



**Free Questions for MB-230 by [certsinside](#)**

**Shared by [Drake](#) on [09-08-2024](#)**

**For More Free Questions and Preparation Resources**

**[Check the Links on Last Page](#)**

# Question 1

---

## Question Type: MultipleChoice

---

You are setting up knowledge management in Dynamics 365 Customer Service.

Management wants to view the statistics on which keywords are searched the most by agents when they use the knowledge base. You need to ensure that management can view the top search words. Which two steps should you configure? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

### Options:

---

- A- Enable knowledge analytics.
- B- Select Knowledge search analytics after adding the Additional features.
- C- Add Knowledge Suggestion Section Control.
- D- Enable historical analytics.
- E- Enable knowledge article suggestions.

### Answer:

---

A, B

## Question 2

---

**Question Type:** MultipleChoice

---

A customer has a Customer Service environment. The customer is using service scheduling to manage appointments. You need to add new facilities for service scheduling. Which security role is required to add new facilities?

### Options:

---

- A- Customer service scheduler
- B- Sequence manager
- C- Scheduler
- D- Scheduler manager

### Answer:

---

C

## Question 3

---

**Question Type:** DragDrop

---

You are creating agent scripts in Dynamics 365 Customer Service. You must add the following steps to the scripts:

1. Use the greeting; Welcome to the company, how may we serve you today?
2. Send details about a customer's account to the customer with one selection.
3. Open another set of steps to follow.

You need to configure the type of steps that are needed.

Which type should you choose when configuring each step? To answer, drag the appropriate types to the correct steps. Each 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.

**Types**

- Agent script
- Macro
- Text instructions

**Answer Area**

Step	Type
Use the specified greeting.	
Send customer details.	
Open new steps.	

**Answer:**

## Question 4

---

**Question Type:** MultipleChoice

---

A company uses Omnichannel for Customer Service.

The company wants to configure Power Virtual Agents within Omnichannel to have automatic answers when a customer starts a chat session.

You need to set up the prerequisites for the Power Virtual Agents.

Which three technologies should you set up? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

### Options:

---

A- Work stream

B- Queues

C- Azure Application ID

D- Chat widget

E- Chatbot

### Answer:

---

B, C, E

### Explanation:

---

## CE: Prerequisites

Before you integrate Power Virtual Agents bots in Omnichannel for Customer Service, check the following:

- \* Azure Application ID - You'll need an application registered on the Azure portal before connecting to Omnichannel for Customer Service.
- \* Bot - You must have a pre-configured bot that can integrate with Omnichannel for Customer Service.
- \* Product licenses - You need a product license for Power Virtual Agents
- \* Role - You must have the Omnichannel administrator role.

B: In Omnichannel Administration, after the Power Virtual Agents bot is created and configured to work with Omnichannel for Customer Service, you can configure it to hand off conversations to queues. To receive incoming messages, you must add the bot to at least one queue.

<https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent>

## Question 5

---

**Question Type:** OrderList

---

A company wants to use Power Virtual Agents chatbots to enable customers to solve their own issues whenever possible. You create knowledge base articles.

You must ensure that the new articles are available through the chatbot.

You need to define the steps to integrate knowledge management with the chatbot.

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

## Actions

Create a topic for the chatbot and add an action

Test the Power Automate cloud flow

Enable file attachments

Publish knowledge base articles to a portal created in Power Apps

Set up a routing for users to get the correct queue

Use a Power Automate template to add a solution to the chatbot

## Answer Area



## Answer:

Post the Power Automate cloud flow to the chatbot

## Explanation:



## Question 6

---

**Question Type:** MultipleChoice

---

A company enables custom context variables on a chat widget.

Users report that the context variables are not being populated on new chats.

You need to troubleshoot the issue by querying the event listeners.

Which listener is required to be running?

### Options:

---

**A-** setContextProvider

**B-** startProactiveChat

**C-** startChat

**D-** getContextProvider

**E-** initializeNewConversation

**Answer:**

---

D

## Question 7

---

**Question Type:** MultipleChoice

---

You create a canvas app to show trending results from a Power Virtual Agents chatbot.

The results must be viewable on the Dynamics 365 Customer Service workspace home page.

You need to add the survey results canvas app to the Customer Service workspace.

What should you do?

**Options:**

---

**A-** Add an iFRAME component to the main home page form and reference the canvas app name

**B-** Share the canvas app

**C-** Add the canvas app to the sitemap

**D-** Create a solution in the environment and add the canvas app to the solution

**E-** Add the canvas app component to the main home page form and reference the canvas app name

**Answer:**

---

A

**Explanation:**

---

<https://nishantrana.me/2020/11/12/embedding-canvas-app-in-an-iframe-inside-dynamics-365/>

**To Get Premium Files for MB-230 Visit**

**<https://www.p2pexams.com/products/mb-230>**

**For More Free Questions Visit**

**<https://www.p2pexams.com/microsoft/pdf/mb-230>**

