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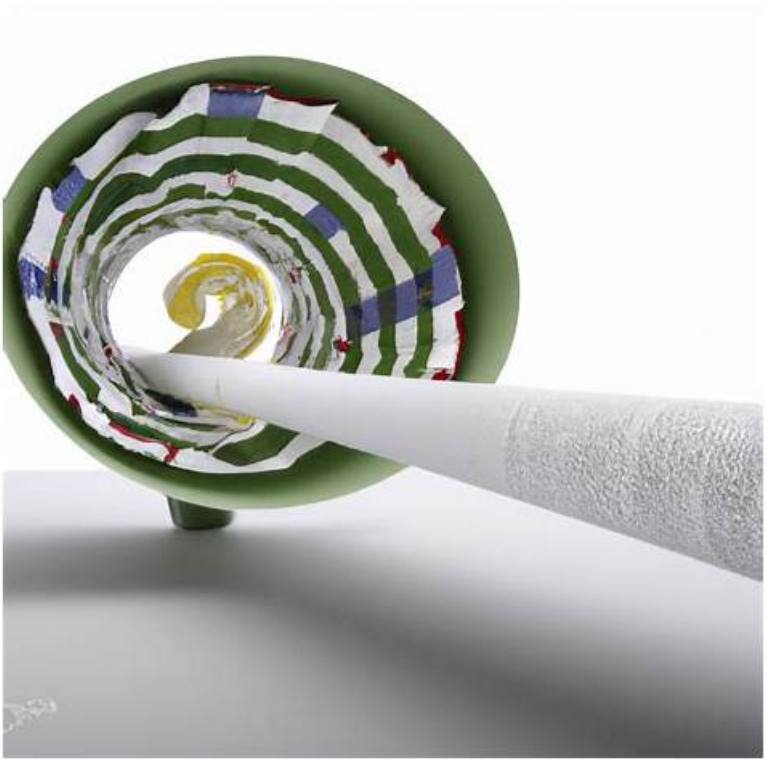

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Our MB-230 practice questions are on the cutting edge of this line with all the newest contents for your reference. Free demos are understandable and part of the MB-230 exam materials as well as the newest information for your practice. And because that our MB-230 Study Guide has three versions: the PDF, Software and APP online. So accordingly, we offer three versions of free demos for you to download.

Microsoft MB-230 exam is designed for individuals who have a strong understanding of the customer service functionality within Microsoft Dynamics 365. Microsoft Dynamics 365 Customer Service Functional Consultant certification is intended for functional consultants who work with Dynamics 365 Customer Service applications and are responsible for configuring, implementing, and supporting the application in customer environments.

Microsoft MB-230 certification exam is intended for individuals with experience in customer service and understanding of the business processes and policies. Microsoft Dynamics 365 Customer Service Functional Consultant certification exam is suitable for professionals who want to demonstrate their skills and knowledge in implementing and configuring customer service solutions using Microsoft Dynamics 365. MB-230 Exam is also suitable for consultants, developers, and IT professionals who work with customer service solutions and want to enhance their skills and knowledge.

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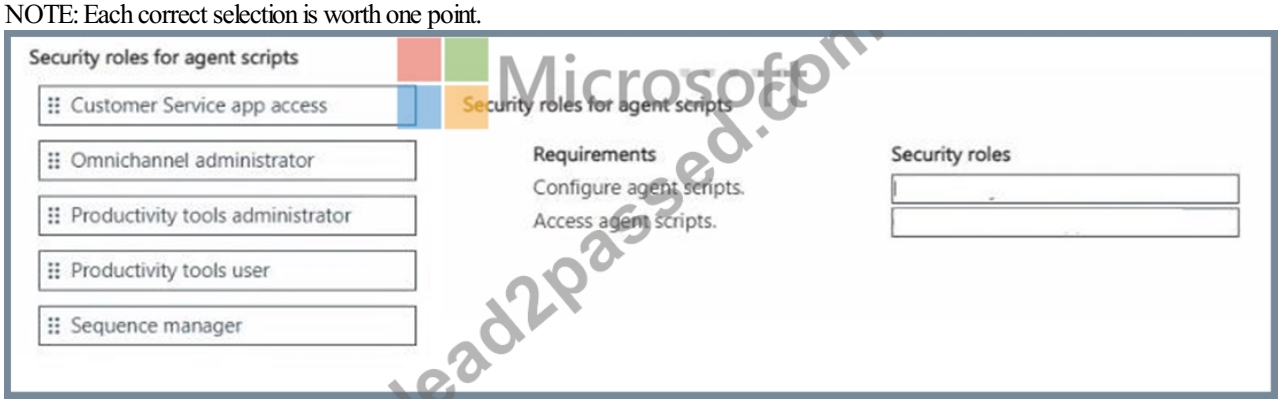
Our MB-230 real exam is written by hundreds of experts, and you can rest assured that the contents of the MB-230 study materials are contained. After obtaining a large amount of first-hand information, our experts will continue to analyze and summarize and write the most comprehensive MB-230 learning questions possible. And at the same time, we always keep our questions and answers to the most accurate and the latest.

