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MB-230^{Q&As}

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Microsoft Dynamics 365 Customer Service

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QUESTION 1

Your company makes use of Dynamics 365 for Customer Service. You employed as a customer service representative.

You have been tasked with detecting and removing duplicate cases.

You decide to make use of business rules to achieve your goal.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

QUESTION 2

Your company makes use of Dynamics 365 for Customer Service.

You have configured a customer service business unit as a parent of a call center, a digital response, and an escalation business unit. These business units all have their own queues. Customer service cases are directed to the correct

parties via the queues. You have not amended any security roles.

You have been tasked with making sure that a user in the customer service business unit is able to read queues in both the parent and child business units.

You assign the user the CSR Manager security role.

Does the action achieve your objective?

A. Yes, it does

B. No, it does not

Correct Answer: A

QUESTION 3

An electrical engineering company is implementing Dynamics 365 Customer Service.

Engineers schedule work in one-hour blocks.

Engineers who complete a job before the end of the one-hour block must not be able to start a new job in that some block.

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Engineers who require part of an additional one-hour block to complete a job must not be able to start a new job in that additional block.

You need to configure the fulfillment preference to meet the requirements.

Proposed solution: Create a fulfillment record and set the interval to one hour.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

Fulfillment preferences are customizable entities that let you choose how schedule assistant results are displayed, like with neat hourly appointments or morning and afternoon time windows.

By default, the schedule assistant displays results based entirely on resource schedules and the earliest available time, such as 10:39 AM. With fulfillment preferences set to hourly, the same resource\\'s availability shows as 11:00 AM. This makes it simpler for the scheduler to view and understand availability and communicate it to the customer.

Intervals Intervals display schedule assistant results in neat time slots that dictate start time of subsequent bookings. When configured as 30-minute intervals, the schedule assistant will display a resource available at 9:27 AM as available at 9:30 AM and will book the start time (arrival time) for 9:30 AM. This includes travel time for onsite requirements and work orders, meaning travel time will begin before 9:30 AM, and a field resource will arrive and start work at 9:30 AM. Reference: https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups

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QUESTION 4

DRAG DROP

A company is implementing Omnichannel for Customer Service.

You must set up the system to minimize human error and automate actions. The requirements to set up the system are as follows:

Representatives must create a new support record when a customer contacts them through chat.

Knowledge base articles must open in a separate tab when representatives research answers.

When a knowledge base article resolves a customer issue, representatives must send the article to the customer via chat.

You need to set up the macros.

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

Select and Place:

Macro types

Flow connector

Session connector

Omnichannel connector

Productivity automation

Answer Area

Requirement	Macro type
Open new form, and then create a record.	
Open a new application tab.	
Send a knowledge base article in chat.	

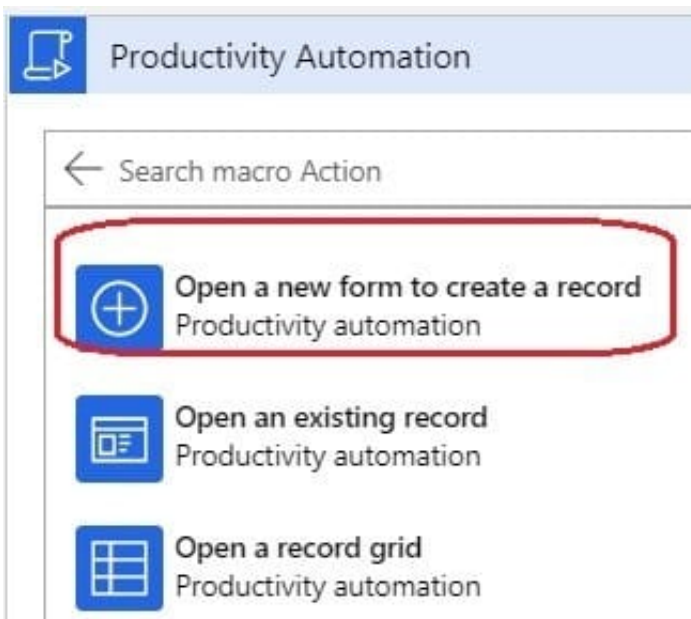Correct Answer:

Macro types

Flow connector

Answer Area

Requirement	Macro type
Open new form, and then create a record.	Productivity automation
Open a new application tab.	Session connector
Send a knowledge base article in chat.	Omnichannel connector

Box 1: Productivity automation Productivity automation As an administrator, you can use the actions any number of times across different macros to automate and perform model-driven app operations.

Productivity Automation

← Search macro Action

⊕ Open a new form to create a record
Productivity automation

Open an existing record
Productivity automation

Open a record grid
Productivity automation

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The following screenshot shows the actions that are explained in the subsequent sections.

