



MB-230^{Q&As}

Microsoft Dynamics 365 Customer Service

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**QUESTION 1**

You are a Dynamics 365 Customer Service system administrator. You work with the Customer Service Hub application.

You need to enable entities for service-level agreements (SLAs).

For which entity can you enable SLAs?

- A. Contract
- B. Business unit
- C. KPIs
- D. Customer service schedule
- E. Holiday schedule
- F. Account

Correct Answer: F

Reference: <https://docs.microsoft.com/en-us/dynamics365/customer-service/enable-entities-service-level-agreements>

QUESTION 2

You are implementing Omnichannel for Customer Service for a company. The company has the following requirements:

Initial conversations must be assigned to Power Virtual Agents chatbots. If a conversation needs to be escalated, it must be assigned to a human agent. The chatbot and human agents must be in the same queue.

You need to complete the implementation to meet the requirements.

What must the chatbot capacity be as compared to the agents' capacity?

- A. The chatbot capacity must be the same as the capacity of the agents.
- B. The chatbot capacity must be higher than the capacity of the agents.
- C. The chatbot capacity must be less than the capacity of the agents.

Correct Answer: B

QUESTION 3

You implement Dynamics 365 Customer Service for a call center.

The call center supervisor has the following requirements for the Customer Service workspace functionality:

Automate agents



Correct Answer: B

Explanation: Correct Solution: Create a macro with an Omnichannel connector. Automate tasks with macros Predefined automation actions In Customer Service, macros provide three connectors: Productivity automation: Provides actions to perform model-driven app operations. Session connector: Provides actions to perform session-related operations. Omnichannel connector: Provides actions to perform Omnichannel for Customer Service–related operations. Omnichannel connector

As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to Omnichannel for Customer Service.

Note

Macro actions for the Omnichannel connector is available if Customer Service workspace in Omnichannel for Customer Service is installed.

Reference: <https://learn.microsoft.com/en-us/dynamics365/app-profile-manager/macros>

QUESTION 4

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.

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 5

You need to consider the underlined segment to establish whether it is accurate.



Routing rules must be used to automate the process of adding cases to a queue.

- A. No adjustment required.
- B. Business rules
- C. Business process flow
- D. Similarity rules

Correct Answer: A

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