

[2022 Practice with these MB-230 dumps Certification Sample Questions [Q55-Q70]



[2022 Practice with these MB-230 dumps Certification Sample Questions Get Instant Access of 100% REAL MB-230 DUMP Pass Your Exam Easily NO.55 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 configuring a business process flow for a case entity.

All cases must be flagged for review.

You need to complete configuration of the business process flow.

Solution: Set the input parameter type as Option set for the action.

Does the solution meet the goal?

* Yes

* No

Section: Topic 1, Perform Configuration

NO.56 A company implements Dynamics 365 Customer Service.

You are setting up scheduling to dispatch repair technicians. You encounter the following issues:

You are unable to create a new organizational unit.

Repair technicians are accidentally scheduled to work on days when company is on holiday.

RepairTechnicianA does not appear on the schedule for Fridays for any issue.

You need to resolve the issues.

What should you modify to correct the issues? To answer, drag the appropriate resolutions to the correct issues. Each source 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.

Resolutions

- Resources
- Security roles
- Working hours
- Business closures

Answer Area

Issue	Resolution
You are unable to create a new organizational unit	
Repair technicians are scheduled to work on days when company is on holiday	
RepairTechnicianA does not appear on the schedule for Fridays	

Resolutions

- Resources
- Security roles
- Working hours
- Business closures

Answer Area

Issue	Resolution
You are unable to create a new organizational unit	Security roles
Repair technicians are scheduled to work on days when company is on holiday	Business closures
RepairTechnicianA does not appear on the schedule for Fridays	Working hours

NO.57 Which of the following capabilities is only available when using enhanced SLAs?

- * pause an SLA
- * use security roles to control SLA creation
- * track Key Performance Indicators (KPIs)
- * define failure actions

NO.58 You are using Dynamics 365 for Customer Service. You have existing routing rules.

You need to create a routing rule for cases and bulk-import cases.

Which actions should you perform? To answer, select the appropriate action in the dialog box in the answer area.

NOTE:Each correct selection is worth one point.

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	<ul style="list-style-type: none">The routing rule is deletedThe routing rule does not changeThe routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	<ul style="list-style-type: none">Create a column in a spreadsheet named RouteCase and add the value No for all recordsCreate a column in a spreadsheet named RouteCase and add the value No routing for all recordsSave the spreadsheet as a delimited file for importManually add each record

Merge object	Outcome
Duplicate cases	<ul style="list-style-type: none">Merged and canceledMerged and resolvedMerged and deleted
Open activities	<ul style="list-style-type: none">Moved to the merged caseCanceled

Scenario	Action
The existing route rule action that the system automatically invokes when the new rule is activated.	<ul style="list-style-type: none">The routing rule is deletedThe routing rule does not changeThe routing rule is deactivated
Import bulk cases without the routing rule affecting the imported cases.	<ul style="list-style-type: none">Create a column in a spreadsheet named RouteCase and add the value No for all recordsCreate a column in a spreadsheet named RouteCase and add the value No routing for all recordsSave the spreadsheet as a delimited file for importManually add each record

NO.59 You need to configure the options for the schedule.

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

NOTE: Each correct selection is worth one point.

Setting	Option
Resource Type	<div style="border: 1px solid black; padding: 2px;"><div style="text-align: right; margin-bottom: 0;">▼</div>User Account Contact Facility</div>
Vice Presidents' schedule	<div style="border: 1px solid black; padding: 2px;"><div style="text-align: right; margin-bottom: 0;">▼</div>Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.</div>

Setting	Option
Resource Type	<div style="border: 1px solid black; padding: 2px;"><div style="text-align: right; margin-bottom: 0;">▼</div>User Account Contact Facility</div>
Vice Presidents' schedule	<div style="border: 1px solid black; padding: 2px;"><div style="text-align: right; margin-bottom: 0;">▼</div>Clear the Display on Schedule Board check box. Clear the Enable for Availability check box. Set the schedule to User is not working. Set the Service Restriction.</div>

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/resources-service-scheduling>

NO.60 You need to add SLA timers to the Case form.

Which two options should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- * Create Quick View Form in SLA KPI Instance entity.
- * Create SLA KPI Instance entity.
- * Create field in case entity with lookup to SLA KPI Instance.
- * Create Quick View Form in Case entity with reference to the SLA KPI Instance entity.
- * Insert subgrid from the SLA KPI Instance entity into the Case Main form.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/add-timer-control-case-form-track-time-against-sla>

NO.61 What should managers use to perform weekly reviews with case representatives?

- * Tier 1 dashboard
- * Agent Insights
- * Connected Customer Service dashboard
- * Customer Service Performance dashboard

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/intraday-agents-insights>

NO.62 You create a service level agreement (SLA) that will fail after seven days.

You select a service calendar that uses 24-hour work days and no holidays.

Saturday and Sunday are configured to be non-working days.

