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Question 1

Question Type: Hotspot

You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys.

You need to determine which survey question feature is needed to complete the design of the survey.

Which survey features should you use? To answer, select the appropriate survey type in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Scenario

Create a theme for the survey with the company logo and colors.

Survey type

	▼
Basic survey	
Response routing	
Piping	
Tagging	

Create a different set of follow-up questions depending on the answer the candidate selects.

	▼
Basic survey	
Client-side routing	
Response routing	
Piping	

Hide questions depending on the answer the candidate selects.

	▼
Basic survey	
Response routing	
Client-side routing	
Tagging	

Populate the second question with answers from the first question.

	▼
Piping	
Response routing	
Client-side routing	
Tagging	

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey>

Question 2

Question Type: DragDrop

You are a Dynamics 365 for Customer Service administrator. You are using Voice of the Customer and are reviewing survey

A survey responder marked 10 percent for overall satisfaction.

You need to ask additional questions based on the response.

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

- Add a response condition and the question for which you want to create a rule
- Create a new response routing
- Create a new survey
- Add a value for the Answer tag field
- Add a response action and scope
- Select values for the Operator, Comparison Value, and Answer fields

Answer Area

The Answer Area contains four empty text boxes stacked vertically. To the left of the boxes are two circular arrows: the top one points left and the bottom one points right. To the right of the boxes are two circular arrows: the top one points up and the bottom one points down.

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advancedsurvey>

Question 3

Question Type: DragDrop

You are a Dynamics 365 for Customer Service administrator.

You need to implement queues to manage cases.

Which queue types should you use? To answer, drag the appropriate queue types to the correct scenarios. Each queue type 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.

Queue types	Answer Area	Queue type
Private	Scenario Set up a product defect queue. Add the defect group as the members for the queue.	queue type
Public	Set up an unknown queue for anyone to review tickets that are not classified.	queue type
	Set up an escalation queue that enables only upper management to review the tickets.	queue type

Explanation:

References:

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

Question 4

Question Type: DragDrop

You are a Dynamics 365 for Customer Service administrator.

You must track time against enhanced service-level agreements (SLAs).

You need to add a timer.

Which three 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

- Add the quick create forms to the primary entity form.
- Create a quick view form for each SLA KPI instance field.
- Ensure the entity is enabled for SLA.
- Add the quick view forms to the primary entity form.
- Create a quick-create form for each SLA KPI instance field.

Answer Area

Answer Area containing three empty boxes for drag-and-drop, with navigation arrows on the left and right sides.

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add-timer-forms-tracktime-against-enhanced-sla>

Question 5

Question Type: DragDrop

You are a Dynamics 365 for Customer Service system administrator.

You need to create service-level agreements (SLAs) to meet company requirements.

What SLA types should you use? To answer, drag the appropriate SLA types to the correct requirements. Each SLA type 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.

SLA types	Answer Area	
Standard	Requirement	SLA type
Enhanced	Track the status and times of an SLA	SLA type
KPIs	Add success actions to an SLA	SLA type

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-levelagreements>

Question 6

Question Type: Hotspot

A company uses Dynamics 365 for Customer Service.

You need to document the case resolution process.

How are each of the cases resolved? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Case

A case has activities owned by other users and is in progress.

Resolution

	▼
Case is resolved. Open activities are closed.	
Case is resolved. Open activities are canceled.	
Case is not resolved. Open activities must be closed.	
Case is resolved. Open activities are reassigned to case owner.	

Total time for a case is set to four hours. Billable time is set to six hours.

	▼
Case is resolved. Entitlement is decremented by four hours.	
Case is resolved. Entitlement is decremented by six hours.	
Case is not resolved. Billable hours cannot be more than the total duration.	
Case is resolved. Billable hours offset to six hours. Entitlement is decremented.	

A parent case has four child cases.

	▼
Open activities for child cases are merged into parent and canceled.	
Open activities of parent case are marked as completed.	
Open activities of child cases remain open.	
Open activities of child cases are canceled.	

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuser-guide-case-sla>

Question 7

Question Type: Hotspot

You are a Dynamics 365 for Customer Service administrator. You enable full-text, relevance, and category search.

You need to use the knowledge base search control to locate knowledge base articles that contain each of the following words anywhere in an article, regardless of which product an article refers to:

Elevator

Motor

Sizing

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

NOTE: Each correct selection is worth one point.

Scenario

Search type

Action

	▼
Relevance	
Full text	
Category	

Search syntax

	▼
Elevator+Motor+Sizing	
Elevator Motor Sizing	
Elevator*Motor*Sizing	
-Elevator -Motor -Sizing	

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/relevance-search-results>

Question 8

Question Type: DragDrop

A customer uses Dynamics 365 for Customer Service.

Customer service representatives must be able to create knowledge base articles.

You need to ensure that all knowledge base articles are submitted for review and approval before they are made available to use.

Which four actions must be performed 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
Select Associate category	
Assign the article	
Publish the article	
Create an alternate key	
Approve the article	
Create a knowledge article	⏪ ⏩
Select Create major version	⏩ ⏪
Mark the knowledge article for review	

Answer:

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/customer-service-hubuser-guide-knowledge-article>

Question 9

Question Type: DragDrop

You are a Dynamics 365 for Customer Service administrator.

You need to import cases from a file without applying routing rules.

Which three 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

- Save and import the import file
- Add a row named **Route Case** to the import file
- Add a column named **Route Case** to the import file
- Add the value **Yes** for cases that must not be routed
- Add the value **No** for cases that must not be routed

Answer Area

⏪		⏩
⏩		⏪

Explanation:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/create-rulesautomatically-route-cases>

Question 10

Question Type: MultipleChoice

A company has the following business units:

*Call center

*Customer service

*Digital response

*Escalation

The security roles have not been modified. The customer service business unit is the parent of all other business units. Each business unit has its own queues. Customer service cases are routed to the appropriate individuals by using the queues.

You need to ensure that a specific user within the customer service business unit can read all queues within the parent and child business units.

Which security role should you assign to the user?

Options:

A) Customer service manager

B) Scheduler

C) Customer service representative

D) System customizer

Answer:

A

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