



MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.

You must display the question: Have you used the product before? If the response is Yes, you must display additional questions concerning the product. If the answer is No, you must display a different set of questions concerning other products.

You need to select a survey feature to use.

Which survey feature should you use?

- A. Answer tag
- B. Response routing
- C. Piping
- D. List of ratings
- E. Basic

Correct Answer: B

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advanced-survey#design-interactive-surveys-by-using-response-routing>

QUESTION 2

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while

others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Email, and then select the queue. Configure autoresponse settings.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: A



References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/automatically-create-case-from-email>

QUESTION 3

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. Span the process across 10 unique entities.
- C. Combine multiple conditions in a rule by using both the AND and OR operators.
- D. Use 40 steps per stage.

Correct Answer: A

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

QUESTION 4

You manage Dynamics 365 for Customer Service.

You need to configure automatic case creation for emails received by customers who have a support contract.

What should you do?

- A. Configure service level agreements to be on hold until a call can be made to the customer.
- B. Create an automatic record creation and update rule. Set the source type to email. Configure the rule to send automatic email responses to customers when records are created.
- C. Create an automatic record creation and update rule. Set the source type to service activity. Configure the rule to send automatic email responses to customers when records are created.
- D. Create an automatic record creation and update rule. Set the source type to email. If a valid entitlement exists, configure the rule to create a case.

Correct Answer: D

QUESTION 5

You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search. You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to: Elevator Motor Sizing



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

Hot Area:

Answer Area

Scenario	Action
Search type	<div style="border: 1px solid gray; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><div style="padding: 2px;">Relevance</div><div style="padding: 2px;">Full text</div><div style="padding: 2px;">Category</div></div>
Search syntax	<div style="border: 1px solid gray; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><div style="padding: 2px;">Elevator+Motor+Sizing</div><div style="padding: 2px;">Elevator Motor Sizing</div><div style="padding: 2px;">Elevator*Motor*Sizing</div><div style="padding: 2px;">-Elevator -Motor -Sizing</div></div>

Correct Answer:

Answer Area

Scenario	Action
Search type	<div style="border: 1px solid gray; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><div style="padding: 2px; background-color: #e0ffe0;">Relevance</div><div style="padding: 2px;">Full text</div><div style="padding: 2px;">Category</div></div>
Search syntax	<div style="border: 1px solid gray; padding: 2px;"><div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between;">▼</div><div style="padding: 2px; background-color: #e0ffe0;">Elevator+Motor+Sizing</div><div style="padding: 2px;">Elevator Motor Sizing</div><div style="padding: 2px;">Elevator*Motor*Sizing</div><div style="padding: 2px;">-Elevator -Motor -Sizing</div></div>

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results>

QUESTION 6

You use Dynamics 365 for Customer Service.



You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Merge object	Outcome
Duplicate cases	<input type="checkbox"/> Merged and canceled <input type="checkbox"/> Merged and resolved <input type="checkbox"/> Merged and deleted
Open activities	<input type="checkbox"/> Moved to the merged case <input type="checkbox"/> Canceled

Correct Answer:

Answer Area

Merge object	Outcome
Duplicate cases	<input checked="" type="checkbox"/> Merged and canceled <input type="checkbox"/> Merged and resolved <input type="checkbox"/> Merged and deleted
Open activities	<input checked="" type="checkbox"/> Moved to the merged case <input type="checkbox"/> Canceled

QUESTION 7

A company has the following business units:



Call center

Customer service

Digital response

Escalation

The security roles have not been modified. The customer service business unit is the parent of all other business units. Each business unit has its own queues. Customer service cases are routed to the appropriate individuals by using the queues.

You need to ensure that a specific user within the customer service business unit can read all queues within the parent and child business units.

Which security role should you assign to the user?

- A. Customer service manager
- B. Scheduler
- C. Customer service representative
- D. System customizer

Correct Answer: A

QUESTION 8

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.

