Free Questions for MB-230 by certscare

Shared by Weiss on 20-10-2022

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Question 1

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.

Options:

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.

Answer:

C, D

Explanation:

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.

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

Question 2

Question Type: MultipleChoice

You are implementing Dynamics 365 Customer Service Insights.

The product manager would like to see product sales trends by age group. The groupings are as follows:

Ages 18 and younger

Ages 19-25

Ages 26-40

Ages 41-55

Ages 56 and older

You need to configure the system.

What should you define?

Options:

A- activity

B- measure

C- segment

D- member

Answer:

B

Explanation:

Question 3

Question Type: **MultipleChoice**

You are helping a company implement Power Virtual Agents with Omnichannel for Customer Service.

The company has a chatbot that escalates to a manager if a customer wants to escalate from a chatbot.

You need to configure a prerequisite before you can implement the chatbot.

Which prerequisite should you configure?

Options:

A- Configure context variables for a chatbot.

B- Create one chatbot in one queue with a human having a higher capacity over the chatbot.

C- Create one chatbot in one queue with the chatbot having the highest capacity over human capacity.

D- Configure a Microsoft Teams support channel for the chatbot.

E- Configure an SMS channel for a chatbot.

Answer:

A

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

Question 4

Question Type: MultipleChoice

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?

Options:

A- Schedule with travel time and distance

B- Fulfillment preferences

C- Resource crew scheduling

D- Requirement groups

E- Schedule within time constraints

Answer:

B

Explanation:

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

Question 5

You are a Dynamics 365 Customer Service administrator. You are creating a customer service schedule.

You need to ensure that the schedule shows the correct time zone for available customer service hours.

What should you do?

Options:

A- Set the time zone in each customized schedule.

B- Allow the system to automatically convert to each user's time zone when a user signs in.

C- Set the time zone in Dynamics 365 personal options.

D- Set the time zone to GMT (Coordinated Universal Time) to enable conversion when you sign in.

Answer:

A

Explanation:

Question 6

Question Type: **MultipleChoice**

You are creating a survey using Voice of the Customer.

You need to embed the survey into a website and make it available to your customer.

What should you do?

Options:

A- Create the website. Add the URL to the Dynamics 365 site in your website.

B- Create your Dynamics 365 portal. Display the Voice of the Customer page from within the main website page.

C- Create a webpage on the website. Add the URL to link the Voice of the Customer

D- Create an iFrame URL. Copy the HTML code to an iFrame in your website.

E- Add the iFrame URL to your website.

Answer:

D

Explanation:

Question 7

Question Type: **MultipleChoice**

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer (VoC).

You need to ensure that VoC survey responses trigger an escalation in support.

Which workflow should you use?

Options:

A- VoC -- Process Survey Response

B- VoC -- Close Survey Activity

C- VoC -- Process NPS Response

D- VoC -- Process Face Response

Answer:

A

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/plan-survey

Question 8

Question Type: MultipleChoice

You are creating surveys for Voice of the Customer (VoC).

You need to configure VoC to ensure that recipients can unsubscribe to surveys.

Which two survey features should you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

A- Add an Unsubscribe check box after each question.

B- Set the Allow unsubscribe setting to Yes.

C- Give users the option to unsubscribe from different features of the survey.

D- Configure the survey to display when Dynamics 365 customers receive email and enable the Unsubscribe option.

Answer:

B, D

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey#add-the-unsubscribe-option-to-a-survey

Question 9

You send surveys to customers who have opened cases within the past month.

You need to send a summary of the survey results to individuals who do not have a Dynamics 365 license.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

A- Run the summary report. Export the report to Microsoft Excel. Send the Excel file to the users.

B- Run the survey summary report. Send a link to the report from within Dynamics 365.

C- Create a dashboard of the survey summary reports and share the dashboards with the users.

D- Create a view with the data, and then email a link.

E- Run the survey summary report. Print the report to a PDF file. Send the PDF file to the users.

Answer:

A, E