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#1 Online Certification Guide

MICROSOFT MB-230

Microsoft Customer Service Certification Questions & Answers

Exam Summary – Syllabus –Questions

MB-230
Microsoft Certified - Dynamics 365 Customer Service Functional Consultant Associate
40-60 Questions Exam – 700/1000 Cut Score – Duration of 120 minutes

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Know Your MB-230 Certification Well:

The MB-230 is best suitable for candidates who want to gain knowledge in the Microsoft Dynamics 365. Before you start your MB-230 preparation you may struggle to get all the crucial Customer Service materials like MB-230 syllabus, sample questions, study guide.

But don't worry the MB-230 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-
- What is in the MB-230 syllabus?
- How many questions are there in the MB-230 exam?
- Which Practice test would help me to pass the MB-230 exam at the first attempt?

Passing the MB-230 exam makes you Microsoft Certified - Dynamics 365 Customer Service Functional Consultant Associate. Having the Customer Service certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Microsoft MB-230 Customer Service Certification Details:

Exam Name	Microsoft Certified - Dynamics 365 Customer Service Functional Consultant Associate
Exam Code	MB-230
Exam Price	$165 (USD)
Duration	120 mins
Number of Questions	40-60
Passing Score	700 / 1000
Books / Training	**MB-230T01-A: Microsoft Dynamics 365 Customer Service**
Schedule Exam	**Pearson VUE**
Sample Questions	**Microsoft Customer Service Sample Questions**
Practice Exam	**Microsoft MB-230 Certification Practice Exam**

MB-230 Syllabus:

Topic	Details
Manage cases and Knowledge Management (20-25%)	
Create and manage cases	- configure cases - manage case lists - create and search for case records - convert activities to cases - perform case resolution - implement parent/child cases - merge cases - set autonumbering for customer service entities
Configure and automate cases	- implement Advanced Similarity rules - implement record creation and update rules - route cases using basic routing rulesets - customize the Case Resolution form - configure Status Reason transitions - configure business process flows
Implement Knowledge Management	- configure the Knowledge Search control - link an article with a case - use knowledge management to resolve cases - manage the knowledge management article lifecycle - manage Knowledge management articles - configure tables for knowledge management - manage Knowledge article templates - implement knowledge search - configure categories and subjects - convert cases to knowledge articles
Capture customer feedback by using Customer Voice	- create a survey - describe survey elements including question types - apply formatting and branding to a survey - trigger distribution of a survey - describe and analyze survey results, including customer satisfaction (CSAT) and Net Promoter Score (NPS)
Manage queues, entitlements, and service-level agreements (15-20%)	
Create and manage queues	- describe use cases for each queue type - configure queues - add cases and activities to queues

Topic	Details
	- configure tables for queues - perform queue operations, including pick, release, remove, and delete operations
Create and manage entitlements	- configure and apply entitlements - define and create entitlements, including products, channels, contacts, allocations, and service-level agreements - manage entitlement templates - activate and deactivate entitlements - renew or cancel an entitlement
Create and manage SLAs	- define and create service-level agreements (SLAs) - configure SLA settings - configure a holiday schedule - configure a customer service schedule - implement actions by using Power Automate - manage cases that are associated with SLAs - manually apply an SLA - create and manage SLA items, including key performance indicators (KPIs), warning actions, success actions, and applicability
Implement unified routing	- describe unified routing stages - configure work classification and assignments - configure assignment rules - configure workstreams - configure queues - configure user attributes, including capacity profiles - configure skills-based routing - configure unified record routing
Implement scheduling (5–10%)	
Manage resources	- configure business closures - configure organizational units - configure resources - configure work hours - configure facilities and equipment
Manage services	- define services - schedule a service activity - configure fulfillment preferences

Topic	Details
	Implement Omnichannel for Customer Service (10–15%)
Deploy Omnichannel for Customer Service	- provision Omnichannel for Customer Service - configure application settings, including data masking, operating hours, authentication settings, self-service settings, and sentiment analysis - configure work streams - configure routing values - implement context variables
Manage channels	- configure channels - enable the chat widget on websites - configure pre-chat surveys - configure proactive chat - configure Secure Message Service (SMS)
Configure the supervisor experience	- configure Omnichannel Insights dashboard - configure intraday insights - customize KPIs for intraday insights - enable sentiment analysis
	Manage analytics and insights (5–10%)
Configure Customer Service Insights for Dynamics 365 Customer Service	- configure Customer Service historical analytics - configure topic clustering - configure knowledge search analytics
Create and configure visualizations	- configure tier 1 and tier 2 interactive dashboards - design and create customer service charts - design reports by using the Report wizard - design and create Power BI reports and dashboards
	Implement Customer Service workspaces (5–10%)
Describe Customer Service workspaces	- configure session management - configure administration features - describe navigation and sessions
Implement app profile manager	- implement app profiles - configure session, application, and notification templates - configure macros and agent scripts - configure smart assist

