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**Shared by Trujillo on 29-01-2024**

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# Question 1

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## Question Type: MultipleChoice

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A company uses Dynamics 365 Customer Service.

Telemetry on agent case resolution time reveals that agents spend 20 minutes on average resolving cases. Analysis determines that resolution duration is increased because agents are often required to view and modify data on the related account.

The company requires a solution that allows agents to enter data in a single screen and edit multiple records without navigating to each record.

You need to create the solution.

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

NOTE: Each correct selection is worth one point

### Options:

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- A-** Configure the editable grid of the case view to include account details.
- B-** Add an editable grid control to the case view.
- C-** Configure the Nested grid view.

**D-** Add an editable grid of the account on the case form.

**Answer:**

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D

## Question 2

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**Question Type: Hotspot**

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A company has satellite offices that service local areas.

Each office must have full control over its own resources.

You need to configure the organizational units to reflect the satellite office structure.

Which entities should you use to relate to the organizational units? To answer, select the appropriate options in the answer area.

## Answer Area

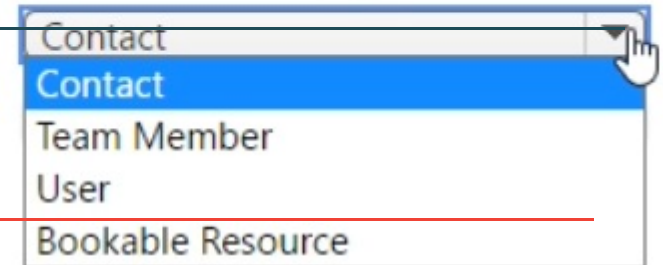
Answer:

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Record type

Person

Entity



## Question 3

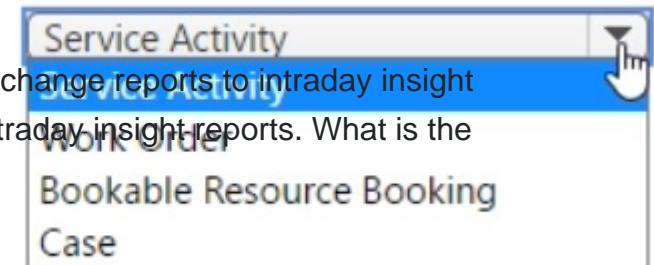
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Question Type: MultipleChoice

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A company uses Omnichannel for Customer Service. An administrator creates a report. You must change reports to intraday insight reports without using customization. You need to determine why you are unable to switch to the intraday insight reports. What is the issue?

Activity



Options:

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- A- The intraday insight reports need to be created in FetchXML first.
- B- Users can configure only their own intraday insight reports.
- C- Only administrators can configure the intraday insight reports.
- D- The intraday insight reports must be configured from Dynamics 365 Customer Service settings.

Answer:

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D

## Question 4

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### Question Type: OrderList

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You are setting up channels for Omnichannel for Customer Service.

You want to set up a channel for a WhatsApp app.

You need to configure the channel.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions		Answer area
Add a new chat widget.		
Create routing rules to route to the correct channel.		
Set up callback information.		
Get Twilio account details.		
Register your messaging channel.		
Modify settings for a specific WhatsApp phone number.		
Create a WhatsApp channel.		

**Answer:**

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Click on the WhatsApp icon to copy the WhatsApp phone number.

## Question 5

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**Question Type: Hotspot**

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You are an Omnichannel supervisor for a company.

The manager wants to improve response times and customer satisfaction.

You need to configure Omnichannel queues using standard functionality.

Which capabilities should you enable? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

## Answer Area

Answer:

### Capability area

Queue Management

### Capability

- Show the customer the total time in the queue.
- Show the customer the total time in the queue.
- Show the customer the average wait time.
- Show the customer the average time in a chat.
- Show the customer the total number of chats in progress.

Queue Routing

- Route the chat based on agent location.
- Route the chat based on agent location.
- Route the chat based on bookable resource booking.
- Route the chat based on agent skill.
- Route the chat based on work order type.

## Question 6

Question Type: Hotspot

You configure Dynamics 365 Customer Service. Managers require a custom dashboard with the following:

- \* A list of customers who have the most cases open.
- \* A list of customers who have the most missed service-level agreements (SLAs) sorted by contact.
- \* A list of top call takers for the week.
- \* A list of the cases that took the most amount of time to resolve.

The custom dashboard must be available for all users to use.

You need to configure the system.

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

NOTE: Each correct selection is worth one point.

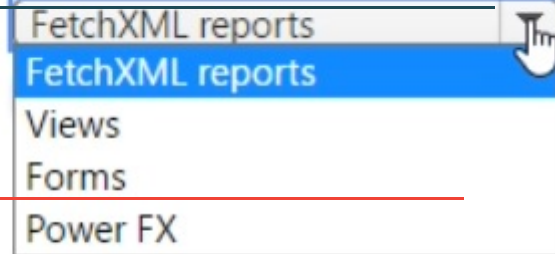
## Answer Area

Answer:

### Requirement

Information for dashboard

### Configuration



A dropdown menu with a white background and a grey border. The top item is 'FetchXML reports' in a grey bar. The second item, 'FetchXML reports', is highlighted in blue. Below it are 'Views', 'Forms', and 'Power FX' in white text. A mouse cursor is pointing at the top right corner of the menu.

- FetchXML reports
- FetchXML reports
- Views
- Forms
- Power FX

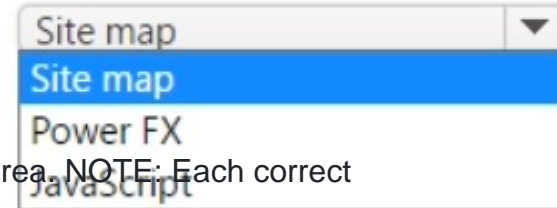
## Question 7

**Question Type:** Hotspot

### Dashboard availability

You are the Dynamics 365 administrator for a help desk. You merge CaseB into Case

What is the result of the merge? To answer, select the appropriate action in the dialog box in the answer area. NOTE: Each correct selection is worth one point.



A dropdown menu with a white background and a grey border. The top item is 'Site map' in a grey bar. The second item, 'Site map', is highlighted in blue. Below it are 'Power FX' and 'JavaScript' in white text.

- Site map
- Site map
- Power FX
- JavaScript



## Answer Area

Answer:

Case attribute value

The status of CaseB

Merge outcome

- Canceled
- Active
- Resolved
- Canceled**

## Question 8

Question Type: MultipleChoice

Description values of CaseB

- Merged with the CaseA description field
- Merged with the CaseA description field**
- Added to the activities
- Does not get brought over to the merged case

You manage a Dynamics 365 Customer Service environment. The company processes thousands of cases daily. Some cases are parent cases, but most are child cases. When a child case is created, users report that they must re-enter information in fields from the parent case.

Customer name in CaseA

- Does not change
- Does not change**
- Loses the reference to the customer in the merge
- Added as a customer in the notes

You need to ensure that, when a new child case is created from within the context of a parent case, information in specific fields from the parent case is passed to the child case fields.

What should you do?

Customer name in CaseB

- Loses the reference to the customer in the merge
- Becomes the customer field value in the merge
- Loses the reference to the customer in the merge**
- Added as a customer in the notes

Options:

- A-** Create a many-to-many relationship and update the data mapping.
- B-** Use a business rule.

**C-** Update the attributes that the child case will inherit from the parent case.

**D-** Create a routing rule.

**Answer:**

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C

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