



MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

A company sells and services bicycles. The company uses Dynamics 365 Sales and Dynamics 365 Customer Service. You create a custom table named Bicycle

A user tries to create a personal view with information from the Bicycle table. The user wants to add customer information from the Account table, but the columns are unavailable

You need to make the Account columns available to the Bicycles table.

What should you configure?

- A. Create a relationship between the Account table and the Bicycles table.
- B. Add the same columns to both the Bicycles table and the Account table.
- C. Add the system administrator security role to the user ID of the salesperson.
- D. Create two separate views: one in the Bicycles table and one in the Account table.
- E. Create the personal view from the Account table.

Correct Answer: A

QUESTION 2

Your company makes use of Dynamics 365 for Customer Service.

You have configured a customer service business unit as a parent of a call center, a digital response, and an escalation business unit. These business units all have their own queues. Customer service cases are directed to the correct

parties via the queues. You have not amended any security roles.

You have been tasked with making sure that a user in the customer service business unit is able to read queues in both the parent and child business units.

You assign the user the CSR Manager security role.

Does the action achieve your objective?

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

Correct Answer: A

QUESTION 3

You are creating surveys for Voice of the Customer (VoC).



You need to configure VoC to ensure that recipients can unsubscribe to surveys.

Which two survey features should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Add an Unsubscribe check box after each question.
- B. Set the Allow unsubscribe setting to Yes.
- C. Give users the option to unsubscribe from different features of the survey.
- D. Configure the survey to display when Dynamics 365 customers receive email and enable the Unsubscribe option.

Correct Answer: BD

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey#add-the-unsubscribe-option-to-a-survey>

QUESTION 4

HOTSPOT

You are a help desk support representative using Dynamics 365 Customer Service Hub case management with limited permissions.

You need to create a personal chart that meets the following requirements:

Show the number of open cases assigned to you for each customer. Ensure that specific team members can view the chart and view any changes as you update the chart.

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

NOTE: Each correct selection is worth one point.

Hot Area:



Show the total number of open cases.

CountAll
Sum
Max
Min

Allow team members to see the chart you created.

Have the system administrator sign in and share the chart with users.
Share the personal chart and add the users giving each one read permissions.
Assign the chart to the system administrator and have him save this to a system chart.

Correct Answer:

Show the total number of open cases.

CountAll
Sum
Max
Min

Allow team members to see the chart you created.

Have the system administrator sign in and share the chart with users.
Share the personal chart and add the users giving each one read permissions.
Assign the chart to the system administrator and have him save this to a system chart.

Box 1: Countall



COUNT (Azure Stream Analytics) returns the number of items in a group. COUNT always returns a bigint data type value.

Syntax:

-- Aggregate Function Syntax

COUNT ({ [ALL | DISTINCT] expression } | *)

Arguments:

ALL - Applies the aggregate function to all values. ALL is the default.

Box 2: Share the personal chart and add the user giving each one read permission

QUESTION 5

DRAG DROP

You manage Dynamics 365 Customer Service. You have a routing rule set named CustomerResolution that assigns general inquiry cases to a queue named GeneralInquiry.

You need to assign technical support cases to a queue named TechSupport.

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**

Create a rule item named **TechSupport** for the routing rule. Then, create a rule criteria and route it to the TechSupport queue

Deactivate the routing rule named CustomerResolution

Create a queue named **TechSupport**

Activate CustomerResolution

Create and activate a routing rule named **TechSupport**

Create a rule item named **CustomerResolution**. Then, create a rule criterion to route items to the TechSupport queue

Activate TechSupport

Answer Area

Correct Answer:

Actions

Create a rule item named **TechSupport** for the routing rule. Then, create a rule criteria and route it to the TechSupport queue

Create and activate a routing rule named **TechSupport**

Activate TechSupport

Answer Area

Create a queue named **TechSupport**

Deactivate the routing rule named CustomerResolution

Create a rule item named **CustomerResolution**. Then, create a rule criterion to route items to the TechSupport queue

Activate CustomerResolution



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Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases>

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