MB-230[Q&As]

Microsoft Dynamics 365 Customer Service

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QUESTION 1

HOTSPOT

You need to configure entitlements for contracts.

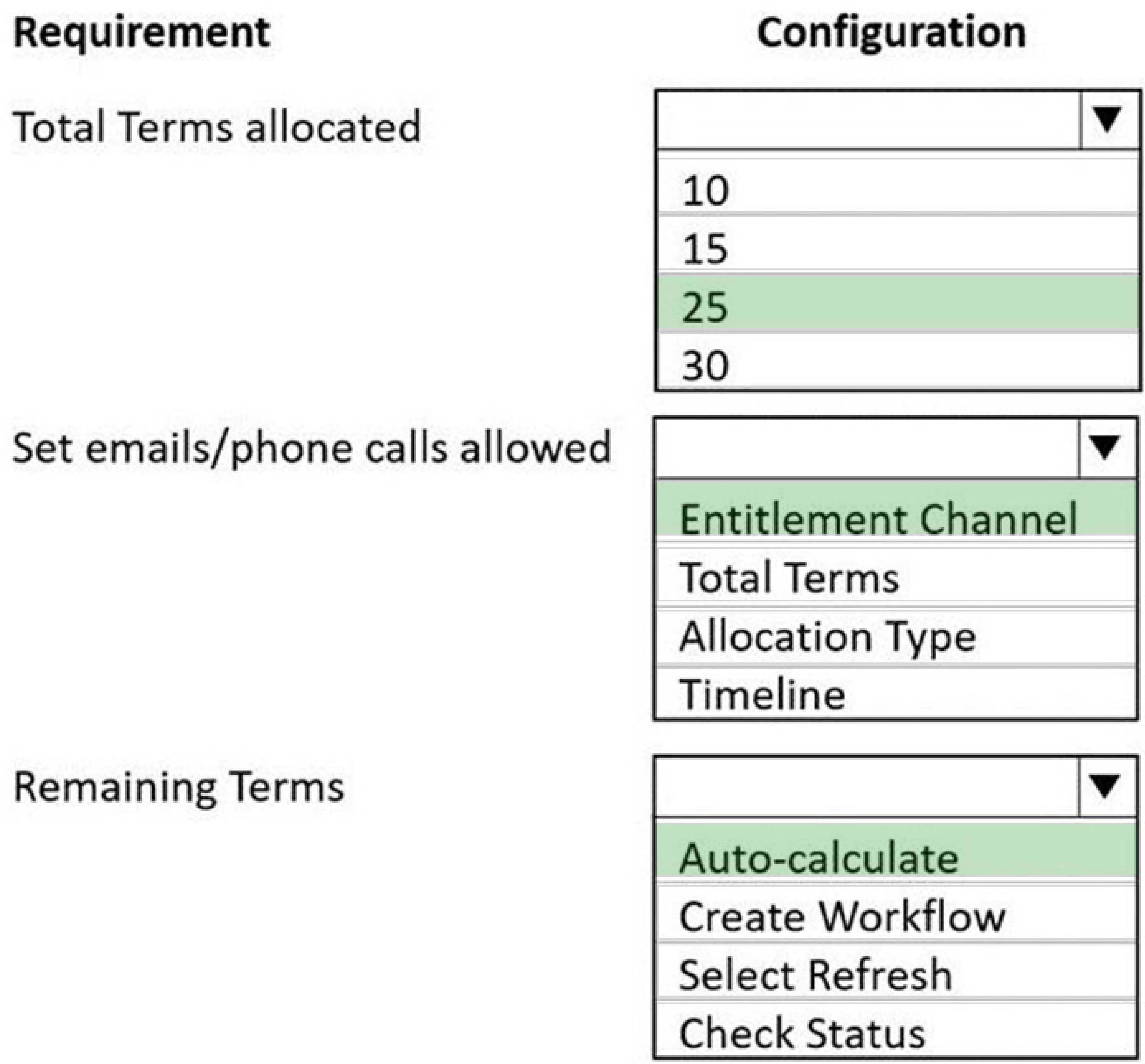
What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Requirement	Configuration
Total Terms allocated	10 15 25 30
Set emails/phone calls allowed	Entitlement Channel Total Terms Allocation Type Timeline
Remaining Terms	Auto-calculate Create Workflow Select Refresh Check Status

Correct Answer:



Box 1: 25

Customers must have contracts that allow them to call Lamna Healthcare 10 times a year for help.

In addition to the 10 free calls, customers must be able to send 15 emails a year for support.

If you want to restrict support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their total terms.

Box 2: Entitlement Channel

The Entitlement Channel section specifies the support channel through which the customer can reach the organization and seek support.

