



**Free Questions for MB-230 by vceexamstest**

**Shared by Rodriguez on 24-05-2024**

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# Question 1

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## Question Type: MultipleChoice

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Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company has a Customer Service environment and implements historical analytics reports.

Users report that they are not able to access the historical analytics reports.

You need to ensure users can access the reports.

Solution: Share the historical analytics report with the users.

Does the solution meet the goal?

### Options:

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A- Yes

**B-** No

**Answer:**

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A

## Question 2

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**Question Type: MultipleChoice**

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Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company has a Customer Service environment and implements historical analytics reports.

Users report that they are not able to access the historical analytics reports.

You need to ensure users can access the reports.

Solution: Add the users to the customer service representative security role.

Does the solution meet the goal?

**Options:**

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**A-** Yes

**B-** No

**Answer:**

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A

## Question 3

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**Question Type:** MultipleChoice

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Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company has a Customer Service environment and implements historical analytics reports.

Users report that they are not able to access the historical analytics reports.

You need to ensure users can access the reports.

Solution: Modify the historical analytics report to display to the users.

Does the solution meet the goal?

**Options:**

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**A-** Yes

**B-** No

**Answer:**

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B

## Question 4

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**Question Type:** MultipleChoice

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A company uses Dynamics 365 Customer Service.

Managers state that support representatives can view contact social security numbers when the representatives open contact records.

Support representatives must only be able to verify that the social security number is saved. They must not be able to view the number.

You need to configure the application to resolve the issue.

What should you do?

**Options:**

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- A- Create a Power Automate flow.
- B- Set up a business rule to hide the column if it contains data.
- C- Set up field-level security.
- D- Remove the column from the form.

**Answer:**

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C

## Question 5

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## Question Type: DragDrop

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Your company uses Dynamics 365 Customer Service.

The company wants to send a customer survey to each customer when a case is closed. The survey must include the following:

- \* An area with a list of questions that rate the answers as poor, average, or great.
- \* A question that rates whether the customer would recommend your company to others.

The company wants to exclude symbols from any of the question types.

You need to configure the question types.

Which question type should you use? To answer, drag the appropriate question type to the correct requirement. Each question 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.

Question types		Requirement	Question type
Likert	•	List of questions	<input type="text"/>
Net Promoter Score	•	Recommendation question	<input type="text"/>
Rating	•		

**Answer:**

## Question 6

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### Question Type: DragDrop

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A company that operates in 101 countries/regions globally uses Dynamics 365 Customer Service. The countries/regions currently use the same environment.

An administrator plans the deployment of additional portals to support customer service processes.

Each country/region requires the following:

- \* A Microsoft Dataverse starter portal in an environment with Dataverse
- \* A blank portal in an environment with customer engagement apps
- \* A pre-build portal in an environment with customer engagement apps

You need to determine the minimum number of environments required.

How many environments will you need? To answer, drag the appropriate number to the portal requirements. Each number of 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.

Number of environments	Answer Area	Number of environments
1	<b>Portal requirement</b>	
3	Dataverse starter portal in an environment with Dataverse	
<b>Answer:</b>	Blank portal in an environment with customer engagement apps	
30	Pre-built portal in an environment with customer engagement apps	
101		

## Question 7

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**Question Type: DragDrop**

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A company uses Dynamics 365 Customer Service.

A user is configuring IoT devices to record specific types of information, such as temperature, humidity, and air flow. Several types of devices require configuration for pre-set commands and ease of administration.

You need to configure the devices to generate the correct recordings.

NOTE: Each correct selection is worth one point.

Types	Answer Area
Device category ry	<b>Requirement</b>
<b>Answer:</b> Property definition n	Set up temperature IoT devices.
Command	Set up reading parameters.
Command definition n	Set up temperature values.

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**Question 8**

**Question Type: MultipleChoice**

A company administrator is setting up Dynamics 365 Omnichannel for Customer Service.

The administrator is unable to complete the setup due to insufficient permissions.

You need to ensure that the administrator can complete the setup.

Which three security settings should you assign to the administrator? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

**Options:**

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- A- Dynamics 365 System Administrator
- B- Power Platform Admin role
- C- Read access to the Client Access License
- D- Dynamics 365 Global Administrator
- E- -write access to the Client Access License

**Answer:**

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A, C, D

## Question 9

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**Question Type: Hotspot**

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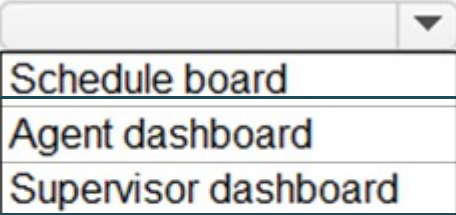
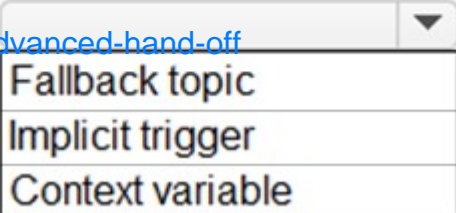
You are creating a virtual agent to handle common customer inquiries.

The virtual agent must provide the ability to route customers to live agents for escalation.

You need to recommend a solution.

Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Component
View customer conversations in real time to determine routing effectiveness.	
<b>Explanation:</b>	
Route conversations to the first available human agent.	

## Question 10

**Question Type:** Hotspot

A company uses Dynamics 365 Customer Service to provide product support to customers. Only employees are included in the company's Azure Active Directory.

You need to configure the system to meet the following requirements. You must minimize the effort required to complete any required configuration tasks.

Create a website for external customers to open support tickets and see the status of open issues.

Ensure that customers are set up to use this website.

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

NOTE: Each correct selection is worth one point.

## Requirement

## Configuration

Portal creation

**Answer:**

**Explanation:**

<https://docs.microsoft.com/en-us/power-apps/maker/portals/portal-templates>

<https://docs.microsoft.com/en-us/dynamics365/supply-chain/sales-marketing/customer-portal-overview>

<https://readyxrm.blog/2019/07/04/dynamics-365-customer-self-service-power-apps-portal-creating-a-case-on-behalf-of-another-account/>

Customer setup

Create a portal by using the Customer self-service template

Create a portal by using the Community portal template

Create and share a model-driven app with your customers

Create and share a canvas app with your customers

Ensure that all customers have a contact record

Ensure that all customers have an account record

Ensure that the appropriate model-driven app is shared with each customer

Ensure that the appropriate canvas app is shared with each customer

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