Hot Area:



Answer Area

Action	Access level
Create entitlement templates.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p>Organization</p> <p>Append</p> </div> </div>
Create knowledgebase records.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p>Append</p> <p>Business Unit</p> </div> </div>

Correct Answer:

Answer Area

Action	Access level
Create entitlement templates.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p style="background-color: #d9ead3;">Organization</p> <p>Append</p> </div> </div>
Create knowledgebase records.	<div style="border: 1px solid gray; padding: 2px;"> <div style="background-color: #f0f0f0; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> ▼ </div> <div style="padding: 2px;"> <p>Append</p> <p style="background-color: #d9ead3;">Business Unit</p> </div> </div>

QUESTION 9

You are customizing a Dynamics 365 for Customer Service implementation.

The call center manager requires a visual representation that includes the number of resolved cases by month for each call center agent. The chart must be visible to all users within the service area.

You need to create the chart.

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.

Select and Place:



Actions

- Create and configure the chart
- In the solution, navigate to the Case entity and select Charts
- In Case View, create a new chart
- Navigate to the Service area, and then select Cases
- Navigate to Settings, and then select Solutions. Verify that the case entity is in the solution.

Answer Area

⏪
⏩

Navigate to Settings, and then select Solutions. Verify that the case entity is in the solution.

In the solution, navigate to the Case entity and select Charts

Create and configure the chart

⏩
⏪

Correct Answer:

Actions

- In Case View, create a new chart
- Navigate to the Service area, and then select Cases

Answer Area

⏪
⏩

Navigate to Settings, and then select Solutions. Verify that the case entity is in the solution.

In the solution, navigate to the Case entity and select Charts

Create and configure the chart

⏩
⏪

QUESTION 10

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while

others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.



You need to customize the survey for each client.

Solution: Clone the satisfaction survey and customize the questions.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basic-survey#clone-or-import-an-existing-survey>

QUESTION 11

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while

others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Create custom question types. Add the custom question types to a new survey. Customize the questions.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 12

A client plans to implement a case resolution process.

Which field types does the Case Resolution form use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Field Text	Option type
Resolution type	<input type="text"/> Option set Text Calculated
Resolution	<input type="text"/> Option set Text Calculated
Total time	<input type="text"/> Option set Text Calculated
Billable time	<input type="text"/> Option set Whole number Calculated
Remarks	<input type="text"/> Option set Text Calculated

Correct Answer:



Answer Area

Field Text	Option type
Resolution type	<input type="text"/> Option set Text Calculated
Resolution	<input type="text"/> Option set Text Calculated
Total time	<input type="text"/> Option set Text Calculated
Billable time	<input type="text"/> Option set Whole number Calculated
Remarks	<input type="text"/> Option set Text Calculated

QUESTION 13

You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys.

You need to determine which survey question feature is needed to complete the design of the survey.

Which survey features should you use? To answer, select the appropriate survey type in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Scenario

Create a theme for the survey with the company logo and colors.

Create a different set of follow-up questions depending on the answer the candidate selects.

Hide questions depending on the answer the candidate selects.

Populate the second question with answers from the first question.

Survey type

	▼
Basic survey	
Response routing	
Piping	
Tagging	
	▼
Basic survey	
Client-side routing	
Response routing	
Piping	
	▼
Basic survey	
Response routing	
Client-side routing	
Tagging	
	▼
Piping	
Response routing	
Client-side routing	
Tagging	

Correct Answer:



Answer Area

Scenario

Create a theme for the survey with the company logo and colors.

Create a different set of follow-up questions depending on the answer the candidate selects.

Hide questions depending on the answer the candidate selects.

Populate the second question with answers from the first question.

Survey type

	▼
Basic survey	
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Tagging	
	▼
Basic survey	
Client-side routing	
Response routing	
Piping	
	▼
Basic survey	
Response routing	
Client-side routing	
Tagging	
	▼
Piping	
Response routing	
Client-side routing	
Tagging	

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advanced-survey>

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