



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

**Shared by Mooney on 12-12-2023**

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# Question 1

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**Question Type:** MultipleChoice

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A company implements Customer Service

You enable Customer Service historical analytics.

You need to identify which feature is enabled automatically when Customer Service historical analytics is enabled.

Which feature should you identify?

## Options:

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**A-** Real-time customer sentiment

**B-** Forecasting

**C-** AI topic clustering

**D-** AI suggestions

## Answer:

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A

## Question 2

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**Question Type:** MultipleChoice

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A company manufactures installs, and maintains residential water filtration systems. The company implements Dynamics 365 Customer Service.

Installation technicians call support technicians when they encounter issues during system installations.

You must create step-by-step documentation for the support technicians.

Which two fields must you include? Each correct answer presents part of the solution.

NOTE: Each coned selection is worth one point.

### Options:

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- A- Owner
- B- Description
- C- Language
- D- Agent script

### Answer:

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B, D

## Question 3

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**Question Type:** MultipleChoice

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You use Dynamics 365 Customer Service to manage cases.

You need to create a service-level agreement (SLA) that provides a warning when two KPI values match a specified condition: First response and Resolve by.

Which two types of SLA details should you use? Each correct answer presents part of the solution

NOTE: Each correct selection is worth one point.

### Options:

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- A- Resolve KPI only
- B- Response KPI only
- C- Item warning
- D- SLA item failure

**Answer:**

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B, C

## Question 4

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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. Determine whether the solution meets 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 creating agent scripts that have macros for quick steps for agents in a support center.

Agents need to be able to open a case from one of the steps in the agent scripts.

You need to select a type of connector to use to create the macro.

Solution: Configure the macro by using a session connector.

Does the solution meet the goal?

**Options:**

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A- Yes

B- No

**Answer:**

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B

## 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. Determine whether the solution meets 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 creating agent scripts that have macros for quick steps for agents in a support center.

Agents need to be able to open a case from one of the steps in the agent scripts.

You need to select a type of connector to use to create the macro.

Solution: Configure the macro by using a custom connector.

Does the solution meet the goal?

**Options:**

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**A-** Yes

**B-** No

**Answer:**

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B

## Question 6

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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. Determine whether the solution meets 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 creating agent scripts that have macros for quick steps for agents in a support center.

Agents need to be able to open a case from one of the steps in the agent scripts.

You need to select a type of connector to use to create the Macio.

Solution: Configure the macro by using a productivity automation connector.

Does the solution meet the goal?

**Options:**

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**A-** Yes

**B-** No

**Answer:**

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B

## Question 7

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**Question Type: MultipleChoice**

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A customer service manager wants to find out how agents describe the reasons that customers call in for support. The manager also wants topics to be automated.

You need to ensure that the manager's requirements are met.

What should you configure?

**Options:**

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- A-** Case age for data mapping and automation of topic by using Power Virtual Agents.
- B-** Last interaction for data mapping and automation of topic by using a bot.
- C-** Last interaction for data mapping and automation of topic by using Power Virtual Agents.
- D-** Case title for data mapping and automation of topic by using a bot.

**Answer:**

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D

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