



MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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QUESTION 1

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

You want to make sure that clients who currently receive surveys are able to unsubscribe when they no longer want to receive them.

You add an unsubscribe link to the email message.

Does the action achieve your objective?

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

Correct Answer: A

Reference: <https://www.inogic.com/blog/2018/02/exploring-the-unsubscribe-survey-option-in-voice-of-customer-in-dynamics-365-crm/>

QUESTION 2

A customer service manager needs a combination of case data analytics and AI insights. The information must include data from the last year.

The customer service manager notices that the Customer Service Hub does not display the information.

You need to resolve the issue.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Use The Knowledge analytics dashboard.
- B. Use the Customer Service historical analytics report.
- C. Enable Unified routing.
- D. Use the Suggestions for knowledge article authors report.
- E. Disable Unified routing.

Correct Answer: BC

Explanation:

Enable historical analytics for unified routing

Use the Customer Service admin center or Customer Service Hub app to enable or disable the reports. The metrics are available in the report after 24 hours.

1. Go to one of the apps, and perform the following steps.



a.

In the site map, select Insights in Operations. The Insights page appears.

b.

For Customer Service historical analytics, select Manage. The Customer Service historical analytics page is displayed.

c.

Select the Add historical analytics for unified routing check box.

2. Select Save and Close.

Reference: <https://learn.microsoft.com/en-us/dynamics365/customer-service/administer/configure-cs-historical-analytics-csh>

QUESTION 3

You are using Dynamics 365 for Customer Service. You need to create the entitlements for your customers. What should you do?

- A. Create queues for each channel.
- B. Create an entity for each channel and configure the relationship with the entitlement.
- C. Configure entitlement channels.
- D. Configure routing rules.

Correct Answer: C

QUESTION 4

HOTSPOT

You are a Dynamics 365 Customer Service administrator.

Users inform you about situations in which child cases are not working correctly.

You need to configure the system to correct the issues.

What should you do in each situation? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	<div><div>Add Contact to the Selected attributes for Parent and Child case settings in system management.</div><div>Copy and paste the contact from the Parent case.</div><div>Manually type the contact into the field.</div><div>In your solution, create a 1:N relationship from the contact entity to case entity.</div></div>
All child cases are being closed when the parent case is closed.	<div><div>Change permission on the parent case so that only administrators can close it.</div><div>Create a workflow to automatically close the parent case when all the child cases are closed</div><div>Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management.</div><div>Create a routing rule to send all child cases and parent cases to the same user for assignment.</div></div>
The Origin field is automatically populating into the child case.	<div><div>Create a business rule to remove the information from the origin field every time a child case is created.</div><div>Remove the Origin field from the Selected attributes for Parent and Child case settings in system management.</div><div>Instruct users to manually remove the information in the Origin field.</div><div>Delete and re-create the Origin field in the case form.</div></div>

Correct Answer:

Answer Area

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	<div><div>Add Contact to the Selected attributes for Parent and Child case settings in system management.</div><div>Copy and paste the contact from the Parent case.</div><div>Manually type the contact into the field.</div><div>In your solution, create a 1:N relationship from the contact entity to case entity.</div></div>
All child cases are being closed when the parent case is closed.	<div><div>Change permission on the parent case so that only administrators can close it.</div><div>Create a workflow to automatically close the parent case when all the child cases are closed</div><div>Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management.</div><div>Create a routing rule to send all child cases and parent cases to the same user for assignment.</div></div>
The Origin field is automatically populating into the child case.	<div><div>Create a business rule to remove the information from the origin field every time a child case is created.</div><div>Remove the Origin field from the Selected attributes for Parent and Child case settings in system management.</div><div>Instruct users to manually remove the information in the Origin field.</div><div>Delete and re-create the Origin field in the case form.</div></div>

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

QUESTION 5

You are implementing a help desk system that enables users to submit cases by using telephone or email.

You need to ensure that cases are classified correctly.

What should you do?

- A. Configure relevance search
- B. Configure categorized search
- C. Create security roles by support function. Assign the security role to users.
- D. Modify the subject tree.

Correct Answer: D



Define subjects to categorize cases, products, and articles.

To edit a subject, in the Subject Tree, select a subject, and then under Common Tasks select Edit Selected Subject.

Reference:

<https://docs.microsoft.com/en-us/power-platform/admin/define-subjects-categorize-cases-products-articles>

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