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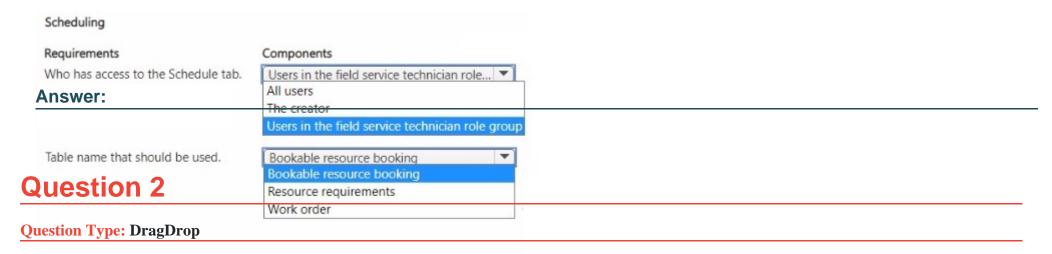
Question 1

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.



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
Add a new agent script step with the name of	
Answerie case form and	
the action type of script	
Add a new agent script	
step with the name of Question 3d the	
Question Type; MultipleChoice	
ii 365 Productivity	1
Tools solution.	
A company has a Customer Ser	vice deployment. The company plans to implement the following:
:: Create new agent t	
* Al suggestions for contacts in	T <mark>eams.</mark>
Add a new agent * Training information about the	capabilities of suggestions.
II name of Greet the e	
You need to identify the scenario	ds where the relevant contacts will be provided to users. Solution: The number of similar cases that the
suggested contacts have resolv	ed. Does the solution meet the goal?
Add a new agent script step with the ne	
name of Open the e	
Options: type of	
A- Yes	

B- No

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Α

Question 4

Question Type: MultipleChoice

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

- * Al 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

D		N I	_
О)=	IV	()

Answer:

Α

Question 5

Question Type: MultipleChoice

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

- * Al 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

Answer:

В

Question 6

Question Type: Hotspot

You ate 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
Answer:	Start the conversation.	Create topics.
		Create a Power Automate cloud flow.
Question	Talk to a live person.	Use agent transfers. Add comments to the bot. Use click-to-call.
Question Type: M	IultipleChoice	Use agent transfers. Create a Power Automate cloud flow.

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:

Α

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:

В

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.

	Requirement	Component	
	Standardize greeting and sign off messages.	Agent script	-
Answer:		Macro	
		Agent script	
		Quick replies	
	Combine knowledge base articles,	Session template	-
Question	standardized scripts, and other relevant recall	Custom presence	
	in draation.	Session template	
		Communication panel	

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.

Security roles for agent scripts		
Requirements Configure agent scripts	Security roles	
Access agent scripts.	-	
	Security roles for agent scripts Requirements Configure agent scripts.	Security roles for agent scripts Requirements Configure agent scripts. Security roles

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.

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