills necessary to implement and configure Dynamics 365 Customer Service applications to meet specific business needs. Additionally, it provides individuals with the opportunity to gain recognition in the industry as a certified expert in the area of Dynamics 365 Customer Service.

## Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q173-Q178):

### NEW QUESTION # 173

Your company uses Dynamics 365 Customer Service. You create the following support offerings.

Customers must choose one of the three offerings.

- Email only
- Phone only
- Half phone and half email

You allocate 50 cases to each support offering.

You need to create the entitlement with terms that adhere to the support offerings.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create a new entitlement for each new support offering for the customer, with terms equal to 25 phone calls and 25 emails.
- B. Create one entitlement template that includes the three different terms. Apply the template to the customer, and then remove the terms that do not apply.
- C. **Create three entitlement templates with terms for 50 calls and 50 emails. Apply the template to the customers as they sign the support offering.**
- D. Create different entitlement templates for each set of terms. Apply the appropriate template to the customer.
- E. **Create a new entitlement for each new support offering for the customer, with terms equal to 50 phone calls and 50 emails.**

**Answer: C,E**

### NEW QUESTION # 174

A credit card company uses Dynamics 365 Customer Service. Agents receive conversations through Omnichannel for Customer Service.

A browser-based internal application Drawees, a history of a customer's payments and credit scores, You create an application tab template for the internal application.

if a customer requests a credit limit increase, the agent must use the internal application within Omnichannel for Customer Service to determine eligibility.

Because the internal application requires; maximum) screen space, communications with customers must remain hidden. The internal application must be displayed on the anchor tab.

Once an eligibility check is performed the agent must be able To- chat with the customer again.

You need to create a session template for the company.

How should you configure each area at the template? To answer., select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

**Answer Area**

Type

Communication panel mode

Anchor tab

Session template value

- Generic
- Generic
- Entity
- Web resource
- Hidden
- Docked
- Minimized
- Hidden
- Web resource
- Dashboard
- Third-party website
- Web resource
- Search

**Answer:**

Explanation:

**Answer Area****Session template option**

Type

Communication panel mode

Anchor tab

**Session template value**

- Generic
- Generic
- Entity
- Web resource
- Hidden
- Docked
- Minimized
- Hidden
- Web resource
- Dashboard
- Third-party website
- Web resource
- Search

**Explanation**

A picture containing text, font, receipt, screenshot Description automatically generated

**Answer Area**

Type

Communication panel mode

Anchor tab

Session template value

- Generic
- Hidden
- Web resource

**NEW QUESTION # 175**

You have a Microsoft Dynamics 365 environment and you are using Unified Service Desk (USD) in a call center scenario. Users must be able to ask their customers questions that will trigger defined follow on actions.

You need to provide users with guidance for their customer interactions.

What should you use?

- A. CRM workflows
- B. agent scripts

- C. CRM dialogs
- D. knowledge management

**Answer: B**

### NEW QUESTION # 176

Drag and Drop Question

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.

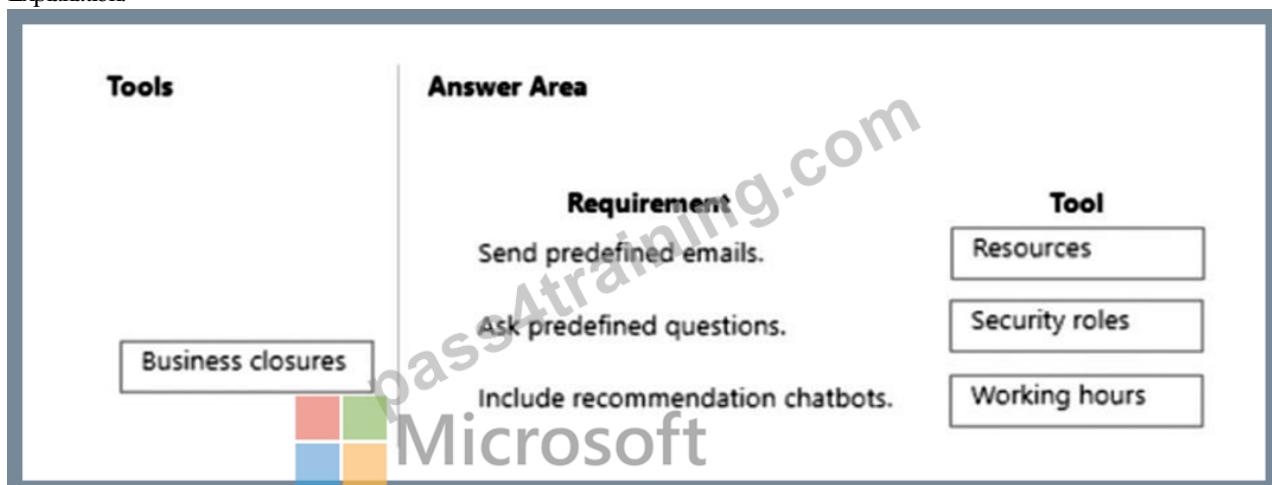
Which tools should you use? To answer, drag the appropriate tools to the correct requirements.

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:



### NEW QUESTION # 177

You are a Dynamics 365 for Customer Service administrator.

You need to import cases from a file without applying routing rules.

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.

## Actions

- Save and import the import file
- Add a row named **Route Case** to the import file
- Add a column named **Route Case** to the import file
- Add the value **Yes** for cases that must not be routed
- Add the value **No** for cases that must not be routed

## Answer Area



### Answer:

Explanation:

### AnswerArea soft

- Add a column named Route Case to the import file
- Add the value No for cases that must not be routed
- Save and import the import file

- 1 - Add a column named Route Case to the import file
- 2 - Add the value No for cases that must not be routed
- 3 - Save and import the import file

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rulesautomatically-route-cases>

## NEW QUESTION # 178

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