Use this section to define the channels your customers are entitled to and track the customer support term for each channel. For example, you can add phone and email as the channels through which you\\'ll offer support. If you want to restrict

support through the phone channel to 80 hours and email to 20 hours, create individual entitlement channel records and add their total terms.

Box 3: Auto-calculate

The remaining term is auto-calculated and shows the total number of hours or cases remaining for the customer\\'s entitlement.

QUESTION 2

HOTSPOT

You are configuring a Dynamics 365 for Customer Service instance.

Customer service manager cannot create new entitlements for customer service representatives.

You need to ensure that customer service managers can add new entitlement templates and knowledge base records for customer service representatives.

Which access levels should you apply? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Correct Answer:

QUESTION 3

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 4

A trucking company uses a custom table named Leased Truck in Dynamics 365 Customer Service to capture leasing details. The company is implementing Connected Customer Service for Azure IoT Hub to track the leased trucks. You need

to configure the custom table Leased Truck for IoT integration.

Which two methods achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Set the relationship in the Power Platform admin center.

B. Create a one-to-many relationship from the Leased Truck table to the IoT Alert table.

C. Call the IoT - Register Custom Entity action to associate a Leased Truck record with an existing IoT device.

D. Enable connections to the Leased Truck table.

Correct Answer: CD

IOT enabling an entity type

Dynamics 365 entities can be associated to IoT entities so that within Dynamics 365 they can participate in IoT-related business processes and analyses. There are two methods of "IoT enabling" a Dynamics 365 entity; you can:

*

(D) Programmatically form an association through the standard Dynamics 365 Connection entities capability. You can alternatively accomplish this same association through the administration UI; for more information, see Create connections to view relationships between records.

*

(C) Call the IoT ?Register Custom Entity action to associate an entity with an existing or new IoT Device.

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-extend-connected-customer-service-solutions

QUESTION 5

HOTSPOT

You need to ensure the correct support representative addresses the case.

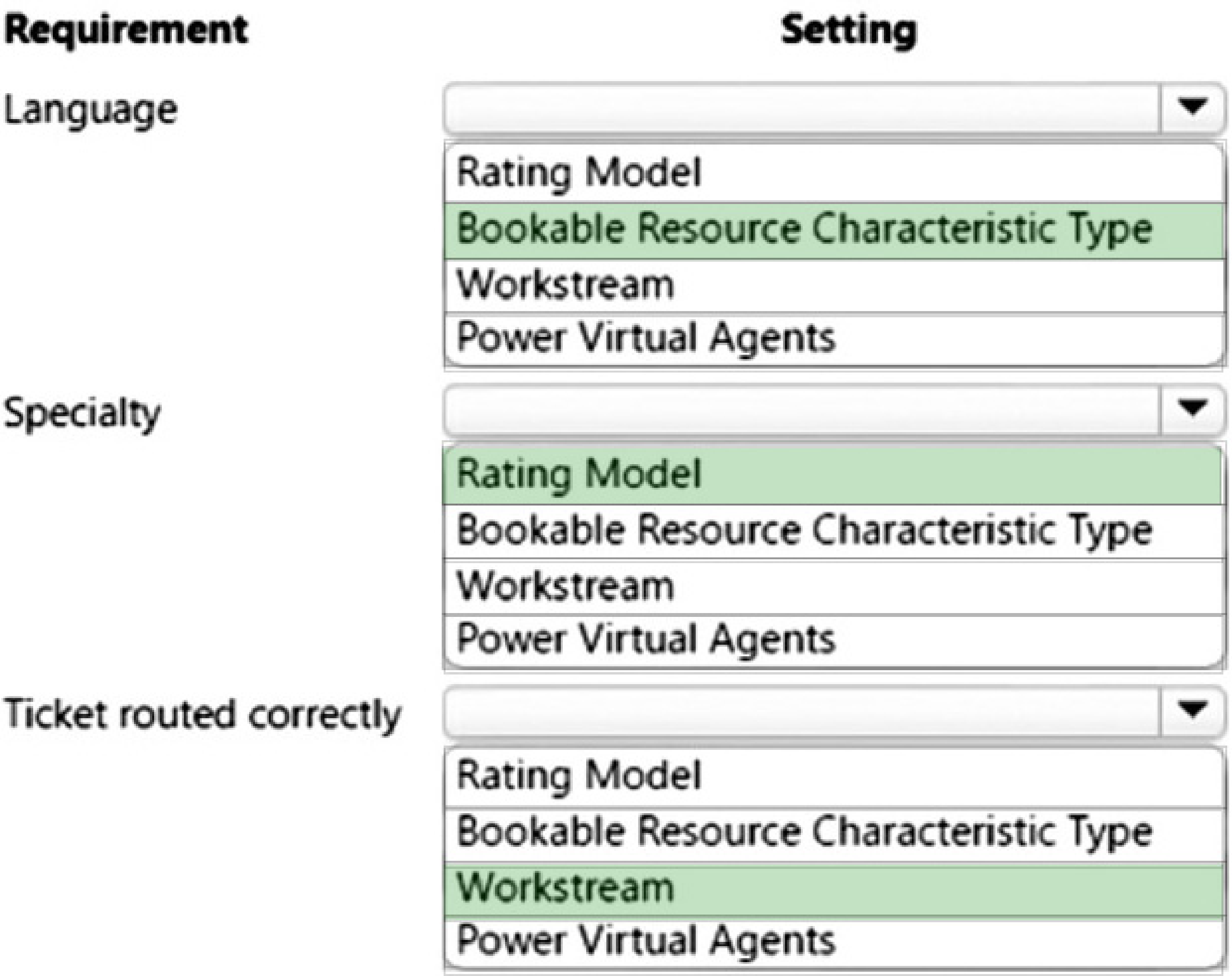
Which settings should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Requirement	Setting
Language	Rating Model Bookable Resource Characteristic Type Workstream Power Virtual Agents
Specialty	Rating Model Bookable Resource Characteristic Type Workstream Power Virtual Agents
Ticket routed correctly	Rating Model Bookable Resource Characteristic Type Workstream Power Virtual Agents

