BrainDumps Collection

Microsoft

MB-230 Exam

Microsoft Dynamics 365 for Customer Service

Thank you for Downloading MB-230 exam PDF Demo

You can also try our MB-230 practice exam software

Download Free Demo

https://www. braindumpscollection.com/MB-230.html

DEMO VERSION (LIMITED CONTENT)

Questions & Answers

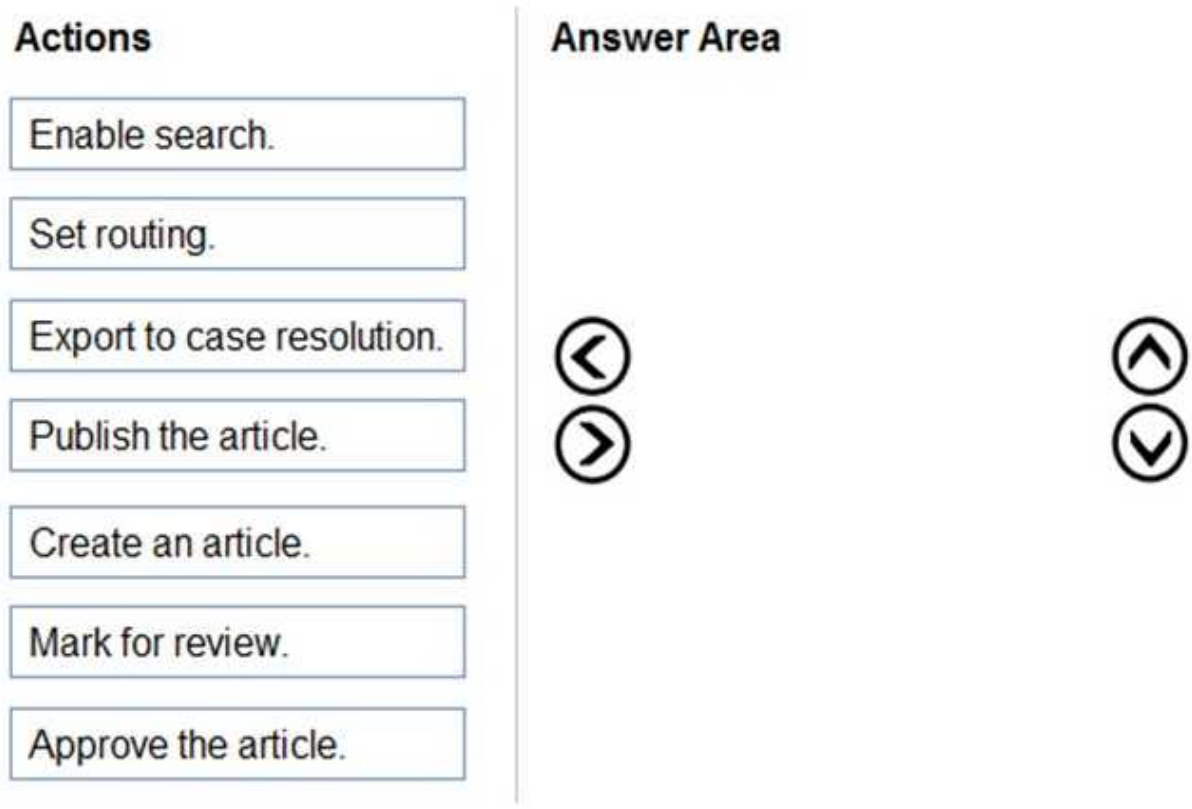
Version: 15.1

Question: 1

DRAG DROP

You need to configure the system to store answers about claims.

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



Answer:

Explanation:

Create an article.

Mark for review.

Approve the article.

Publish the article.

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

Question: 2

HOTSPOT

You need to create and configure objects to support the requirements.

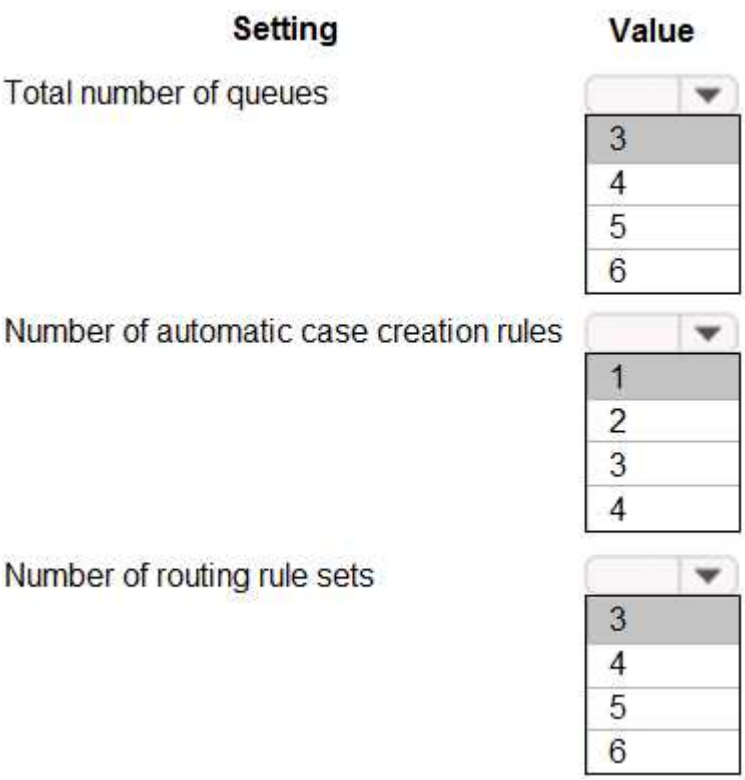
How should you configure the system? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Setting	Value
Total number of queues	3 / 4 / 5 / 6
Number of automatic case creation rules	1 / 2 / 3 / 4
Number of routing rule sets	3 / 4 / 5 / 6

Answer:

Explanation:



Question: 3

You need to configure the queue for telephone-based cases.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Create a case from email.
B. Define an SLA and entitlements and set entitlement values for case numbers.
C. Configure a status reason transition.
D. Create a case routing rule.
E. Automatically create or update records.

Answer: BC

Explanation:

Question: 4

HOTSPOT

You need to configure the correct settings.

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

NOTE: Each correct selection is worth one point.

Scenario	Setting
Process cases for an insurance type once a type is selected.	Case routing Automatically create and update records Create queues
Receive and process an email from a customer to open an insurance claim.	Case routing Automatically create and update records Create queues
Ensure cases phoned in can be separated and taken only by the applicable representative.	Case routing Automatically create and update records Create queues

Answer:

Explanation:

Scenario	Setting
Process cases for an insurance type once a type is selected.	Case routing
Receive and process an email from a customer to open an insurance claim.	Automatically create and update records
Ensure cases phoned in can be separated and taken only by the applicable representative.	Create queues

Question: 5

You need to search for answers to customer claims.
Which type of search should you perform?

A. Timeline
B. Quick Find
C. Related
D. Detail
E. Case Relationships

Answer: C

Explanation:

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/search-knowledge-articles-csh#knowledgebase-search-control

Thank You for trying MB-230 PDF Demo

To try our MB-230 practice exam software visit link below

https://www. braindumpscollection.com/MB-230.html

Start Your MB-230 Preparation

Use Coupon “20OFF” for extra 20% discount on the purchase of Practice Test Software. Test your MB-230 preparation with actual exam questions.