# Free Questions for MB-230

Shared by Conrad on 04-10-2024

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# **Question 1**

### **Question Type:** MultipleChoice

You ate creating agent scripts that have macros for quick steps (or agents in a support center. Agents need to be able to open a case from one of the steps in the agent scripts. You need to select a type of connector to use to create the macro.

Solution: Configure the macro by using an Omnichannel connector.

Does the solution meet the goal?

### **Options:**

A- Yes

B- No

#### **Answer:**

В

# **Question 2**

**Question Type: Hotspot** 

A company is Implementing Dynamics 365 Customer Service and Power Virtual Agents tor its support desk. Supervisors hove the following information requirements:

- \* Topic analytics for all cases completed over the last year.
- \* Analytics for chatbot options chosen from past interactions with customers.

You need to configure the system to meet the requirements.

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

NOTE: Each correct selection is worth one point.

Answer Area			
	Requirement	Configuration	
Answer:	Topic analytics for completed cases.	Historical analytics Historical analytics	~
Allswer.		Knowledge base analytics Power Virtual Agents for topic automation	
	Analytics for chatbot options.	Smart assist  Knowledge management integration with Power Virtual Agents Knowledge base analytics	₩
Question 3		Knowledge management integration with Power Virtual Agents  Power Virtual Agents for topic automation	
Question Type: Hotspot		Smart assist	

A company uses Customer Service to manage support cases and agent performance.

The company plans to implement historical analytics.

You need to implement historical analytics by using out-of-the-box solutions when possible.

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

NOTE: Each correct selection is worth one point.



The company enables intelligence capabilities for customer service agents.

You need to identify information about AI topic clustering.

What should you identify? To answer, move the appropriate views to the correct Al topic properties. Vou may use each view 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.

Al topic clustering	Al topic clustering	
	Al topic properties	Views
II Data attributes used Answer:	The text column from a case that is used for topic generation.  The percentage of cases that are classified.  The new cases that are processed and tagged.	
	The new cases that are processed and tagget.	
Topics generated d 5		

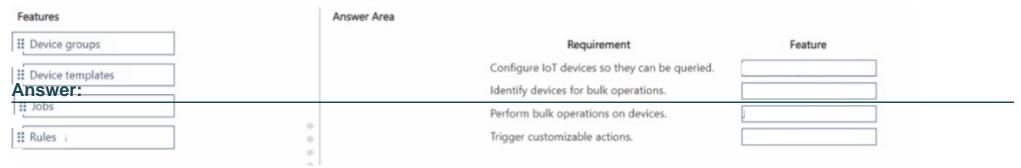
**Question Type: DragDrop** 

You create an IoT Central application to integrate with Dynamics 365 Customer Service Connected Customer Experience.

You need to configure the application.

Which features should you use' To answer, drag the appropriate features to the correct requirements. Each feature may be used once, more than once, or not at all. You may need to drag the split ha\* between panes or scroll to view content.

NOTE: Each correct selection is worth one point.



# **Question 6**

### **Question Type: DragDrop**

A company needs to publish knowledge base ankles.

You need to identify the process of publishing an article.

In which order should you recommend the actions be performed? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer area
Answer:	
Reviewer approves or rejects the article. cle.	
Reviewer marks the article for translation. >n.  Question 7	
Question Type: MultipleChoice	

A company implements Dynamics 365 Customer Voice.

When the company deploys an application at the end of a project users are unable to distribute surveys.

You need to assign users to the appropriate role so they can distribute the survey You must adhere to the principle of least privilege. To which role should you assign the users?

### **Options:**

- A- Survey sender
- **B-** Productivity tools user
- **C-** Omnichannel supervisor
- **D-** Scheduler

#### **Answer:**

Α

# **Question 8**

**Question Type: DragDrop** 

A company has a Customer Service environment

The company plans to implement Customer Service Analytics dashboards.

You need to configure the dashboards in Power Bl.

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

Actions	Customer Service Analytics dashboards
Answer Dynamics 365 to the Customer Service Analytics app.	
Configure the Power BI semantic model refresh frequency.	
Enable Power BI reporting and add the Power BI dashboard to the Customer or Cuestion 9	
Publish the application.  Question Type: MultipleChoice	

You are integrating Power Virtual Agents with Omnichannel for Customer Service.

You create context variables.

You need to complete the handoff process to a human agent.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

### **Options:**

A- In Power Virtual Agents, enter the Power Virtual Agents Application ID.

- B- In the Power Virtual Agents topic, add the Transfer to Agent node in the End the conversation node.
- **C-** In the Omnichannel Administration app. add a user as a virtual agent.
- D- In Power Virtual Agents, disable the Teams channel.
- E- In Power Virtual Agents, select Transfer to agent.

#### **Answer:**

A, B, E

### **Explanation:**

https://docs.microsoft.com/en-us/power-virtual-agents/configuration-hand-off-omnichannel

# **Question 10**

**Question Type: Hotspot** 

A company uses Omnichannel for Customer Service.

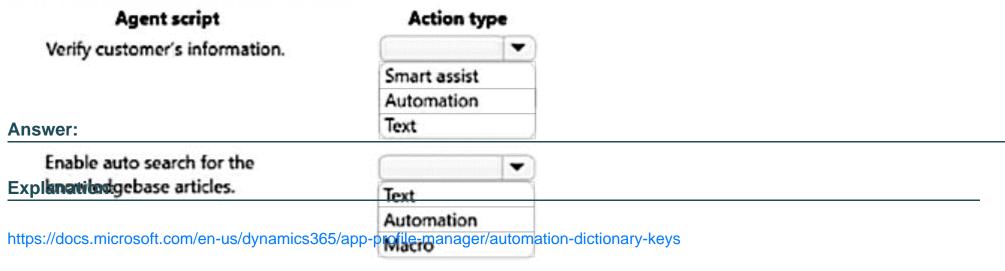
The company has the following requirements for their agents' conversations with customers:

Agents must verify a customer's information when a chat starts.

Auto search must be enabled for knowledgebase articles based on case title.

You need to enable agent scripts.

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



https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/macros

https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/smart-assist

# **Question 11**

# **Question Type:** MultipleChoice

You are creating a Power Virtual Agents chatbot to handle common customer inquiries.
A manager reports that some inquiries are not routing to the appropriate customer service representatives. You observe that one node is inactive.
You need to determine why the node is inactive.
What should you use?
Options:
A- Maker portal
B- Supervisor dashboard
C- Test bot pane
D- Topic checker
Answer:
D D
Explanation:

https://docs.microsoft.com/en-us/power-virtual-agents/authoring-topic-management

# **Question 12**

### **Question Type:** MultipleChoice

You are customizing an Omnichannel for Customer Service implementation.

You need to configure the escalation process to a human agent.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

### **Options:**

- A- In the Power Virtual Agent topic, add the Transfer to agent node.
- B- Add a context variable in Power Virtual Agents to escalate the conversation.
- **C-** Select a context variable in Omnichannel and update the information from Power Virtual Agents.
- **D-** Add a bot user to the Omnichannel queue.



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

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