



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

Microsoft Dynamics 365 Customer Service

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### QUESTION 1

Your company makes use of Dynamics 365 for Customer Service.

You mistakenly close a case that had assigned to you prior to your work being completed. You want to open the case to carry on working on it.

Which of the following actions should you take?

- A. You should create a new case based on the one that was accidentally closed.
- B. You should reactivate the closed case.
- C. You should reallocate the closed case
- D. You should create a new case and merge it with the closed case.

Correct Answer: B

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### QUESTION 2

DRAG DROP

You need to create the dashboards.

Which dashboard types should you use? To answer, drag the appropriate dashboard types to the correct scenario. Each dashboard type may be used once, more than once, or not at all. You may need to drag the split bar between panes or

scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



### Answer Area

#### Scenario

Dashboard for managers with streams for cases, activities, and representatives

Dashboard for cases only

Dashboard for representatives

Dashboard for the week

#### Dashboard types

multi-stream dashboard only

single-stream dashboard only

multi-stream or single-stream dashboards

#### Dashboard type


Correct Answer:



## Answer Area

### Scenario

Dashboard for managers with streams for cases, activities, and representatives

Dashboard for cases only

Dashboard for representatives

Dashboard for the week

### Dashboard types

multi-stream dashboard only

single-stream dashboard only

multi-stream or single-stream dashboards

### Dashboard type

multi-stream dashboard only

multi-stream dashboard only

multi-stream or single-stream dashboards

multi-stream or single-stream dashboards

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard>

## QUESTION 3

### HOTSPOT

You need to set the schedule to meet requirements for appointments. How should you configure the settings? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



# Answer Area

## Preference

## Setting

Interval

	▼
30 minutes	
1 hour	
90 minutes	
15 hours	

Start time

	▼
8:00 A.M.	
8:30 A.M.	
12:00 A.M.	
12:30 A.M.	

End time

	▼
8:00 A.M.	
8:30 A.M.	
12:00 A.M.	
12:30 A.M.	

Results per interval

	▼
3	
8	
12	
Auto-schedule	



Correct Answer:



# Answer Area

## Preference

## Setting

Interval

	▼
30 minutes	
1 hour	
90 minutes	
15 hours	

Start time

	▼
8:00 A.M.	
8:30 A.M.	
12:00 A.M.	
12:30 A.M.	

End time

	▼
8:00 A.M.	
8:30 A.M.	
12:00 A.M.	
12:30 A.M.	

Results per interval

	▼
3	
8	
12	
Auto-schedule	



Box 1: 30 minutes

Nurses and doctors must be booked for 30-minute time slots.

Box 2: 8: A.M.

The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.

Box 3: 12.00 A.M.

Box 4: 3

Patients must be offered at least three alternative times to schedule an appointment.

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#### QUESTION 4

You create a canvas app to show trending results from a Power Virtual Agents chatbot.

The results must be viewable on the Dynamics 365 Customer Service workspace home page.

You need to add the survey results canvas app to the Customer Service workspace.

What should you do?

- A. Add an iFRAME component to the main home page form and reference the canvas app name
- B. Share the canvas app
- C. Add the canvas app to the sitemap
- D. Create a solution in the environment and add the canvas app to the solution
- E. Add the canvas app component to the main home page form and reference the canvas app name

Correct Answer: A

Explanation: <https://nishantrana.me/2020/11/12/embedding-canvas-app-in-an-iframe- inside-dynamics-365/>

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#### QUESTION 5

##### HOTSPOT

You are creating a virtual agent to handle common customer inquiries.

The virtual agent must provide the ability to route customers to live agents for escalation.

You need to recommend a solution.

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

NOTE: Each correct selection is worth one point.





Hot Area:

### Answer Area

#### Requirement

#### Component

View customer conversations in real time to determine routing effectiveness.

- Schedule board
- Agent dashboard
- Supervisor dashboard

Route conversations to the first available human agent.

- Fallback topic
- Implicit trigger
- Context variable

Correct Answer:

### Answer Area

#### Requirement

#### Component

View customer conversations in real time to determine routing effectiveness.

- Schedule board
- Agent dashboard
- Supervisor dashboard

Route conversations to the first available human agent.

- Fallback topic
- Implicit trigger
- Context variable

Reference: <https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off>



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