



MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

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.

Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey.

You need to customize the survey for each client.

Solution: Create custom question types. Add the custom question types to a new survey.

Customize the questions.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 2

An electrical engineering company is implementing Dynamics 365 Customer Service.

Engineers schedule work in one-hour blocks.

Engineers who complete a job before the end of the one-hour block must not be able to start a new job in that same block.

Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Change the scheduler time resolution to one hour.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Explanation:



Instead: Proposed solution: Create a fulfillment record and set the interval to one hour.

Note:

Fulfillment preferences are customizable entities that let you choose how schedule assistant results are displayed, like with neat hourly appointments or morning and afternoon time windows.

By default, the schedule assistant displays results based entirely on resource schedules and the earliest available time, such as 10:39 AM. With fulfillment preferences set to hourly, the same resource's availability shows as 11:00 AM. This

makes it simpler for the scheduler to view and understand availability and communicate it to the customer.

Intervals

Intervals display schedule assistant results in neat time slots that dictate start time of subsequent bookings. When configured as 30-minute intervals, the schedule assistant will display a resource available at 9:27 AM as available at 9:30 AM

and will book the start time (arrival time) for 9:30 AM. This includes travel time for onsite requirements and work orders, meaning travel time will begin before 9:30 AM, and a field resource will arrive and start work at 9:30 AM.

Reference: <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups>

QUESTION 3

HOTSPOT

You use Dynamics 365 for Customer Service.

You need to merge cases.

What is the outcome for the merge process? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Merge object

Duplicate cases

Outcome

	▼
Merged and carceled	
Merged and resolved	
Merged and deleted	
▼	
Mcvcd to the merged case	
Canceled	

Correct Answer:

Answer Area

Merge object

Duplicate cases

Outcome

	▼
Merged and carceled	
Merged and resolved	
Merged and deleted	
▼	
Mcvcd to the merged case	
Canceled	

QUESTION 4

You need to implement a solution for the customer service supervisor.

Which two security roles should you assign to the customer service supervisor?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Omnichannel administrator

B. Omnichannel supervisor



C. App profile manager administrator

D. Productivity tools administrator

Correct Answer: AD

Reference: <https://learn.microsoft.com/en-us/dynamics365/customer-service/implement/add-users-assign-roles>

QUESTION 5

HOTSPOT

A company is implementing Dynamics 365 Customer Service and Rower Virtual Agents for its support desk. Supervisors have the following information requirements:

1.

Topic analytics for all cases completed over the last year.

2.

Analytics for chatbot options chosen from past interactions with customers.

You need to configure the system to meet the requirements.

What should you enable in the configuration? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Topic analytics for completed cases.

Historical analytics
Knowledge base analytics
Power Virtual Agents for topic automation
Smart assist

Analytics for chatbot options

Knowledge base analytics
Knowledge management integration with Power Virtual Agents
Power Virtual Agents for topic automation
Smart assist

Correct Answer:



Topic analytics for completed cases.

Historical analytics
Knowledge base analytics
Power Virtual Agents for topic automation
Smart assist

Analytics for chatbot options

Knowledge base analytics
Knowledge management integration with Power Virtual Agents
Power Virtual Agents for topic automation
Smart assist

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