Vendor: Microsoft

Exam Code:MB-230

Exam Name: Microsoft Dynamics 365 Customer Service

Version: Demo

QUESTION 1

You manage a Dynamics 365 for Customer Service environment.

The entitlement for a customer ended last month. The customer must renew the entitlement and use the same parameters as the expired entitlement.

You need to create the entitlement for the customer.

What should you do?

A. Create a new template with the dates and terms. Activate the template.

B. Delete the old entitlement. Create a new entitlement template.

C. Add the new end date to the current entitlement and set new terms. Activate the entitlement.

D. Make a copy of the old entitlement. Activate the copy.

E. In the old entitlement, zero out the remaining terms and the total terms. Activate the entitlement.

Correct Answer: C

QUESTION 2

HOTSPOT

You need to select which setting needs to be configured for each setup.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Setup	Setting
Ticket routing	▼
	Workstream
	Rating Model
	Bookable Resource Characteristic Type
	Resource Category
Representative specialty	▼
	Workstream
	Rating Model
	Bookable Resource Characteristic Type
	Resource Category
Spanish	▼
	Workstream
	Rating Model
	Bookable Resource Characteristic Type

Correct Answer:

Answer Area

Setup	Setting
Ticket routing	**Workstream** *(selected)*
	Rating Model
	Bookable Resource Characteristic Type
	Resource Category
Representative specialty	Workstream
	Rating Model *(selected)*
	Bookable Resource Characteristic Type
	Resource Category
Spanish	Workstream
	Rating Model
	Bookable Resource Characteristic Type *(selected)*

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams

https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-skill-routing-create-rating-model

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QUESTION 3

You are employed as a system administrator for your company\'s Dynamics 365 for Customer Service implementation.

You have been tasked with creating a service-level agreement (SLA) that allows for times and status

Correct Answer: B

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

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QUESTION 4

A customer\\'s entitlement is not available to assign to a case.

You need to determine the cause of the customer\\'s issue.

What are two possible reasons for the issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. The entitlement is active

B. The entitlement is in waiting status

C. The entitlement is expired

D. The entitlement was renewed

E. The entitlement is set as the default

Correct Answer: BC

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer

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QUESTION 5

A company uses Dynamics 365 Customer Service. A client purchases a premium support package that allows six support incidents over two years.

You need to set up support entitlement enforcement.

Which three attributes should you configure? Each correct answer presents a part of the solution.

NOTE: Each correct selection is worth one point.

A. Specify the remaining item

B. Specify the total term

C. Specify the end date

D. Set the Restrict based on entitlement terms value

E. Specify the service-level agreement (SLA)

Correct Answer: BCD

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer

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QUESTION 6

DRAG DROP

A company deploys Dynamics 365 Customer Service. The company plans to use IoT to collect information about manufacturing equipment.

Work orders must be automatically generated when malfunctions are detected to ensure that malfunctions are corrected quickly.

You need to design a Connected Customer Service solution.

What should you use? To answer, drag the appropriate implementation types to the correct requirements. Each implementation 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.

Select and Place:

Implementation types

| Azure IoT Central |
| Azure IoT Hub |
| Power Automate |

Answer Area

Requirement	Implementation type
Configure IoT alerts in Dynamics 365 Customer Service.	
Detect issues with manufacturing equipment.	
Create work orders when a malfunction is detected.	

Correct Answer:

Implementation types

Answer Area

Requirement	Implementation type
Configure IoT alerts in Dynamics 365 Customer Service.	Azure IoT Central
Detect issues with manufacturing equipment.	Azure IoT Hub
Create work orders when a malfunction is detected.	Power Automate

Box 1: Azure IoT Central

Microsoft Azure IoT Central enables builders to configure rules and actions. Based on those actions, IoT alerts will be created in Connected Customer Service. Also, based on service activities in Connected Customer Service, information can

be sent back to IoT Central. This is accomplished by using Power Automate, a SaaS offering for automating workflows across applications and services.

Box 2: Azure IoT Hub

Connected Customer Services uses the IoT Hub to manage the state of registered devices. In addition, the IoT Hub sends commands and notifications to connected devices--and tracks message delivery with acknowledgment receipts.

Device messages are sent in a durable way to accommodate intermittently connected devices.

Box 3: Power Automate

QUESTION 7

HOTSPOT

You are creating a virtual agent to handle common customer inquiries.

The virtual agent must provide the ability to route customers to live agents for escalation.

You need to recommend a solution.