Box 2: Session connector Session connector As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to a session in Customer Service workspace.
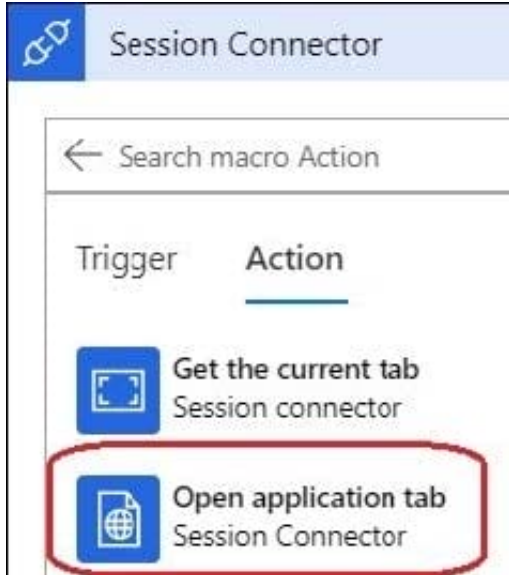
Box 3: Omnichannel connector

Omnichannel connector

As an administrator, you can use the actions any number of times across different macros to automate and perform operations related to Omnichannel for Customer Service.
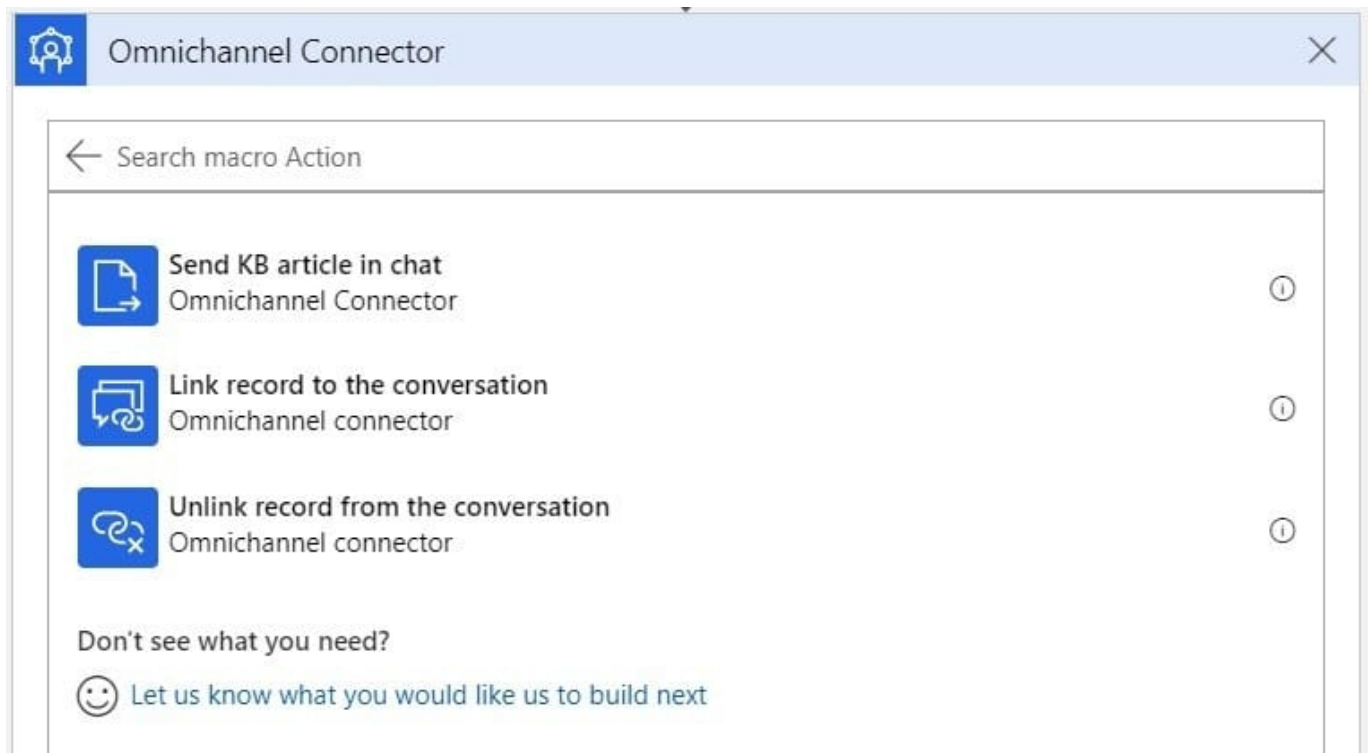
QUESTION 5

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?

A. Timeframe

B. Priority

C. Global

D. Visual

Correct Answer: C

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

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