Correct Answer:



QUESTION 6

DRAG DROP

You are implementing Omnichannel for Customer Service for a call center.

The call center\\'s requirements for the implementation are as follows:

1.

When a new chat conversation is started, the Customer Summary and New Case form tabs must be open.

2.

The Customer Summary tab must be the primary tab during the conversation.

3.

Agents must be able to close the New Case form tab.

4.

Agents must not be able to close the Customer Summary tab.

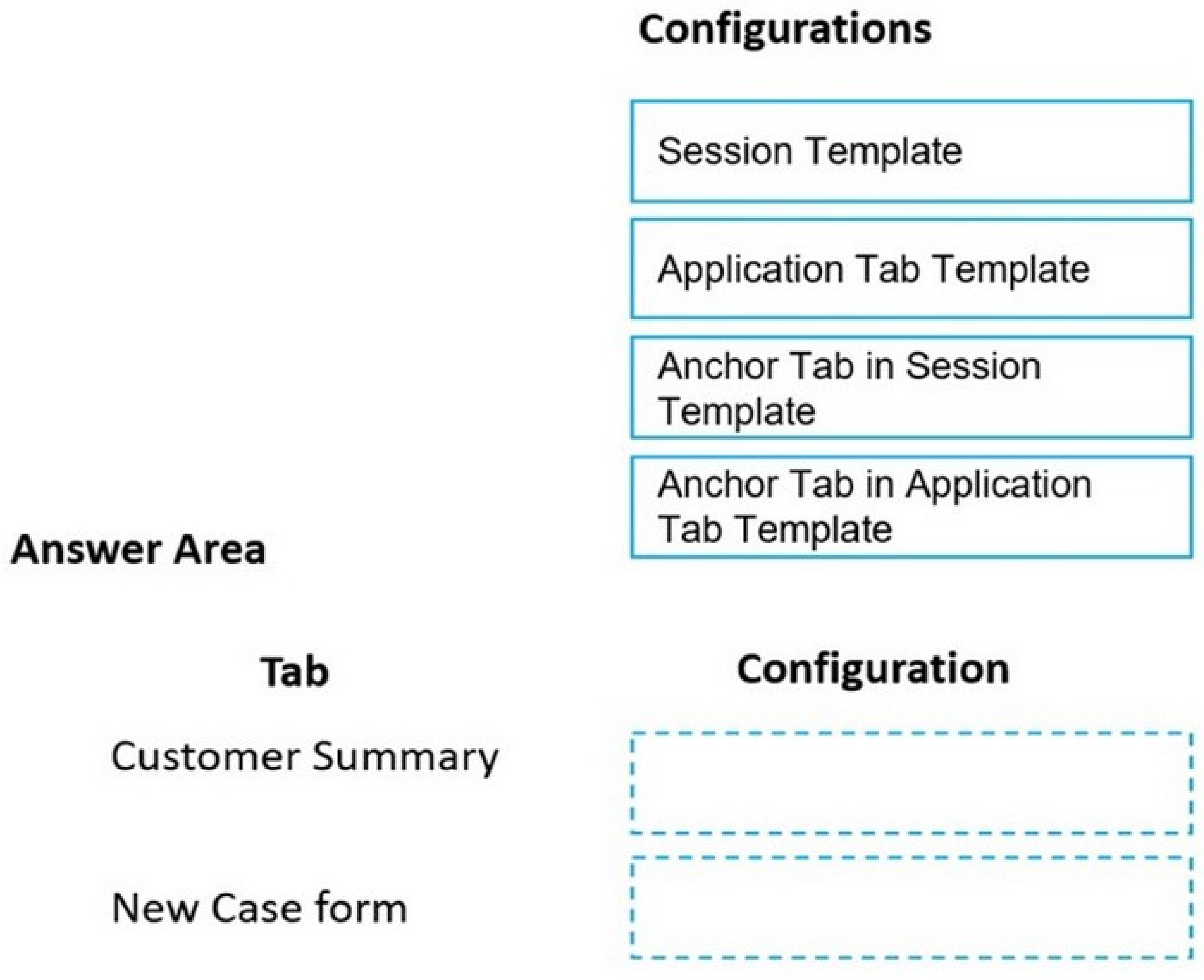
You need to configure the tabs.