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

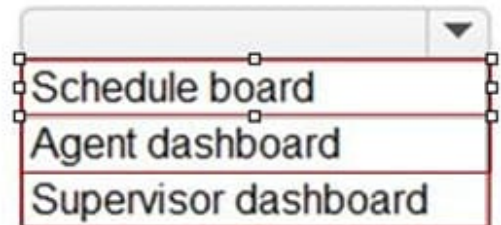NOTE: Each correct selection is worth one point.
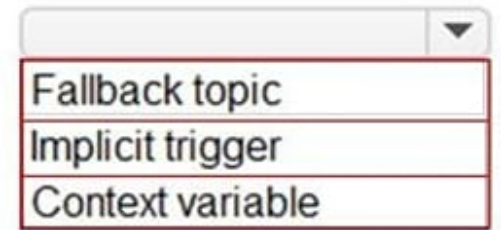
Hot Area:

Answer Area

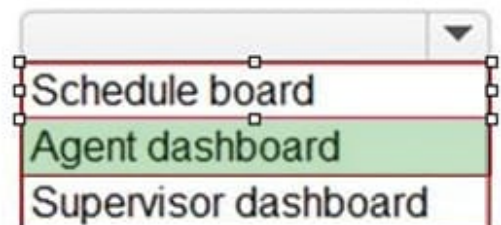| Requirement	Component
View customer conversations in real time to determine routing effectiveness.	Schedule board / Agent dashboard / Supervisor dashboard
Route conversations to the first available human agent.	Fallback topic / Implicit trigger / Context variable

Correct Answer:

Answer Area

Requirement	Component
View customer conversations in real time to determine routing effectiveness.	Schedule board / **Agent dashboard** / Supervisor dashboard
Route conversations to the first available human agent.	Fallback topic / **Implicit trigger** / Context variable
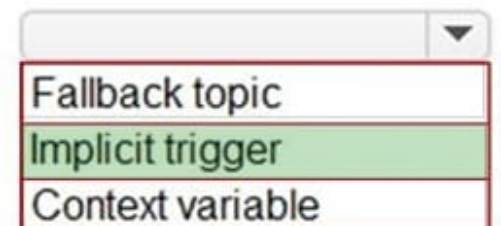
QUESTION 8

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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QUESTION 9

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 set the Allow unsubscribe setting to Yes.

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 10

You create a Power Virtual Agents chatbot. The chatbot includes Power Automate flows.

You are not a system administrator.

Users in your organization must collaborate to develop the chatbot.

You attempt to share the chatbot by adding user email addresses and assigning them Manager, Power Automate User, and Transcript Viewer permissions on the bot. The Send an email invitation to new users option is disabled.

Sharing of the chatbot fails.

You need to use the principle of least privilege to share the chatbot with users for collaboration.

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

NOTE: Each correct selection is worth one point.

A. Assign the users the Environment Maker security role.

B. Ensure that a System Administrator assigns the users the Environment Maker security role.

C. Share the Power Automate flows.

D. Enable Send an email invitation to new users and re-share the chatbot.

E. Configure a custom context variable for the chatbot.

Correct Answer: BC

B: Insufficient environment permissions

Users in the environment must have the Environment maker security role before a bot can be shared with them.

System administrators of the environment need to assign the Environment maker security role to the user before you share the bot.

C: Share Power Automate flows used in a bot

You can add actions to a bot using flows in Power Automate; however, flows in a bot aren\\'t automatically shared with other users when sharing a bot.

Users who don\\'t have access to the shared flow can still run it by using the test bot canvas.

To let other users edit or add flows you\\'ll need to share them in Power Automate. You can open flows directly from the topic where the flow is used.

Reference:

https://docs.microsoft.com/en-us/power-virtual-agents/admin-share-bots

https://docs.microsoft.com/en-us/dynamics365/customerengagement/on- premises/customize/create-site-map-app

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QUESTION 11

A company uses Dynamics 365 Customer Service.

The schedule shows working intervals of 45 minutes. The intervals cause customer service representatives to have too much free time during working hours. The company wants to change the intervals to every 30 minutes.

You need to configure the intervals.

What should you configure?

A. Schedule with travel time and distance

B. Fulfillment preferences

C. Resource crew scheduling

D. Requirement groups

E. Schedule within time constraints

Correct Answer: B

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

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QUESTION 12

HOTSPOT

A client wants to use the knowledge base in Dynamics 365 Customer Service.

You need to identify the state of a knowledge base article when an event occurs.

What are the states of the articles? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Status	State
Article submitted for review	[dropdown ▼]
	Draft
	Resolved
	Review
	Active
Searchable	[dropdown ▼]
	Published
	Unpublished
	Draft
	Updated
Reviewer rejects article	[dropdown ▼]
	Published
	Unpublished
	Draft
	Updated

Correct Answer:

Status	State
Article submitted for review	[dropdown]
	Draft
	Resolved
	Review
	Active
Searchable	[dropdown]
	Published
	Unpublished
	Draft
	Updated
Reviewer rejects article	[dropdown]
	Published
	Unpublished
	Draft
	Updated

Box 1: Review

Review - The draft version of the article is sent to reviewers to approve or reject.

Mark a knowledge article for review

To ensure that the content you\'ve created is accurate, have someone review it.

You can mark an article for review or directly assign it to a specific person or queue. When you mark an article for review, it starts appearing in the knowledge manager\'s dashboard. The knowledge manager can then assign the article to

specific team members or a queue for review.

Box 2: Published

When you approve the content of an article, it means that the content is ready to be consumed by other customer service reps, and also ready to be published.

On the Business process bar, in the Review stage, in the Review field, select Approve.

The article is now ready to be published.

Box 3: Draft

Draft - The article is in the process of being created. Note: A versioned knowledge article in the Draft state can be modified only by the author or reviser with the contribute access to the knowledge base, owner of a knowledge base, users with

the admin and knowledge_admin role, and ownership group members, if ownership group is added to the article.