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Question 1

Question Type: MultipleChoice

A company uses Dynamics 365 Customer Service.

Agents provide incorrect responses when replying to customer issues.

You need to configure quick replies.

What should you do?

Options:

- A- Select a tag for each quick reply.
- B- Create a new quick reply with the category name as the title.
- C- Add a slug.
- D- Add a quick reply to a workstream.

Answer:

A

Question 2

Question Type: MultipleChoice

A customer has a Customer Service environment.

The customer plans to use service scheduling.

You need to install the service scheduling.

What should you use to install the service scheduling?

Options:

A- Business Management settings

B- AppSource

C- Power Platform admin center

D- Process Center

Answer:

C

Question 3

Question Type: Hotspot

You are customizing an Omnichannel for Customer Service implementation.

Customers take a pre-chat survey on a chat widget on the portal. Customers are required to accept the portal's privacy policy before they can take the survey.

A call center manager wants to auto pick account or contact information for customer service agents based on the survey.



You need to configure the pre-chat survey question field to meet the requirements.

Which option should you select for each pre-chat survey question field? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Answer:

Question field	Option
Question Type	<input type="text" value="Single line"/>  Multiple lines User consent Option set Single line
Question Name	<input type="text" value="Fullname"/>  Name Lastname Fullname Firstname

Question 4

Question Type: MultipleChoice

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.

Options:

- A- widget location
- B- proactive chat
- C- visitor location
- D- pre-chat survey

Answer:

A, B

Question 5

Question Type: MultipleChoice

A company uses Dynamics 365 Customer Service.

Customer Service workspaces must have custom navigation that meets the following requirements:

- * An application must be opened as an anchor tab in the application tab panel.
- * Three additional application tabs must be opened when a session begins.
- * The default mode of the communication panel must be set to Docked.

You need to determine which tool and feature to use to meet all requirements.

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

NOTE: Each correct selection is worth one point.

Options:

A- session templates in Customer Service admin center

B- application tab templates in Customer Service admin center

C- session templates in App Profile Manager

D- application tab templates in App Profile Manager

Answer:

A, C

Question 6

Question Type: DragDrop

A company uses Customer Service.

The company plans to enable a customer service agent in Omnichannel.

You need to identify the security roles that are required for the bot user.

What should you identify? To answer, move the appropriate security roles to the correct requirements. You may use each security role once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Security roles for bot user

- Bot user
- Customer Service app user
- Customer service manager
- Omnichannel agent
- Productivity tools user

Answer:

Security roles for bot user

Requirements

- Provides bot user access to the support agent.
- Provides bot user access to search the knowledge base articles.

Security roles

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