Which configuration should you use for each tab? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information may be used once, more than once, or not at all. You may

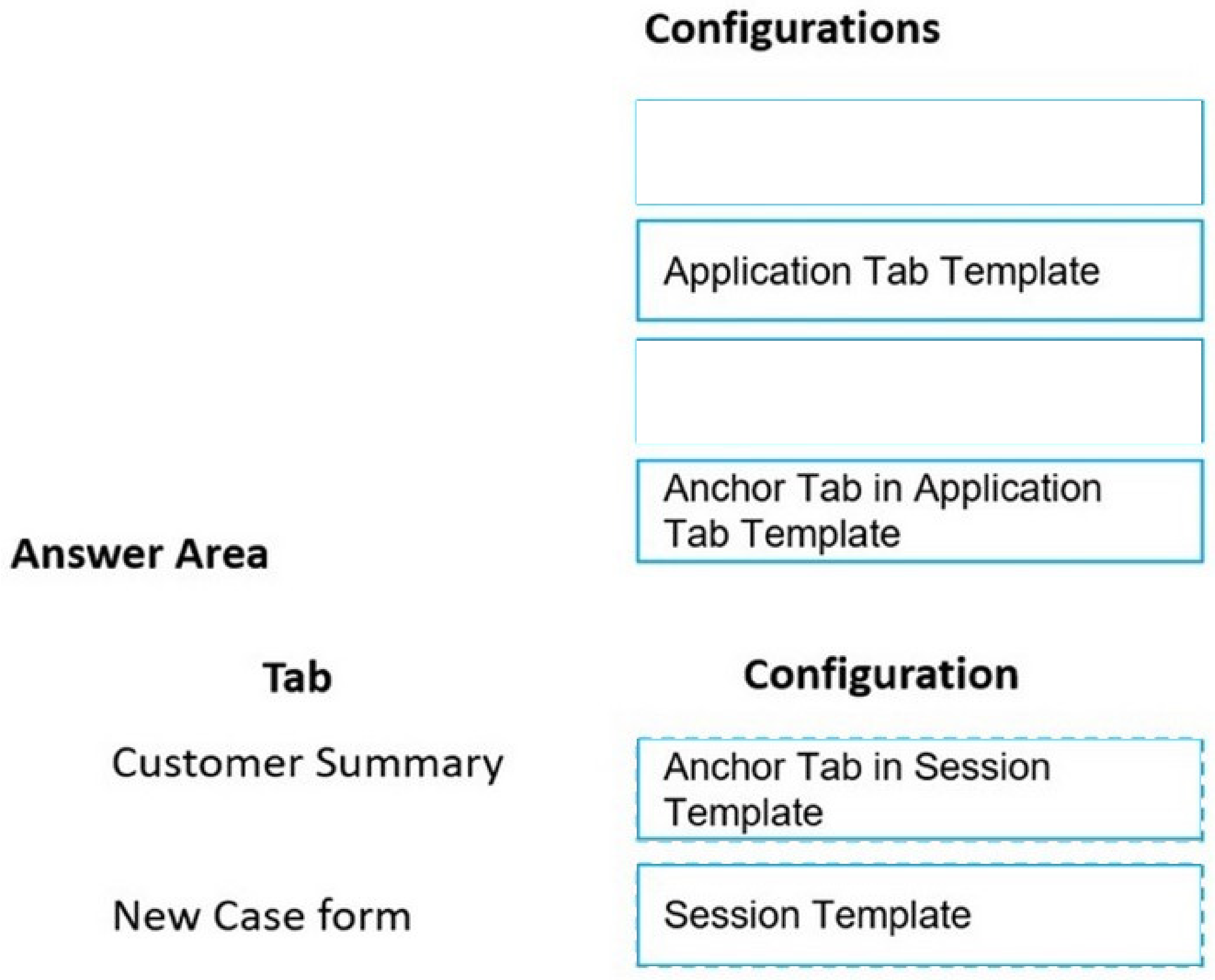
need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:



Correct Answer:



Reference: https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/session-templates

QUESTION 7

You are a customer service manager. You define an enhanced service-level agreement (SLA). You need to accurately record the time spent on cases by customer service representatives. What should you do?