The MB-230 exam is intended for individuals who have experience working with Dynamics 365 Customer Service, and are familiar with the customer service module's features and functionality. Candidates are expected to have a strong understanding of customer

service business processes and should be able to map these processes to Dynamics 365 Customer Service. Passing the MB-230 Exam demonstrates that the candidate has the skills and knowledge required to implement and customize customer service solutions in Microsoft Dynamics 365.

Microsoft Dynamics 365 Customer Service Functional Consultant Sample Questions (Q107-Q112):

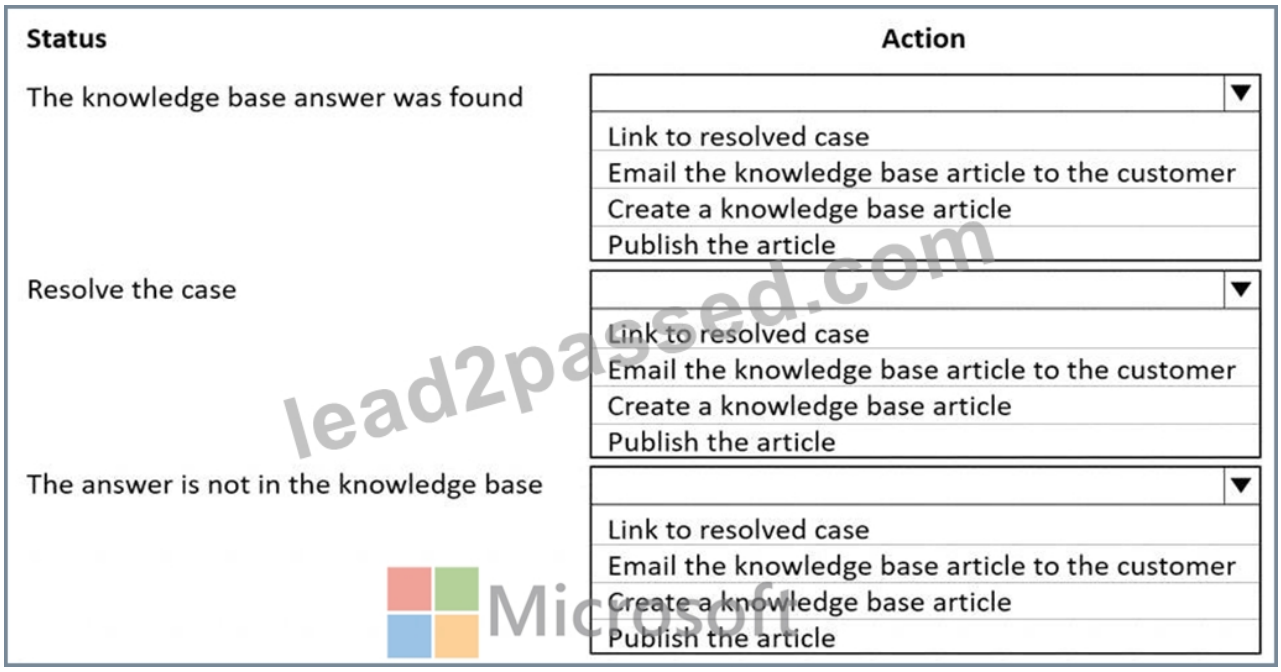
NEW QUESTION # 107
A company has a Customer Service deployment.
The company plans to provide instructions for customer service agents.
You need to apply the security roles for agents to configure and access agent scripts.
Which security roles should you use? To answer, move the appropriate security roles 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.



