



# MB-230<sup>Q&As</sup>

Microsoft Dynamics 365 Customer Service

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### QUESTION 1

DRAG DROP

You are a Dynamics 365 administrator.

You want to set up a child/parent relationship for cases so that the child case inherits different fields from the parent case.

You need to set up the appropriate child/parent relationship.

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

Select the attributes that the child case will inherit from the parent

Choose **Service Configuration Settings**

Choose **Customizations** from Settings

Choose **Service Management** from Settings

Choose **Parent and Child case settings**

#### Answer Area

Correct Answer:



### Actions

Choose <b>Service Configuration Settings</b>
Choose <b>Customizations</b> from Settings

### Answer Area

Choose <b>Service Management</b> from Settings
Choose <b>Parent and Child case settings</b>
Select the attributes that the child case will inherit from the parent

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases>

### QUESTION 2

Your company makes use of Dynamics 365 for Customer Service.

You need to assign a case in the queue that is currently routed to you to a different user because you have booked time off work.

You share the case.

Does the action achieve your objective?

- A. Yes, it does
- B. No, it does not

Correct Answer: B

### QUESTION 3

You are a Dynamics 365 for Customer Service administrator. You are using Voice of the Customer and are reviewing survey

A survey responder marked 10 percent for overall satisfaction.

You need to ask additional questions based on the response.

Which four 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 a response condition and the question for which you want to create a rule
- Create a new response routing
- Create a new survey
- Add a value for the Answer tag field
- Add a response action and scope
- Select values for the Operator, Comparison Value, and Answer fields

### Answer Area

⬅
➡

⬆
⬇

Correct Answer:

### Actions

- 
- 
- Create a new survey
- Add a value for the Answer tag field
- 
- 

### Answer Area

⬅
➡

Create a new response routing

Add a response condition and the question for which you want to create a rule

Select values for the Operator, Comparison Value, and Answer fields

Add a response action and scope

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

#### QUESTION 4

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: Configure Dynamics 365 to automatically send responses to customers when the record is created.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

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#### QUESTION 5

D. Create an iFrame URL. Copy the HTML code to an iFrame in your website.

E. Add the iFrame URL to your website.

Correct Answer: D

References:

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

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