A. Implement workflows on demand for the case entity

B. Apply automatic routing rules.

C. Apply parent-child case settings.

D. Pause the SLA when the case is on hold.

Correct Answer: D

QUESTION 8

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?

A. Yes

B. No

Correct Answer: B

QUESTION 9

You manage a Dynamics 365 Customer Service environment. You implement cases to handle customer issues. A case-routing rule is configured to route all cases to the appropriate queues based on defined criteria.

A customer service representative verifies that user-created cases are not automatically routing. Similar cases created by using inbound emails are automatically routing to queues.

You need to identify the routing issue for user-created cases.

What is the issue?

A. Case routing rules do not automatically apply to manually created cases.

B. The queue for this case is not set up or is inactive.

C. The routing rule is not set up to handle the defined routing of cases created by phone.

D. The routing rule to handle cases created by phone is inactive.

Correct Answer: C

Explanation:

Routing rules define how conversations are routed to different queues. Each routing rule has a condition and a destination queue. If the rule condition is evaluated as True, then the conversation is routed to the destination queue.

With unified routing, you can route any activity in Dynamics 365 Customer Service. Emails are one such example of the activity type that you can turn into work items and add them to queues for agents to work on.

Reference:

https://learn.microsoft.com/en-us/dynamics365/customer-service/routing-rules

https://learn.microsoft.com/en-us/dynamics365/customer-service/configure-routing-for-email-records

QUESTION 10

HOTSPOT

You are a Dynamics 365 for Customer Service administrator. The organization has multiple business process flows for warranty management.

You need to manage business process flows.

What should you configure? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Option
Specify the default process flow.	Order Stage Step
Show actions that must be completed by the customer service representative staff.	Step Stage

Correct Answer:

Answer Area

Requirement	Option
Specify the default process flow.	Order Stage Step
Show actions that must be completed by the customer service representative staff.	Step Stage

QUESTION 11

A company uses Dynamics 365 Customer Service.

Agents note that when a customer calls, they are unable to view all activities associated with the customer and the customer\\'s company.

Agents must be able to view tasks, appointments, phone calls, emails, notes, and system and user posts.

You create a model-driven app to display the information.

You need to configure the model-driven app main form.

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

NOTE: Each correct selection is worth one point.

A. Set the Regarding column to the Account table.

B. Use a Timeline control.

C. Set the Regarding column to the Contact table.

D. Use a Quick view control.

E. Use a card form.

Correct Answer: BE

QUESTION 12

HOTSPOT

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

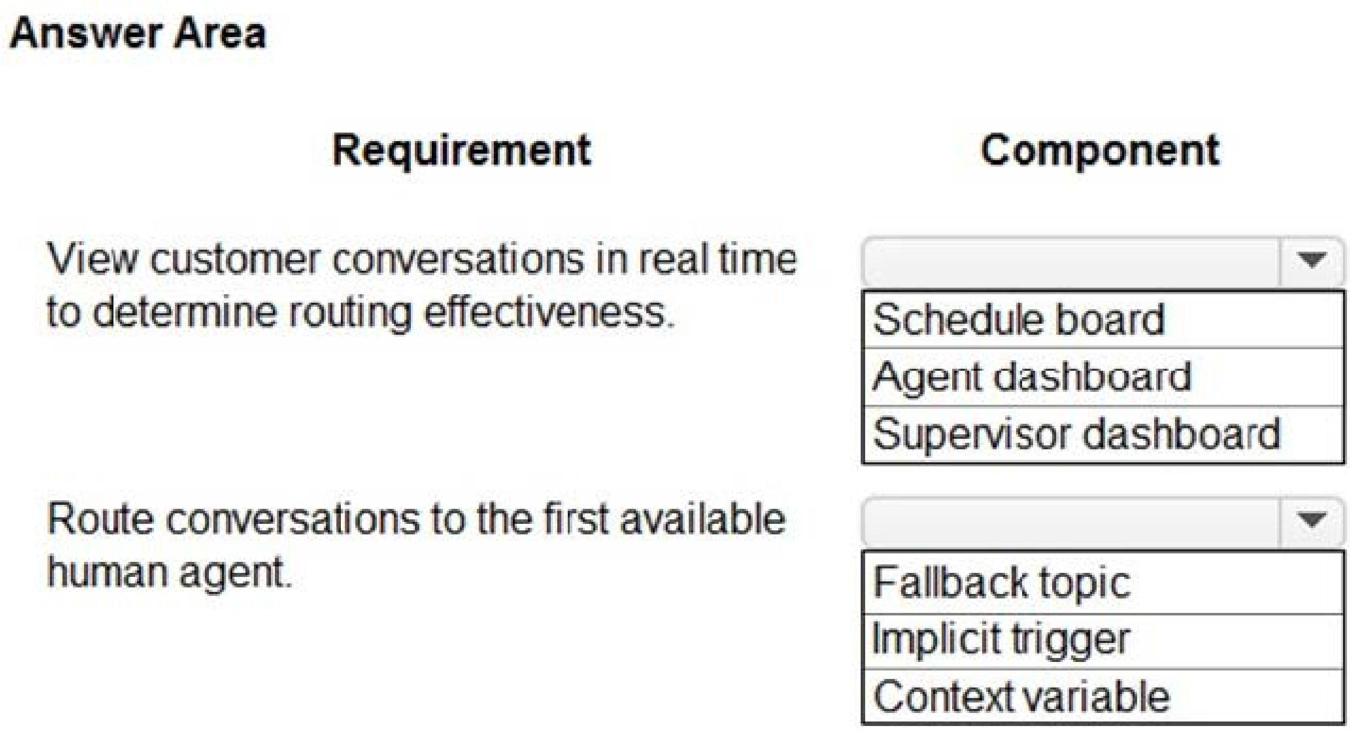
The virtual agent must provide the ability to route customers to live agents for escalation.

