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Microsoft Dynamics 365 for Customer Service

Microsoft MB-230

Version Demo

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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
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QUESTION NO: 1

A company must standardize the management of web leads and leads generated across their internal and external sales teams.

You need to create an entitlement.

Which type of entitlement should you create?

- A. Multi-channel
- B. Omnichannel
- C. Teams channel

ANSWER: B

Explanation:

Omni-channel: An omni-channel solution offers two or more channel experiences to customers, and the customer experience is consistent across channels. The context of the case and customer is used to streamline the experience across apps. For example, a customer starts on a self-service portal but then starts a chat conversation. All the pages that the customer has opened are available to the agent.

By providing multi-channel or omni-channel solutions to your customer, you help guarantee that each customer can interact with your organization by using the option that's best for him or her. When you provide multi-channel or omni-channel solutions, you must also consider the effect on the organization. Although it's important to make sure that customers have a consistent experience when they work with the different channels, it's also important to remember that each channel is different.

Reference:

<https://www.globalits.bh/how-customer-service-can-handle-entitlement-channels-in-dynamics-365/>

QUESTION NO: 2 - (HOTSPOT)

You are an Omnichannel supervisor for a company.

The manager wants to improve response times and customer satisfaction.

You need to configure Omnichannel queues using standard functionality.

Which capabilities should you enable? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Capability area

Capability

Queue Management

- Show the customer the total time in the queue.
- Show the customer the total time in the queue.
- Show the customer the average wait time.
- Show the customer the average time in a chat.
- Show the customer the total number of chats in progress.

Queue Routing

- Route the chat based on agent location.
- Route the chat based on agent location.
- Route the chat based on bookable resource booking.
- Route the chat based on agent skill.
- Route the chat based on work order type.

ANSWER:

Answer Area

Capability area

Capability

Queue Management

- Show the customer the total time in the queue.
- Show the customer the total time in the queue.
- Show the customer the average wait time.
- Show the customer the average time in a chat.
- Show the customer the total number of chats in progress.

Queue Routing

- Route the chat based on agent location.
- Route the chat based on agent location.
- Route the chat based on bookable resource booking.
- Route the chat based on agent skill.
- Route the chat based on work order type.

Explanation:

Answer Area

Capability area

Capability

Queue Management

Show the customer the total time in the queue.

Queue Routing

Route the chat based on agent location.

QUESTION NO: 3 - (HOTSPOT)

HOTSPOT

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.	<input type="text"/> Organization Append
Create knowledgebase records.	<input type="text"/> Append Business Unit

ANSWER:

Answer Area

Action	Access level
Create entitlement templates.	<input type="text"/> Organization Append
Create knowledgebase records.	<input type="text"/> Append Business Unit

Explanation:

QUESTION NO: 4

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: C D

Explanation:

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

QUESTION NO: 5

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. three holiday schedule records of a three-day duration
- D. one business closure record of a nine-day duration

ANSWER: D

Explanation:

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

QUESTION NO: 6

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

You need to create a customer service satisfaction survey and embed it on a website.

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

NOTE: Each correct selection is worth one point.

- A. Copy the portal web link and paste it into your website.

- B. Copy the URL from the Anonymous link field and paste it into your website.
- C. On the Voice of the Customer survey, select Run in iFrame.
- D. Copy the HTML code from the iFrame URL field and paste it on your website.

ANSWER: C D

Explanation:

References:

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

QUESTION NO: 7

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.

ANSWER: A

Explanation:

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

QUESTION NO: 8

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

You need to identify and eliminate duplicate cases.

What should you do?

- A. Configure Dynamics 365 AI for Customer Service
- B. Use business rules
- C. Merge cases

D. Use parent-child case relationships

ANSWER: B

QUESTION NO: 9 - (DRAG DROP)

DRAG DROP

You are a Dynamics 365 Customer Service administrator.



You create a new entity named Root Cause Escalation. Queues must be used for new Root Cause Escalation records. The records must be automatically assigned to the record owner's default queue when a record is created.

You need to implement the proper functionality to meet the requirements.

