



**Free Questions for MB-230 by certsdeals**

**Shared by Hooper on 06-06-2022**

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# Question 1

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**Question Type:** MultipleChoice

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You are a Dynamics 365 Customer Service administrator.

You are configuring a case dashboard.

You need to filter the dashboard to show only escalated cases and cases that are marked as Request.

Which filter should you use?

## Options:

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- A- Timeframe
- B- Priority
- C- Global
- D- Visual

## Answer:

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C

## Explanation:

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<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard>

## Question 2

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### Question Type: MultipleChoice

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A company is implementing Omnichannel for Customer Service.

The company separates agents into teams for billing, new product inquiries, support, and warranty. The new product team currently handles text messages, emails, and live chats from the company website.

The company plans to release a new product. Before the new product launch, the company wants to add the ability to manage conversations coming in from Facebook and Twitter.

You need to configure the system with the least amount of effort.

What should you do?

### Options:

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- A- Create a new resource characteristic.
- B- Create a routing rule.
- C- Create a new work stream for each channel.
- D- Add the new channel to the existing work stream.

### Answer:

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D

### Explanation:

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<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams>

## Question 3

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### Question Type: MultipleChoice

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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.

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

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

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

Users must be able to work from the support queue.

Solution:

Set up each user queue to be public.

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

Set up the support queue to be public.

Does the solution meet the goal?

**Options:**

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A- Yes

B- No

**Answer:**

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B

**Explanation:**

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

## Question 4

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**Question Type: MultipleChoice**

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

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

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

Users must be able to work from the support queue.

Solution:

Set up each user queue to be private.

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

Set up the support queue to be private.

Does the solution meet the goal?

**Options:**

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**A-** Yes

**B-** No

**Answer:**

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A

## Explanation:

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

## Question 5

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### Question Type: MultipleChoice

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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 conditions for record creation.



Does the solution meet the goal?

**Options:**

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**A-** Yes

**B-** No

**Answer:**

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A

**Explanation:**

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

## Question 6

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**Question Type:** MultipleChoice

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You set a default entitlement for a customer.

You need to ensure that the default entitlement is automatically associated with a case.

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

NOTE: Each correct selection is worth one point.

### Options:

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- A- Create a case.
- B- Update the customer, contact, or product field on an existing case.
- C- Update the description field on an existing case.
- D- Add an activity to an existing case.

### Answer:

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A, B

### Explanation:

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<https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-termscustomer>

<https://docs.microsoft.com/en-us/power-platform/admin/system-settings-dialog-box-service-tab>

## Question 7

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### Question Type: MultipleChoice

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You are a Dynamics 365 Customer Service administrator.

You need to add a new status reason to the case entity.

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

NOTE: Each correct selection is worth one point.

### Options:

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- A-** Navigate to Cases in the Customer Service Hub app. Open a record, edit the form, and then edit the Status reason field.
- B-** Modify the existing solution and the case entity. Edit the status reason and add an additional status reason value.
- C-** Create a new solution and add the existing Case entity. Select Status Reason and add a new value.
- D-** Modify the existing solution. Add another entity named Status. Then, create a status reason field with additional options.

**Answer:**

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B, C

**Explanation:**

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<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-status-reason-transitions-casemanagement>

## Question 8

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**Question Type: MultipleChoice**

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You are a help desk representative for an organization using Dynamics 365 Customer Service.

Users need to search within the system for similar cases. None of the out-of-the-box settings have been changed.

You need to determine which search features are available for use by default.

Which two search features are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

### Options:

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- A- Advanced Find
- B- Quick Find
- C- Relevance Search
- D- Full-text Quick Find

### Answer:

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A, B

### Explanation:

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<https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization>

<https://docs.microsoft.com/en-us/powerapps/user/search>

## Question 9

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**Question Type:** MultipleChoice

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A company uses Dynamics 365 Customer Service.

You are configuring the advanced similarity rules. You create a similarity rule on cases and put an exact match for the Modified On field in the Match Fields tab.

You test the rule and discover that exact matches do not appear.

You need to determine why the rule is not working.

What are two possible reasons why the rule is not working? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

### Options:

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- A- A Power Automate flow was not created.
- B- The similarity rule is deactivated.
- C- The security role is not set to run the similarity rule.
- D- The similarity rule was not published.
- E- The Modified On field is not set to searchable in the customization of the case entity in the solution.

### Answer:

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B, E

## Explanation:

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<https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>

## Question 10

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### Question Type: MultipleChoice

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You are a system administrator for Dynamics 365 for Customer Service.

All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed.

You need to configure cases.

What should you do?

## Options:

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**A-** Validate that customer and case title fields have not been removed as fields that child cases inherit from

parent cases. Add product and case-type fields to the list. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.

**B-** On the case entity, update the Parent case-Child case 1:N relationship field mapping to include the fields. Create a business rule on the case entity to prevent the parent from closing if it has one or more open child cases.

**C-** Create a business rule.

**D-** Validate that customer and case title fields have not been removed as fields that child cases inherit from the parent cases. Add product and case-type fields to the list. The closure preference setting does not need to be changed. This is default behavior.

### **Answer:**

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A

### **Explanation:**

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<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases>



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