

DUMPS ARENA

Microsoft Dynamics 365 for Customer Service

Microsoft MB-230

Version Demo

Total Demo Questions: 15

Total Premium Questions: 283

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Topic Break Down

Topic	No. of Questions
Topic 1, New Update	91
Topic 2, Case Study 1	6
Topic 3, Case Study 2	4
Topic 4, Case Study 3	3
Topic 5, Case Study 4	6
Topic 6, Case Study 5	3
Topic 7, Case Study 6	2
Topic 8, Mixed Questions	168
Total	283

QUESTION NO: 1

A customer's entitlement is not available to assign to a case.

You need to determine the cause of the customer's issue.

What are two possible reasons for the issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. The entitlement is active
- B. The entitlement is in waiting status
- C. The entitlement is expired
- D. The entitlement was renewed
- E. The entitlement is set as the default

ANSWER: B C**Explanation:**

Reference:

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

QUESTION NO: 2

You send surveys to customers who have opened cases within the past month.

You need to send a summary of the survey results to individuals who do not have a Dynamics 365 license.

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

NOTE: Each correct selection is worth one point.

- A. Run the summary report. Export the report to Microsoft Excel. Send the Excel file to the users.
- B. Run the survey summary report. Send a link to the report from within Dynamics 365.
- C. Create a dashboard of the survey summary reports and share the dashboards with the users.
- D. Create a view with the data, and then email a link.
- E. Run the survey summary report. Print the report to a PDF file. Send the PDF file to the users.

ANSWER: A E

QUESTION NO: 3

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 implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

You need to set up the queues to meet the following requirements:

Solution:

Does the solution meet the goal?

A. Yes

B. No

ANSWER: B**Explanation:**

The level1 and level2 queues must be public so the users can access them.

Note: Public: All users can see and access these queues, depending on their security role.

Users pick items from the queue. The items that a user picks are then moved to that user's personal queue.

Private: Access to these queues is assigned to specific users. (Members are defined on the queue record.)

Users pick items from the queue. The items that a user picks are then moved to that user's personal queue.

Also:

In Customer Service, you can create two types of queues:

Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user's views.

Public queues: Create to let everyone in the organization view the queue and all of its items.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases>

QUESTION NO: 4

You need to search for answers to customer claims.

Which type of search should you perform?

A. Timeline

- B. Quick Find
- C. Related
- D. Detail
- E. Case Relationships

ANSWER: C

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/search-knowledge-articles-csh#knowledge-base-search-control>

QUESTION NO: 5

A trucking company uses a custom table named Leased Truck in Dynamics 365 Customer Service to capture leasing details. The company is implementing Connected Customer Service for Azure IoT Hub to track the leased trucks.

You need to configure the custom table Leased Truck for IoT integration.

Which two methods achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Set the relationship in the Power Platform admin center.
- B. Create a one-to-many relationship from the Leased Truck table to the IoT Alert table.
- C. Call the IoT - Register Custom Entity action to associate a Leased Truck record with an existing IoT device.
- D. Enable connections to the Leased Truck table.

ANSWER: C D

Explanation:

IOT enabling an entity type

Dynamics 365 entities can be associated to IoT entities so that within Dynamics 365 they can participate in IoT-related business processes and analyses. There are two methods of “IoT enabling” a Dynamics 365 entity; you can:

* (D) Programmatically form an association through the standard Dynamics 365 Connection entities capability. You can alternatively accomplish this same association through the administration UI; for more information, see [Create connections to view relationships between records](#).

* (C) Call the IoT – Register Custom Entity action to associate an entity with an existing or new IoT Device.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-extend-connected-customer-service-solutions>

QUESTION NO: 6

You are configuring a queue in Omnichannel for Customer Service for a call center.

You need to complete the queue configuration using the minimal number of actions.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Configure the mailbox for the queue
- B. Set the record creation and update rules for the queue
- C. Set the queue priority for the queue
- D. Enable the queue for auto work distribution

ANSWER: A B**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/queues-omnichannel>

QUESTION NO: 7

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

ANSWER: A**Explanation:**

Routing rules define how conversations are routed to different queues. Each routing rule has a condition and a destination queue. If the rule condition is evaluated as True, then the conversation is routed to the destination queue.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-rules>

QUESTION NO: 8 - (HOTSPOT)

HOTSPOT

You are an Omnichannel supervisor for an inbound call center.

The call center's customer service rating has decreased over the past few months.

You need to enable analysis to view real-time customer sentiment.

In which configuration area should you enable each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Configuration area

Enable change tracking.

▼
Conversation Sentiment
Conversation Data
Conversation Action Locale

Enable real-time sentiment analysis.

▼
Sales Insights
Customer Service Insights
Customer Insights
Omnichannel Insights

ANSWER:

Answer Area

Requirement

Enable change tracking.

Configuration area

▼
Conversation Sentiment
Conversation Data
Conversation Action Locale

Enable real-time sentiment analysis.