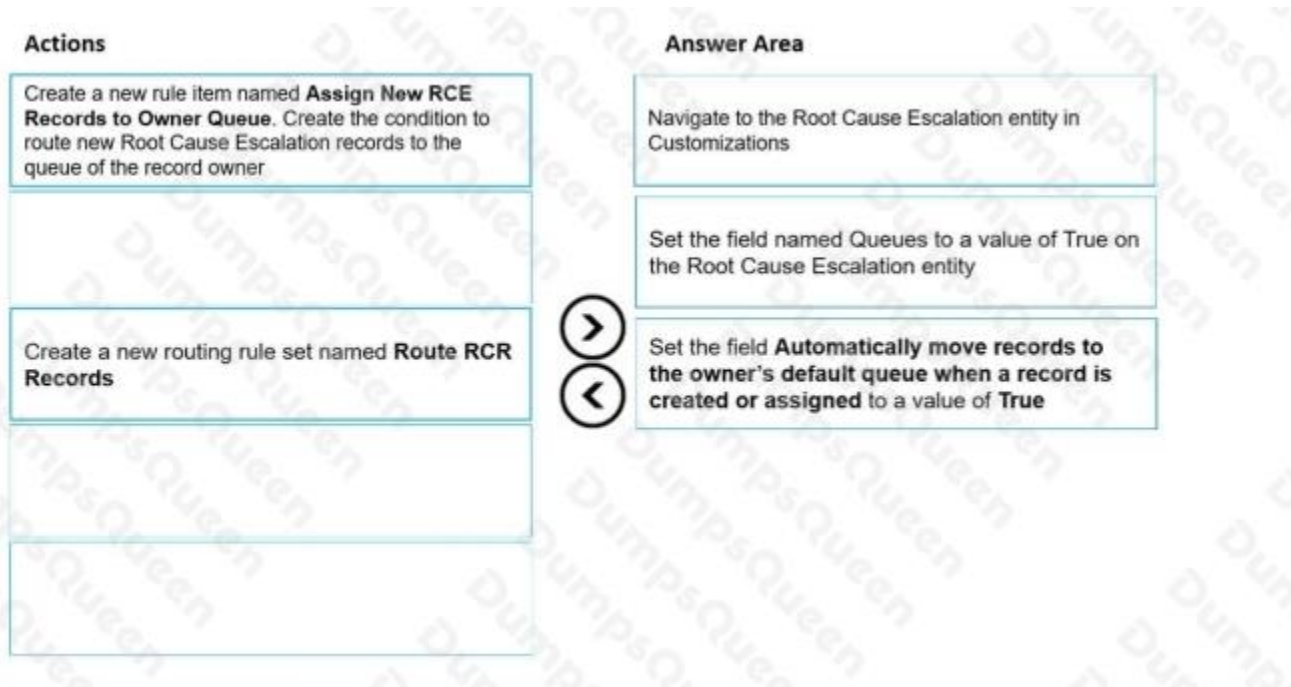
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions	Answer Area
Create a new rule item named Assign New RCE Records to Owner Queue . Create the condition to route new Root Cause Escalation records to the queue of the record owner	
Navigate to the Root Cause Escalation entity in Customizations	
Create a new routing rule set named Route RCR Records	
Set the field named Queues to a value of True on the Root Cause Escalation entity	
Set the field Automatically move records to the owner's default queue when a record is created or assigned to a value of True	

ANSWER:



Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-for-queues>

QUESTION NO: 10

A company uses Dynamics 365 Customer Service.

You are configuring the advanced similarity rules. You create a similarity rule on cases and put an exact match for the Modified On field in the Match Fields tab.

You test the rule and discover that exact matches do not appear.

You need to determine why the rule is not working.

What are two possible reasons why the rule is not working? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. A Power Automate flow was not created.
- B. The similarity rule is deactivated.
- C. The security role is not set to run the similarity rule.
- D. The similarity rule was not published.
- E. The Modified On field is not set to searchable in the customization of the case entity in the solution.

ANSWER: B E

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>

QUESTION NO: 11

You are an administrator of a Dynamics 365 Customer Service system for a computer support company.

Team members must handle cases as follows:

You need to ensure that all team members follow the same process for handling cases.

What should you do?

- A. Create a business process now that branches.
- B. Create two different forms and a business process flow for each type of customer.
- C. Create a Power Automate now that branches.
- D. Create two different queues for the different types of customers.

ANSWER: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/enhance-business-process-flows-branching?view=op-9-1>

QUESTION NO: 12

You need to ensure users can search the knowledge base from a case record.

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

NOTE: Each correct selection is worth one point.

- A. Add Knowledge Base Search control to the dashboard.
- B. Check Knowledge Management from the case entity in the solution.
- C. Insert the Knowledge Base Search control on the form.
- D. Select the Knowledge Base Search control from the entity.
- E. Add the Quick Find option to the views.

ANSWER: B C

QUESTION NO: 13

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: 14 - (DRAG DROP)

DRAG DROP

A customer uses Dynamics 365 for Customer Service.

Customer service representatives must be able to create knowledge base articles.

You need to ensure that all knowledge base articles are submitted for review and approval before they are made available to use.

Which four actions must be performed 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

- Select Associate category
- Assign the article
- Publish the article
- Create an alternate key
- Approve the article
- Create a knowledge article
- Select Create major version
- Mark the knowledge article for review

Answer Area



ANSWER:

Actions

Select Associate category
Assign the article
Publish the article
Create an alternate key
Approve the article
Create a knowledge article
Select Create major version
Mark the knowledge article for review

Answer Area

Create a knowledge article

Mark the knowledge article for review

Approve the article

Publish the article



Explanation:

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

QUESTION NO: 15

You make use of Dynamics 365 Customer Service. You have recently acquired Omnichannel for Customer Service.

You want to make sure that an agent is unable to view a client's credit card data in a live chat.

Which of the following actions should you take?

- A. You should configure a business rule.
- B. You should configure a data masking rule.
- C. You should configure data encryption.
- D. You should configure a routing rule.

ANSWER: B

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/data-masking-settings>