If no action is taken, how many calendar days can pass before the SLA fails?

- * 5 days
- * 7 days
- * 9 days
- * 11 days

NO.63 You create and activate an entitlement for a customer. The entitlement is set to decrease allotment on case creation. The customer opens a case and you observe that the issue is caused by a bug on the software.

You need to ensure the customer allotment is not affected by this case.

What should you do?

- * Delete the case.
- * Cancel the case.
- * Use the Do Not Decrement Entitlement Terms action.
- * Use the Apply Routing Rule action.

NO.64 You are configuring Dynamics 365 Customer Service workspaces.

Users want to use minimal keystrokes and easy-to-use navigation to open multiple sessions.

You need to configure the simplified navigation experience.

What should you do?

- * Configure the settings in the administration console.
- * Configure the settings in the Agent Experience area of the Customer Service Hub.
- * Enable the appropriate features in the Power Platform admin center of the Dynamics 365 Customer Service environment.
- * Run the simplified navigation settings code in the browser console window within Dynamics 365 Customer Service.

Customize Customer Service workspace

You can use your browser's developer tools to customize some aspects of the Customer Service workspace.

Turn on the enhanced multisession workspace (preview)

With Customer Service workspace open, press the F12 key to open the developer tools window.

In the console window, type the following command and press Enter:

Xrm.Utility.getGlobalContext().saveSettingValue(‘msdyn_MultiSessionLayoutImprovements’,true) Refresh the app page.

Note: If you turn on the enhanced multisession workspace, the enhanced experience applies in both Customer Service workspace and Omnichannel for Customer Service.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#turn-on-the-enhanced-multisession-workspace-preview>

<https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#simplify-navigation-in-customer-service-workspace>

NO.65 You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue 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.

Queue types

Private
Public

Answer Area

Scenario

Set up a product defect queue. Add the defect group as the members for the queue.

Set up an unknown queue for anyone to review tickets that are not classified.

Set up an escalation queue that enables only upper management to review the tickets.

Queue type

Queue types

Private
Public

Answer Area

Scenario

Set up a product defect queue. Add the defect group as the members for the queue.

Set up an unknown queue for anyone to review tickets that are not classified.

Set up an escalation queue that enables only upper management to review the tickets.

Queue type

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/set-up-queuesmanage-activities-cases>

NO.66 Hotspot Question

You are a Dynamics 365 for Customer Service administrator.

You need to categorize activities and cases by using queues.

How should you categorize each record? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Record	Category
Cases	<input type="checkbox"/> Products <input type="checkbox"/> Managed solutions
Activities	<input type="checkbox"/> Services <input type="checkbox"/> Unmanaged solutions

Answer Area

Record	Category
Cases	<input checked="" type="checkbox"/> Products <input type="checkbox"/> Managed solutions
Activities	<input checked="" type="checkbox"/> Services <input type="checkbox"/> Unmanaged solutions

NO.67 Drag and Drop Question

A company uses Dynamics 365 Customer Service.

You need to implement queues to meet company requirements.

Which types of queues should you use? To answer, drag the appropriate queue types to the correct requirements. Each queue 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.

Queue types	Answer Area	Queue type
<input type="text" value="Private"/>	Requirement 1 Assign cases to teams and share cases with select teams based on product types.	<input type="text" value="Queue type"/>
<input type="text" value="Public"/>		Requirement 2 Share cases that cannot be automatically routed to a team with the entire company.

Queue types	Answer Area	Queue type
<input type="text"/>	Requirement 1 Assign cases to teams and share cases with select teams based on product types.	<input type="text" value="Private"/>
<input type="text"/>		Requirement 2 Share cases that cannot be automatically routed to a team with the entire company.

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases>

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You are configuring a business process flow for a case entity.

All cases must be flagged for review.

You need to complete configuration of the business process flow.

Solution: Create an action that generates a task record that is assigned to the case reviewer and appends the text Ready for review to the case topic.

Does the solution meet the goal?

- * Yes
- * No

References:

<https://docs.microsoft.com/en-us/business-applications-release-notes/april18/microsoft-flow/add-actionbusiness-process-flow>

NO.69 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.

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

Requirement

Action

Create a new schedule.

	▼
Add a holiday	
Place the SLA on hold	

Configure schedule settings.

	▼
Activate the schedule	
Specify an end date	

References:

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

NO.70 You are integrating Power Virtual Agents with Omnichannel for Customer Service.

You create context variables.

You need to complete the handoff process to a human agent.

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

NOTE: Each correct selection is worth one point.

- * In Power Virtual Agents, enter the Power Virtual Agents Application ID.
- * In the Power Virtual Agents topic, add the Transfer to Agent node in the End the conversation node.
- * In the Omnichannel Administration app, add a user as a virtual agent.
- * In Power Virtual Agents, disable the Teams channel.
- * In Power Virtual Agents, select Transfer to agent.

Reference:

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

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