You need to recommend a solution.

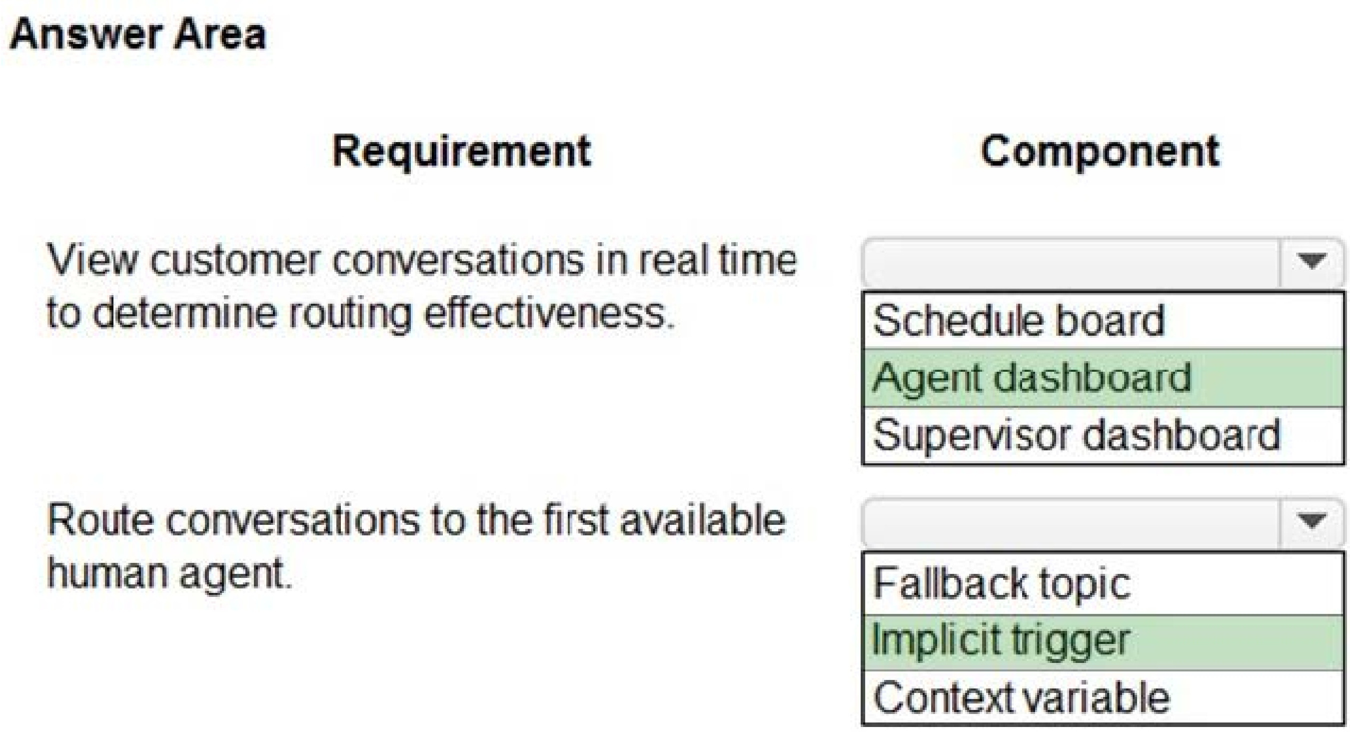
Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



Reference: https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off

QUESTION 13

You make use of Dynamics 365 Customer Service. You have recently acquired Omnichannel for Customer Service.

