2022 Correct Practice Tests of MB-230 Dumps with Practice Exam [Q12-Q26

2022 Correct Practice Tests of MB-230 Dumps with Practice Exam Certification Sample Questions of MB-230 Dumps With 100% Exam Passing Guarantee

Microsoft MB-230 Practice Test Questions, Microsoft MB-230 Exam Practice Test Questions

The candidates for the MB-230: Microsoft Dynamics 365 Customer Service exam are looking to obtain the Microsoft Certified: Dynamics 365 Customer Service Functional Consultant Associate certification. These individuals possess competence in implementing omnichannel solutions focusing on quality, efficiency, service, reliability, and customer satisfaction. The applicants should have expertise in designing and implementing service management reports and visualizations offered by and in collaboration with the Solution Architects.

MB-230 Structure - The cost of such an exam is $165 based on the country, where the exam is proctored.- It is delivered in
English.- The format of the questions can be multiple-choice, drag and drop, build lists, active screen, etc.- Candidates can take 180 minutes to complete the final exam.- The number of questions ranges from 40 to 60. **NEW QUESTION 12**

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

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

NEW QUESTION 13

You plan to deploy Unified Service Desk (USD).

You need to install all USD components and verify the installation.

Which three actions should you perform? Each correct answer presents part of the solution.
* Deploy USD packages to the Microsoft Dynamics 365 instance.
* Install the USD client on a development computer.
* Run the USD client and connect to the Microsoft Dynamics 365.
* In the USD application, configure client diagnostic logging.
* Install computer telephony integration (CTI) adapters.

NEW QUESTION 14

Customer service representatives are not able to manually add service-level agreements (SLAs) to a record.

You need to enable on-demand SLAs.

What should you do?
* Configure the scope of the workflow
* Publish the on-demand SLA
* Activate the SLA
* Request an administrator to add the SLA field to the entity form
Explanation/Reference:

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service- level-agreements

NEW QUESTION 15

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer.

You need to create a customer service satisfaction survey and embed it on a website.

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

NOTE: Each correct selection is worth one point.
* Copy the portal web link and paste it into your website.
* Copy the URL from the Anonymous link field and paste it into your website.
* On the Voice of the Customer survey, select Run in iFrame.
* Copy the HTML code from the iFrame URL field and paste it on your website.
Section: Topic 4, Configure Voice of the Customer

Explanation/Reference:

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/distribute-survey

NEW QUESTION 16

You create a queue and assign it to a team. Which type of queue is created?
* Personal
* System
* Escalation
* Shared

NEW QUESTION 17

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.

You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.

You need to automatically create cases from emails sent to the support@contoso.com email address.

Solution: Create an automatic record creation and update rule. Set the Source type to Email, and then select the queue. Configure conditions for record creation.

Does the solution meet the goal?
* Yes
* No
Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/automatically-create-case-from-email

NEW QUESTION 18

Which three actions can you perform by using editable grids? Each correct answer presents a complete solution.
* Update a lookup fie4d to a custom entity.
* Edit records by using mobile clients.
* Group records by a specific column.

* Update a Customer Type lookup field.
* Update the value of an Owner lookup field.

NEW QUESTION 19

You are configuring a Dynamics 365 for Customer Service instance.

Customer service manager cannot create new entitlements for customer service representatives.

You need to ensure that customer service managers can add new entitlement templates and knowledge base records for customer service representatives.

Which access levels should you apply? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Action	Access level
Create entitlement templates.	▼ Organization / Append
Create knowledgebase records.	▼ Append / Business Unit

| Action	Access level
Create entitlement templates.	▼ Organization / Append
Create knowledgebase records.	▼ Append / Business Unit

Action	Access level
Create entitlement templates.	▼ Organization / Append
Create knowledgebase records.	▼ Append / Business Unit

NEW QUESTION 20

You install Microsoft Dynamics 365.

Which three knowledge base article templates are available? Each correct answer presents a complete solution.

* Solution to a Problem
* Standard KB Article
* Case Escalation
* Coverage Dates
* Procedure
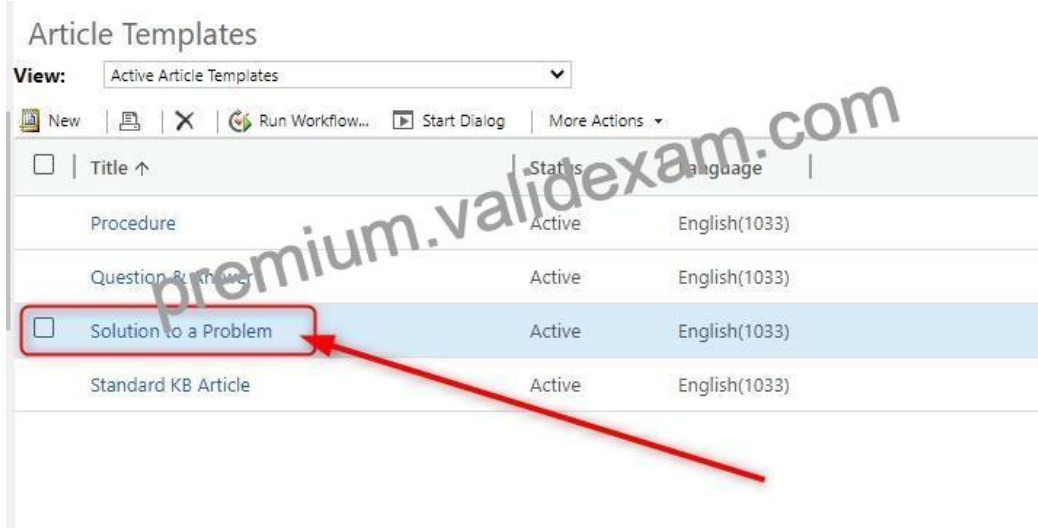
NEW QUESTION 21

Hotspot Question

You are a Dynamics 365 for Customer Service administrator.