Answer:

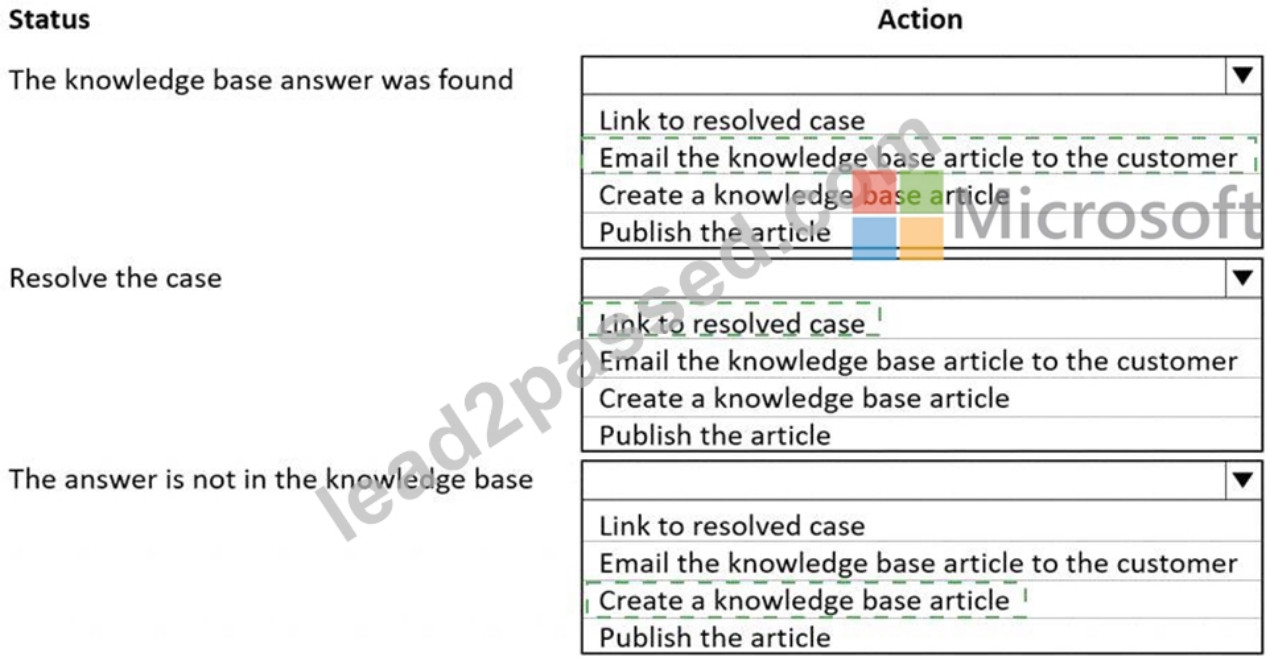
Explanation:

NEW QUESTION # 108
You need to choose the appropriate actions when using the knowledge base.
Which actions should you choose? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Explanation:
Box 1: Email the knowledge base article to the customer
Support representatives must use the knowledge base first to try to solve issues.
The knowledge base article that is used to resolve a case must always be sent to the customer.
Box 2: Link to resolved case
Support representatives must be able to reference the knowledge base when it is used to resolve the case.
Box 3: Create a knowledge base article
If the answer is not in the knowledge base, a support representative needs to create a knowledge base article.

NEW QUESTION # 109
You are customizing an Omnichannel for Customer Service implementation for a call center.
The call center manager wants to create a new quick response for agents to save time typing a greeting message.
You need to create a quick response that includes a customer's full name.
How should you create the quick response?

- A. Hi {Customer{Fullname}}, How may I help you?
- B. Hi Customer{Fullname}, How may I help you?
- C. Hi FullName{Customer}, How may I help you?
- D. Hi {FullName{Customer}}, How may I help you?

Answer: D

Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-quick-replies

NEW QUESTION # 110
A company closes the business each year for nine business days.
You need to configure the system to reflect the business closure while minimizing the number of records that you must create in the system.
What should you create?

- A. nine customer service calendar records of a one-day duration
- B. two holiday calendar records of a seven-day duration
- C. one business closure record of a nine-day duration
- D. three holiday schedule records of a three-day duration

Answer: C

Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-when-business-closed-csh

NEW QUESTION # 111
You need to add SLA timers to the Case form.
Which two options should you configure? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

- A. Create Quick View Form in SLA KPI Instance entity.
- B. Insert subgrid from the SLA KPI Instance entity into the Case Main form.
- C. Create SLA KPI Instance entity.
- D. Create Quick View Form in Case entity with reference to the SLA KPI Instance entity.
- E. Create field in case entity with lookup to SLA KPI Instance.

Answer: B,E

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/add-timer-control-case-form-track-time-against

NEW QUESTION # 112
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