You want to make sure that an agent is unable to view a client\\'s credit card data in a live chat.

Which of the following actions should you take?

A. You should configure a business rule.

B. You should configure a data masking rule.

C. You should configure data encryption.

D. You should configure a routing rule.

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/dynamics365/customer-service/data-masking-settings

QUESTION 14

HOTSPOT

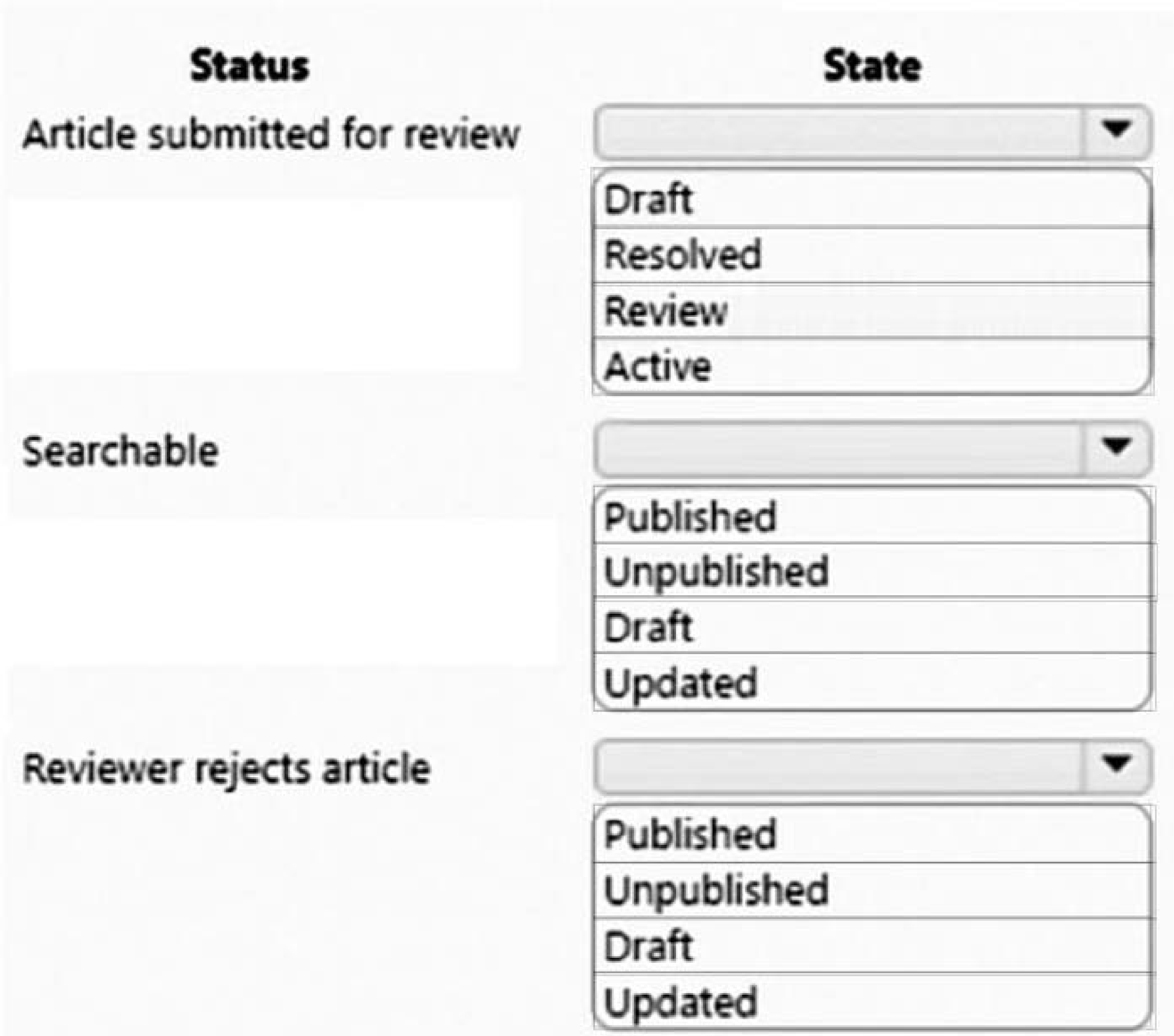
A client wants to use the knowledge base in Dynamics 365 Customer Service.

