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Question 1

Question Type: Hotspot

You need to identify who has access to the Schedule tab and the name of the table that should be used.

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

NOTE: Each correct selection is worth one point.

Scheduling

Requirements

Who has access to the Schedule tab.

Answer:

Table name that should be used.

Components

- Users in the field service technician role...
- All users
- The creator
- Users in the field service technician role group

- Bookable resource booking
- Bookable resource booking
- Resource requirements
- Work order

Question 2

Question Type: DragDrop

You need to create a new agent script for the agents.

Which five actions should you recommend be performed 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 new agent script
<p>Add a new agent script step with the name of Open the case form and the action type of script.</p>	
<p>Add a new agent script step with the name of Greet the customer and the action type of script.</p>	
<p>Install Dynamics 365 Productivity Tools solution.</p>	
<p>Create new agent scripts</p>	
<p>Add a new agent script step with the name of Greet the customer and the action type of text.</p>	
<p>Add a new agent script step with the name of Open the case form and the action type of macros.</p>	

Answer:

Question 3

Question Type: MultipleChoice

A company has a Customer Service deployment. The company plans to implement the following:

- * AI suggestions for contacts in Teams.
- * Training information about the capabilities of suggestions.

You need to identify the scenarios where the relevant contacts will be provided to users. Solution: The number of similar cases that the suggested contacts have resolved. Does the solution meet the goal?

Options:

- A- Yes
- B- No

Answer:

A

Question 4

Question Type: MultipleChoice

A company has a Customer Service deployment. The company plans to implement the following:

- * AI suggestions for contacts in Teams.
- * Training information about the capabilities of suggestions.

You need to identify the scenarios where the relevant contacts will be provided to users.

Solution: The users that are in the Teams channel.

Does the solution meet the goal?

Options:

A- Yes

B- No

Answer:

A

Question 5

Question Type: MultipleChoice

A company has a Customer Service deployment. The company plans to implement the following:

- * AI suggestions for contacts in Teams.
- * Training information about the capabilities of suggestions.

You need to identify the scenarios where the relevant contacts will be provided to users. Solution: The similarity level of similar cases to the active case. Does the solution meet the goal?

Options:

A- Yes

B- No

Answer:

B

Question 6

Question Type: Hotspot

You are creating a bot by using Power Virtual Agents to work within Dynamics 365 Customer Service. The bot must support voice and chat capabilities. The bot must also meet the following requirements:

- * When a user starts the conversation, the bot should ask if they need help with installation or support.
- * The user must be able to talk to a live person when requested.

You need to configure the bot.

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

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Configuration
Start the conversation.	<ul style="list-style-type: none">Create topics. (selected)Create topics.Customize the default canvas.Create a Power Automate cloud flow.
Talk to a live person.	<ul style="list-style-type: none">Use agent transfers. (selected)Add comments to the bot.Use click-to-call.Use agent transfers.Create a Power Automate cloud flow.

Answer:

Question 7

Question Type: MultipleChoice

A company uses Dynamics 365 Customer Service. The app is shared by agents and the inventory department. The inventory department manages the products- The agents have read-only access.

Agents must have access to the products to add the products to cases. The agents do not need to view the products in the site map.

You need to prevent agents from viewing products in the site map while maintaining the ability for the inventory department.

What should you do?

Options:

- A-** Configure the site map to remove the subarea where the product is displayed.
- B-** Set product privileges to Basic for the agents.

- C- Set product privileges to Local for the agents.
- D- Configure the site map subarea privileges of the product table.

Answer:

A

Question 8

Question Type: MultipleChoice

You are implementing Omnichannel for Customer Service.

The customer service supervisor wants to change one of the intraday KPI calculation methods. You need to modify the supervisor dashboard with the new KPI. Which tool should you use?

Options:

- A- Report Wizard
- B- Power BI Pro
- C- Power Platform Maker portal

D- Supervisor settings

Answer:

B

Question 9

Question Type: Hotspot

A company uses Omnichannel for Customer Service.

The company experiences increased incoming live chats from the company website regarding several product recalls. To handle these calls, the company designates agents who have specialized training to manage the conversations.

The conversations must meet the following requirements:

- * Calls must be routed to the designated agents.
- * Agents must follow legally approved standardized answers to customer questions.
- * Agents must be able to reference several knowledge base articles associated with the recalls quickly.
- * Greeting and sign off messages must be standardized.

You need to configure the system.

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

NOTE: Each correct selection is worth one point.

Answer Area

Answer:

Requirement

Standardize greeting and sign off messages.

Component

- Agent script
- Macro
- Agent script
- Quick replies

Combine knowledge base articles, standardized scripts, and other relevant recall information.

- Session template
- Custom presence
- Session template
- Communication panel

Question 10

Question Type: DragDrop

A company has a Customer Service deployment.

The company plans to provide instructions for customer service agents.

You need to apply the security roles for agents to configure and access agent scripts.

Which security roles should you use? To answer, move the appropriate security roles to the correct requirements. You may use each security role once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

The screenshot displays the 'Security roles for agent scripts' configuration page. On the left, there is a list of roles: 'Customer Service app access', 'Omnichannel administrator', 'Productivity tools administrator', 'Productivity tools user', and 'Sequence Manager'. In the center, under 'Requirements', two roles are listed: 'Configure agent scripts' and 'Access agent scripts'. On the right, under 'Security roles', there are two empty input boxes. A blue 'Answer:' label is overlaid on the 'Omnichannel administrator' role. A red 'Question 11' label is overlaid on the 'Sequence Manager' role. A horizontal line spans the width of the interface below the 'Sequence Manager' role.

Question 11

Question Type: MultipleChoice

A company is implementing Dynamics 365 Customer Service workspaces.

As a customer service representative, you must be able to view and work on more than one work item at a time. You need to navigate between the work items that are active in the workspace. Which two methods can you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

Options:

- A- Select the workspace app tile.
- B- Select the session tab.
- C- Select the session pane list.
- D- Select the Dynamics 365 drop-down navigation.

Answer:

B, C

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