MB-230^{Q&As}

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Microsoft Dynamics 365 Customer Service

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QUESTION 1

DRAG DROP

You are a Dynamics 365 system administrator.

Your customer service team must define goal metrics to track and measure all resolved cases.

You need to create a goal metric with a rollup field.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions
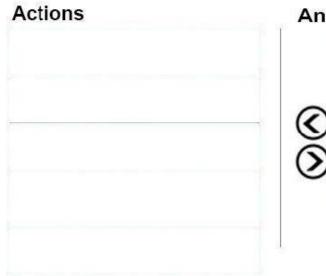
Create a new rollup field.
Define the metric. Enter metric and amount data types.
Specify details about the source data that rolls up.
Specify the date field that determines the goal period that the records will roll up into.
Specify the rollup field to track against goals.

Answer Area

Correct Answer:

Actions

Answer Area

Define the metric. Enter metric and amount data types.
Create a new rollup field.
Specify the rollup field to track against goals.
Specify details about the source data that rolls up.
Specify the date field that determines the goal period that the records will roll up into.

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/create-edit-goal-metric

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QUESTION 2

You work for a power company that uses Dynamics 365 Customer Service. The company provides outdoor smart light bulbs to its customers.

Each bulb includes an IoT sensor with LTE capabilities.

When a light bulb begins to fail, the IoT sensor must create a work order to send the customer a replacement bulb.

You implement Connected Customer Service with Azure IoT Central and Power Automate, but work orders are not generated.

You need to ensure that work orders are generated.

What must you set for each bulb?

A. Master device

B. Parent device

C. Customer account

D. Contact

Correct Answer: C

QUESTION 3

You are customizing an Omnichannel for Customer Service implementation.

A call center wants to enable a chat channel for unauthenticated chats with the following requirements:

Chat must auto detect a customer for agents.

A chat widget must be embedded in a specific domain.

You need to customize the solution that meets the requirements.

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

NOTE: Each correct selection is worth one point.

A.

pre-chat survey

B.

visitor location

C.

proactive chat

D.

widget location

Correct Answer: CD

Explanation:

C: A chat channel allows your customers to engage with customer service agents using the chat widget on a website. Proactive chat allows customer service agents to engage with customers by automatically inviting them to a chat conversation based on the configured rules. Proactively engaging with a customer at the time when they need help improves customer experience and satisfaction.

Information about the user journey, time spent on a web page, and more can be used to decide when to engage with a customer. You can control the proactive chat experience by using personalized trigger messages and configurable rules to define the target audience, time frame, and target location.

D: On the Location tab, perform the following steps:

a) In the Widget location section, select Add to specify the website domain where the chat widget must be shown. The domain format should not include the protocol (for example, http or https).

b) In the Visitor location section, specify whether you need to detect the visitor\'s location, and then select a Geo Location Provider. More information: Set up location detection

Note:

If no domains are specified, the chat widget can be embedded on any website without restrictions. If you specify a domain, the chat widget can be hosted only on the specified domain.

Reference: https://learn.microsoft.com/en-us/dynamics365/customer-service/proactive-chat

https://learn.microsoft.com/en-us/dynamics365/customer-service/add-chat-widget

QUESTION 4

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 5

You are employed as an administrator for your company\\\'s Dynamics 365 for Customer Service implementation. You are currently creating case dashboard. You want to make sure that the dashboard displays cases by priority. Which of the following actions should you take?

A. You should configure the use of a timeframe filter.

B. You should configure the use of a priority filter.

C. You should configure the use of a global filter.

D. You should configure the use of a visual filter.

Correct Answer: D

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard#visual-filter

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