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

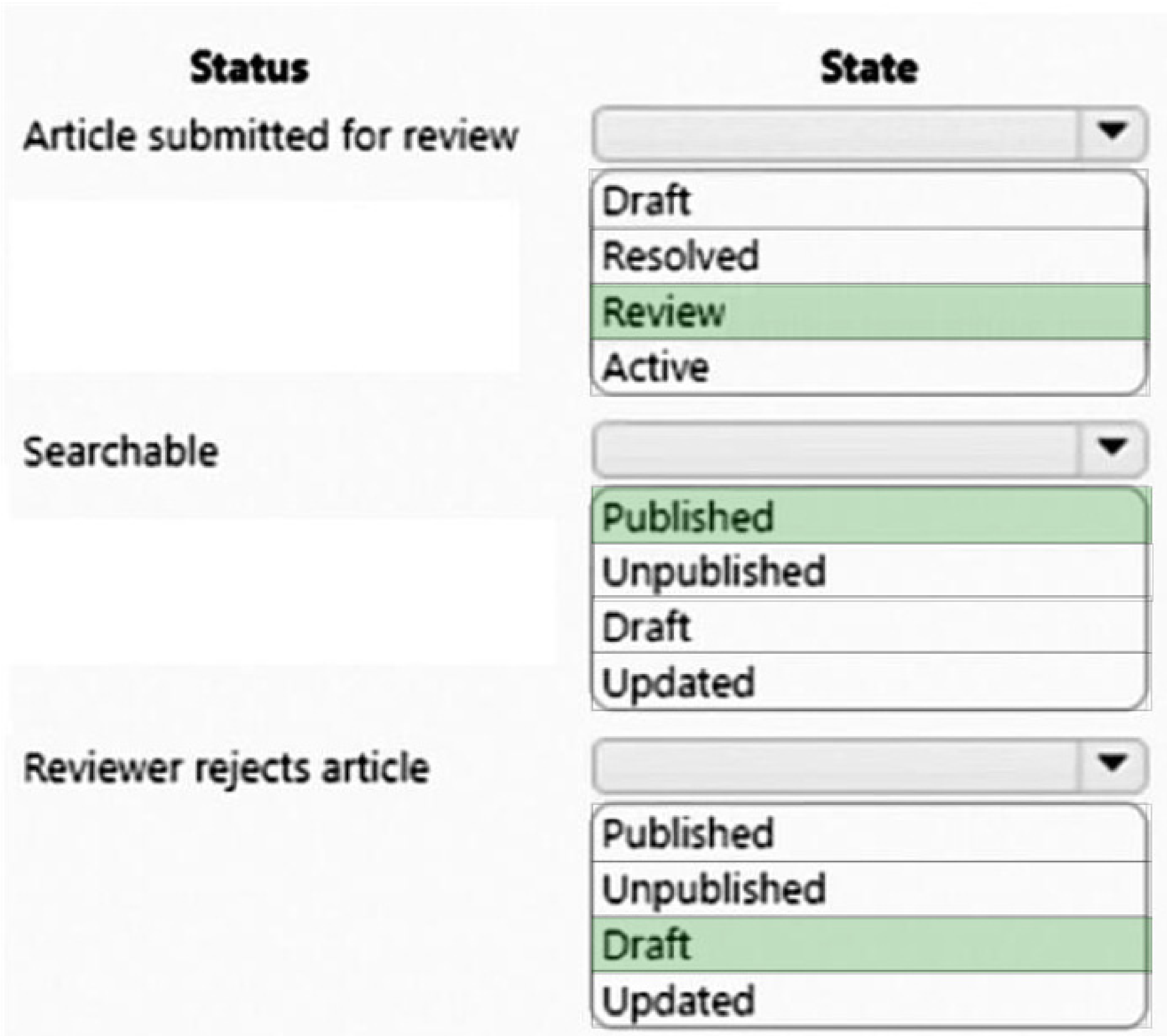
What are the states of the articles? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Correct Answer:



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.

QUESTION 15

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 implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.

1.

You need to set up the queues to meet the following requirements:

2.

Users must have their own queues that no one else can access.

3.

Users must not be able to view each other\\'s queue.

4.

Users must be able to work from the support queue. Solution:

1.

Set up each user queue to be private.

2.

Set up level1 and level2 queues to be public and add applicable members.

3.

Set up the support queue to be public. Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

The level1 and level2 queues must be public so the users can access them.

Note: Public: All users can see and access these queues, depending on their security role. Users pick items from the queue. The items that a user picks are then moved to that user\\'s personal queue.

Private: Access to these queues is assigned to specific users. (Members are defined on the queue record.)

Users pick items from the queue. The items that a user picks are then moved to that user\\'s personal queue.

Also:

In Customer Service, you can create two types of queues:

Private queues: Create with limited set of members to help those members easily view the queue items in that queue. Private queues streamline queue items for the members of that queue only and help to remove clutter from other user\\'s

views.

Public queues: Create to let everyone in the organization view the queue and all of its items.

Reference:

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