Topic	Details
Implement Microsoft Power Platform (5–10%)	
Create custom apps	- create task-specific canvas or model apps - embed apps in Dynamics 365 Customer Service - create a custom portal to support customer service processes
Integrate Power Virtual Agents chatbots with Dynamics 365 Customer Service	- describe Power Virtual Agents components and concepts - integrate Power Virtual Agents with Dynamics 365 Customer Service - escalate conversations to a live agent - manage chatbots
Implement Connected Customer Service (5–10%)	
Describe Connected Customer Service	- describe IoT components - identify use cases for Connected Customer Service
Implement Connected Customer Service with IoT Hub	- manage IoT devices - manage security roles for Connected Customer Service

Microsoft MB-230 Sample Questions:

Question: 1

A company uses Dynamics 365 Customer Service. The schedule shows working intervals of 45 minutes.

The intervals cause customer service representatives to have too much free time during working hours. The company wants to change the intervals to every 30 minutes. You need to configure the intervals.

What should you configure?

    a) Schedule with travel time and distance.
    b) Fulfillment preferences.
    c) Resource crew scheduling.
    d) Requirement groups.
    e) Schedule within time constraints.

Answer: b

Question: 2

You create an entitlement that decreases the total terms when cases are created. You need to identify what will cause the value of the remaining terms of an entitlement to be incremented or decremented.

What are two possible causes that you can identify?

(Each correct answer presents a complete solution. Choose two.)

- a) when a case that is attached to the entitlement is resolved
- b) when the entitlement is attached to a new contact
- c) when a case that is attached to the entitlement is deleted
- d) when the entitlement is attached to a new case

Answer: c, d

Question: 3

A company implements Dynamics 365 for Customer Service. You are assigned a case. You accidently close the case before completing your work.

You need to ensure that you can continue to work on the case. What should you do?

- a) Reassign the case
- b) Reactivate the case
- c) Clone the case
- d) Change the status reason to In Progress

Answer: b

Question: 4

You are configuring a single business process flow in Dynamics 365 for Customer Service. You need to design the business process flow. What should you do?

- a) Merge peer branches to a single stage when merging branches
- b) Span the process across 10 unique entities
- c) Combine multiple conditions in a rule by using both the AND and OR operators
- d) Use 40 steps per stage

Answer: a

Question: 5

Reference Scenario: click here

You need to ensure that claim disputes conform to the defined case life cycle. What should you configure?

a) Related cases
b) Subject
c) Timeline
d) Status Reason Transition
e) Case Relationships

Answer: d

Question: 6

Which two of the following are valid routing rule actions?

(Each correct answer presents part of the solution. Choose two.)

a) Cancel Case
b) Send Email
c) Assign to User/Team
d) Route to Queue

Answer: b, c

Question: 7

06. You are assigned the System Customizer role. You install a Dynamics 365 Customer Service business process flow from Microsoft AppSource. You attempt to use the new flow on activities, but the entity is not selectable.

You need to use the new flow on activities. What should you do?

a) Change your security role.
b) Modify the Activity entity.
c) Create a new Activity entity.
d) Activate the business process flow.

Answer: b

Question: 8

You open a case for a customer with an entitlement. The remaining entitlement terms should have been immediately decremented, but they were not. You need to resolve this issue.

What should you do?

a) Create a record creation and update rule.
b) Configure an entitlement channel.
c) Set the entity type to case.
d) Set the allocation type.

Answer: d

Question: 9

You are using Dynamics 365 for Customer Service. You need to automate the process of adding cases to a queue. What should you do?

a) Use routing rules
b) Use the convert activities functionality with cases
c) Use the add to queue button on a case
d) Use the Assign button on a case

Answer: a

Question: 10

Which of the following capabilities is only available when using enhanced SLAs?

a) pause an SLA
b) use security roles to control SLA creation
c) track Key Performance Indicators (KPIs)
d) define failure actions

Answer: b

Study Guide to Crack Microsoft Customer Service MB-230 Exam:

- Getting details of the MB-230 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the MB-230 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Microsoft provided training for MB-230 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the MB-230 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on MB-230 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for MB-230 Certification

Make EduSum.com your best friend during your Microsoft Dynamics 365 Customer Service exam preparation. We provide authentic practice tests for the MB-230 exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual MB-230 exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the MB-230 exam.

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