MB-230 Q&As

Microsoft Dynamics 365 Customer Service

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QUESTION 1

You are implementing Omnichannel for Customer Service.

The customer service supervisor wants to change one of the intraday KPI calculation methods.

You need to modify the supervisor dashboard with the new KPI.

Which tool should you use?

A. Power BI Pro

B. Report Wizard

C. Power Platform Maker portal

D. Supervisor settings

Correct Answer: A

Explanation:

To cater to your organizational needs, intraday insights allows you to customize KPIs. This allows supervisors to adapt to your organizational parameters that are specifically designed for your organization. Through the Power BI desktop

application, you can customize these KPIs.

Add custom KPIs

You can add the custom KPIs that are specific to your organization to intraday insights. This allows intraday insights to be more specific and helps supervisors adhere your organizational requirements. To add custom KPIs, follow these steps:

1.

Review the prerequisites.

2.

Open the Power BI desktop application and sign in with your administrator credentials.

3.

From the Home menu, select Get Data > Power BI datasets. The dataset selection dialog box opens.

4.

Select IntradayMonitoring from the workspace that you have created through configuration (Configure Power BI workspace in Omnichannel Administration app), and then select Load. The fields related to intraday insights are loaded.

5.

From the field category list, select a category to create a measure and then select More options (...) > New measure

6.

Etc.

Note: Power BI Pro is an individual user license that allows access to all content and capabilities in the Power BI service. You can even share content and collaborate with other Pro users. Only Pro users can publish content to other workspaces, share dashboards, and subscribe to dashboards and reports. Reference: https://learn.microsoft.com/en-us/dynamics365/customer-service/customize-kpis-intraday-insights

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QUESTION 2

You need to implement a solution for the customer service supervisor.

Which two security roles should you assign to the customer service supervisor?

Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Omnichannel administrator

B. Omnichannel supervisor

C. App profile manager administrator

D. Productivity tools administrator

Correct Answer: AD

Reference: https://learn.microsoft.com/en-us/dynamics365/customer-service/implement/add-users-assign-roles

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QUESTION 3

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 autoresponse settings.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

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

QUESTION 4

HOTSPOT

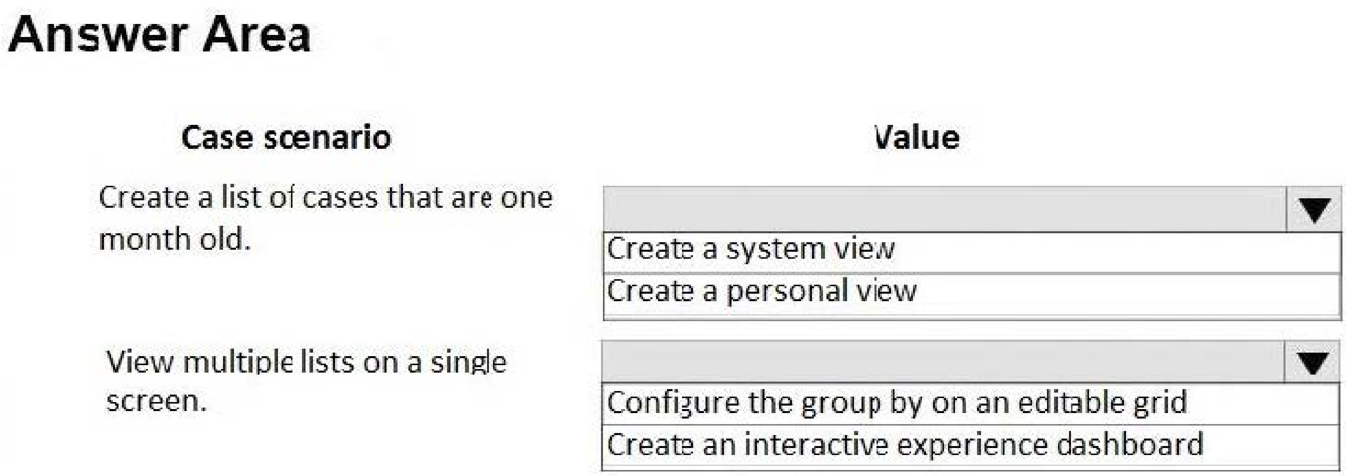
You are a customer service representative working with cases in Dynamics 365 for Customer Service.

You need to manage multiple lists of cases.

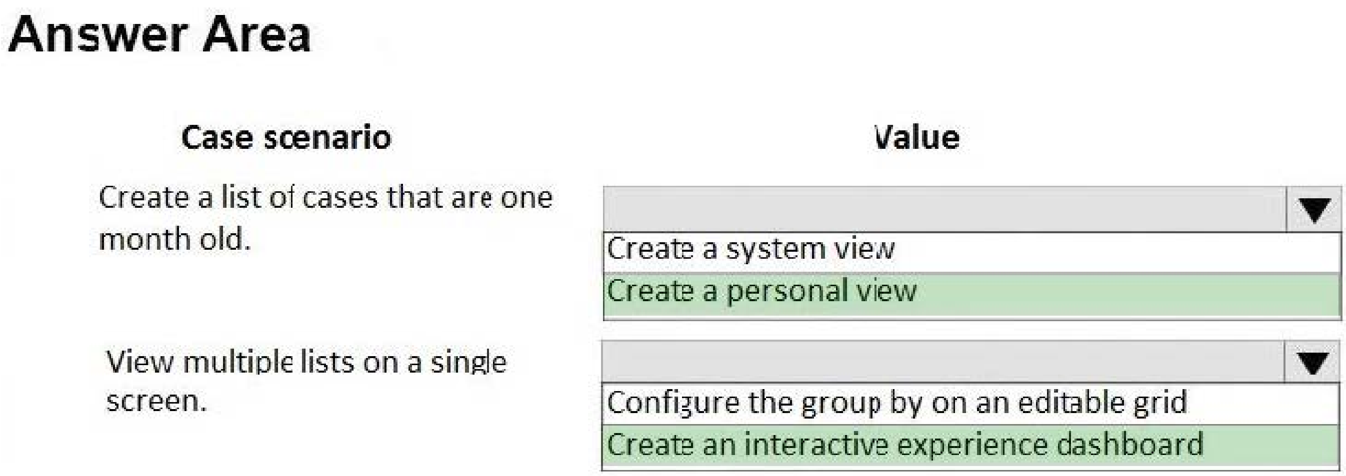
Which actions should you perform? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



QUESTION 5

DRAG DROP

You need to set up question types to use for the survey.

Which question types should you use? To answer, drag the appropriate question types to the correct requirements. Each question 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:

Question types

- Net Promoter Score
- Likert
- Rating
- Branching

Answer Area

Requirement	Question type
List of questions	
Recommendation question	
Escalation question	

Correct Answer:

Question types

- Likert

Answer Area

Requirement	Question type
List of questions	Rating
Recommendation question	Net Promoter Score
Escalation question	Branching

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