

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://prepbolt.com/MB-230.html

QUESTIONS & ANSWERS

DEMO VERSION

(LIMITED CONTENT)

Question: 1

DRAG DROP

Version: 16.0

Actions	Answer Area	
Enable search.		
Set routing.		
Export to case resolution.	(
Publish the article.	Ŏ	(
Create an article.		
Mark for review.		
Approve the article.		

Create an article.
Mark for review.
Approve the article.
Publish the article.

Reference:

 $\underline{https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article}$

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
	3
	:3
	: 4
Number of routing rule sets	•
	3
	4
	5
	6

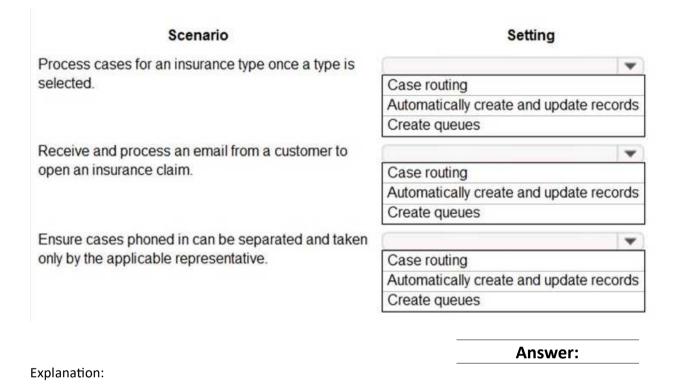
		Answer:
Explanation:		
Setting	Value	
Total number of queues	(V	
	3	
	4	
	5	
	6	
Number of automatic case creation rules	-	
	1	
	2	
	3	
	4	
Number of routing rule sets	(V	
	3	
	4	
	5	
	6	
Question: 3		
You need to configure the queue for telephone-k What are two possible ways to achieve this goal? NOTE: Each correct selection is worth one point.	PEach correct answer	oresents a complete solution.
 A. Create a case from email. B. Define an SLA and entitlements and set entitle C. Configure a status reason transition. D. Create a case routing rule. E. Automatically create or update records. 	ement values for case r	numbers.
		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 w 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 **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://prepbolt.com/MB-230.html

Start Your MB-230 Preparation

Use Coupon "SAVE50" for extra 50% discount on the purchase of Practice Test Software. Test your MB-230 preparation with actual exam questions.