



MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

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: Clone the satisfaction survey and customize the questions.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: A

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basicsurvey#clone-or-import-an-existing-survey>

QUESTION 2

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.

A company uses Dynamics 365 Customer Service Hub.

Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.

A customer service representative is not able to perform a relevance search for emails.

You need to ensure that the customer service representative can perform relevance searches for email addresses.

Solution: Configure interactive experience global filter.

Does the solution meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 3

DRAG DROP



You are customizing a Dynamics 365 Customer Service implementation for a call center.

The call center wants to enable SMS as a channel for the customer service department.

You need to complete the SMS channel configuration.

Which account information should you use for each provider? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information 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:

Types of account information

- Customer ID and Auth Token
- Account SID and Auth Token
- Account SID and API Key
- Customer ID and API Key

Answer Area

SMS channel provider

- Twilio
- TeleSign

Account information

- Account information
- Account information

Correct Answer:

Types of account information

- Customer ID and Auth Token
- Account SID and API Key

Answer Area

SMS channel provider

- Twilio
- TeleSign

Account information

- Account SID and Auth Token
- Customer ID and API Key

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel-twilio>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel>

QUESTION 4

You are a Dynamics 365 Customer Service administrator.



You need to add a new status reason to the case entity.

What are two possible ways to accomplish the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Navigate to Cases in the Customer Service Hub app. Open a record, edit the form, and then edit the Status reason field.
- B. Modify the existing solution and the case entity. Edit the status reason and add an additional status reason value.
- C. Create a new solution and add the existing Case entity. Select Status Reason and add a new value.
- D. Modify the existing solution. Add another entity named Status. Then, create a status reason field with additional options.

Correct Answer: BC

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/define-status-reason-transitions-case-management>

QUESTION 5

You are employed as an administrator for your company's Dynamics 365 for Customer Service implementation. You are currently creating case dashboard. You want to make sure that the dashboard displays cases by priority. Which of the following actions should you take?

- A. You should configure the use of a timeframe filter.
- B. You should configure the use of a priority filter.
- C. You should configure the use of a global filter.
- D. You should configure the use of a visual filter.

Correct Answer: D

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

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