Members of the customer support staff must not be available on public holidays in the year 2021.

You need to configure holiday schedules.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Create a new schedule.	▼
	Add a holiday
	Place the SLA on hold
Configure schedule settings.	▼
	Activate the schedule
	Specify an end date

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up- holiday-schedule

NEW QUESTION 22

You need to build a personal dashboard that displays the following charts and views:

Charts:

Number of cases by owner and priority

Products with most cases opened

Views:

Display the number of cases opened in a seven-day period

Display the number of escalated cases

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.

Actions

Create the charts and views necessary to see the data requested.
Create a two-column regular dashboard.
Create an XML script to import graphs.
In a solution, select Dashboards and then select New.
Open Dashboards and select New.
Select the graph icon to insert the charts and views needed in the sections of the dashboard.
Select services and cases. Then select the desired views to create the dashboards.

Answer Area

Answer Area

Create the charts and views necessary to see the data requested.
Open Dashboards and select New.
Create a two-column regular dashboard.
Select the graph icon to insert the charts and views needed in the sections of the dashboard.

1 – Create the charts and views necessary to see the data requested.

2 – Open Dashboards and select New.

3 – Create a two-column regular dashboard.

4 – Select the graph icon to insert the charts and views needed in the sections of the dashboard.

Reference:

https://docs.microsoft.com/en-us/powerapps/user/track-your-progress-with-dashboard-and-charts

NEW QUESTION 23

You are a Microsoft Dynamics 365 for Customer Service administrator. You create an article for a knowledge base. A reviewer selects articles for review.

You approve some articles and revert some articles to draft status.

For each action, what should you do next? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Action | **Next Step**

Approve | [▼]
- Send back for final edits
- Change to Active status
- Publish the article

Revert to draft | [▼]
- Sent back for edits
- Send to manager

Action | **Next Step**

Approve | [▼]
- Send back for final edits
- Change to Active status
- Publish the article

Revert to draft | [▼]
- Sent back for edits
- Send to manager

Action | **Next Step**

Approve | [▼]
- Send back for final edits
- Change to Active status
- Publish the article

Revert to draft | [▼]
- Sent back for edits
- Send to manager

NEW QUESTION 24

You are a Dynamics 365 for Customer Service administrator.

You must track time against enhanced service-level agreements (SLAs).

You need to add a timer.

Which three 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.

Actions

| Add the quick create forms to the primary entity form. |
| Create a quick view form for each SLA KPI instance field. |
| Ensure the entity is enabled for SLA. |
| Add the quick view forms to the primary entity form. |
| Create a quick-create form for each SLA KPI instance field. |

Answer Area

Explanation

| Ensure the entity is enabled for SLA. |
| Create a quick view form for each SLA KPI instance field. |
| Add the quick view forms to the primary entity form. |

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add-timer-forms-tracktim

NEW QUESTION 25

You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys.

You need to determine which survey question feature is needed to complete the design of the survey.

Which survey features should you use? To answer, select the appropriate survey type in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	▼ Basic survey Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	▼ Basic survey Client-side routing Response routing Piping
Hide questions depending on the answer the candidate selects.	▼ Basic survey Response routing Client-side routing Tagging
Populate the second question with answers from the first question.	▼ Piping Response routing Client-side routing Tagging

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	▼ Basic survey Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	▼ Basic survey Client-side routing Response routing Piping
Hide questions depending on the answer the candidate selects.	▼ Basic survey Response routing Client-side routing Tagging
Populate the second question with answers from the first question.	▼ Piping Response routing Client-side routing Tagging

Explanation

Scenario	Survey type
Create a theme for the survey with the company logo and colors.	▼ Basic survey Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	▼ Basic survey Client-side routing **Response routing** Piping
Hide questions depending on the answer the candidate selects.	▼ Basic survey Response routing **Client-side routing** Tagging
Populate the second question with answers from the first question.	▼ Piping Response routing Client-side routing **Tagging**

References:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey

NEW QUESTION 26

You send surveys to customers who have opened cases within the past month.

You need to send a summary of the survey results to individuals who do not have a Dynamics 365 license.

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

NOTE: Each correct selection is worth one point.

* Run the summary report. Export the report to Microsoft Excel. Send the Excel file to the users.
* Run the survey summary report. Send a link to the report from within Dynamics 365.
* Create a dashboard of the survey summary reports and share the dashboards with the users.
* Create a view with the data, and then email a link.
* Run the survey summary report. Print the report to a PDF file. Send the PDF file to the users.

Section: Topic 4, Configure Voice of the Customer

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