▼
Sales Insights
Customer Service Insights
Customer Insights
Omnichannel Insights

Explanation:

QUESTION NO: 9 - (DRAG DROP)

DRAG DROP

You are a Dynamics 365 for Customer Service administrator.

You must track time against enhanced service-level agreements (SLAs).

You need to add a timer.

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

- Add the quick create forms to the primary entity form.
- Create a quick view form for each SLA KPI instance field.
- Ensure the entity is enabled for SLA.
- Add the quick view forms to the primary entity form.
- Create a quick-create form for each SLA KPI instance field.

Answer Area

- ⬅
- ➡
- ⬆
- ⬇

ANSWER:

Actions

- Add the quick create forms to the primary entity form.
- Create a quick view form for each SLA KPI instance field.
- Ensure the entity is enabled for SLA.
- Add the quick view forms to the primary entity form.
- Create a quick-create form for each SLA KPI instance field.

Answer Area

- Ensure the entity is enabled for SLA.
- ⬅
- ➡
- Create a quick view form for each SLA KPI instance field.
- ⬆
- ⬇
- Add the quick view forms to the primary entity form.

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add-timer-forms-track-time-against-enhanced-sla>

QUESTION NO: 10

Your company uses Dynamics 365 Customer Service.

You are designing a survey to send out each time a case closes. The survey must adapt to display additional questions within the same survey if a customer chooses Dissatisfied as a survey answer.

You need to configure the survey.

Which feature should you use?

- A. Branching rule
- B. Multiple-page survey
- C. Multiple answer
- D. Post-survey message

ANSWER: A

Explanation:

Branching rules allow you to customize the flow of your survey. You can show or hide questions, choose to navigate to another question or survey, or even open a website based on the response to a question. Branching rules make your surveys interactive and ensure that only relevant questions are displayed to respondents.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-voice/create-branching-rule>

QUESTION NO: 11

You are employed as an administrator for your company's Dynamics 365 for Customer Service implementation.

You have received articles that were created for a knowledge base from a reviewer.

Which of the following actions should be taken for articles that are approved?

- A. The approved article must be sent to the Manager.
- B. The approved article must be published.
- C. The approved article must be sent back for final edits.
- D. The approved article's status must be changed to Active.

ANSWER: B

QUESTION NO: 12 - (DRAG DROP)

DRAG DROP

Your company makes use of Dynamics 365 for Customer Service.

You have been tasked with generating business process flows. You need to make use of the necessary entities.

Which of the following options would you use? Answer by dragging the correct options from the list to the answer area.

Select and Place:

Options

Answer

Account

Goal

Email

Rollup queries

Quote

ANSWER:

Options

Answer

Goal

Rollup queries

Account

Email

Quote

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/business-process-flows-overview>

QUESTION NO: 13

You are a customer service manager using Dynamics 365 for Customer Service.

You need to restrict support to the products that a customer has purchased.

What should you do?

- A. Add the product to the account

- B. Add the products to the case
- C. Add the products to the customer's entitlement
- D. Add the products to the customer

ANSWER: C

QUESTION NO: 14 - (HOTSPOT)

HOTSPOT

A company is evaluating Dynamics 365 Customer Service Insights.

The company decides to use the sample data environment to expedite the evaluation process.

You need to recommend a dashboard.

Which dashboard should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

View the number of active, cancelled, or resolved cases per channel.

View information about agent escalation handling metrics and close rates.

Dashboard

Resolutions
KPI summary
Customer satisfaction

Topics
New cases
Resolutions
KPI summary

ANSWER:

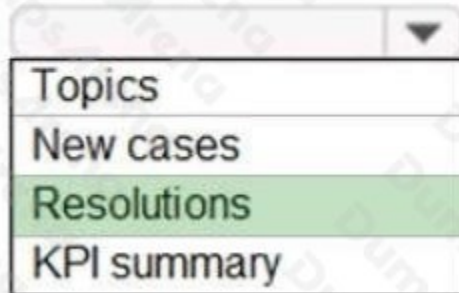
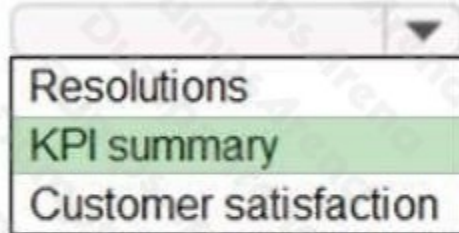
Answer Area

Requirement

View the number of active, cancelled, or resolved cases per channel.

View information about agent escalation handling metrics and close rates.

Dashboard



Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/dashboard-kpisummary>

<https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/dashboard-caseresolutions>

QUESTION NO: 15

You are implementing Omnichannel for Customer Service for a company.

The company has set up dedicated teams to handle inquiries from different social platforms. Each team member specializes in a specific product line from the company. However, the team members must be able to pick up any inquiry coming into the team.

You need to configure the system.

Which two components should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Create a work item trigger
- B. Turn on Agent Affinity

- C. Create a Parent Child attribute
- D. Create a routing rule
- E. Turn on a custom listener

ANSWER: A D

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/routing-work-distribution-oca>