

Free Questions for MB-230

Shared by Conrad on 04-10-2024

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Question 1

Question Type: MultipleChoice

You are 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:

B

Question 2

Question Type: Hotspot

A company is Implementing Dynamics 365 Customer Service and Power Virtual Agents for its support desk. Supervisors have 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
Topic analytics for completed cases.	<ul style="list-style-type: none">Historical analyticsHistorical analyticsKnowledge base analyticsPower Virtual Agents for topic automationSmart assist
Analytics for chatbot options.	<ul style="list-style-type: none">Knowledge management integration with Power Virtual AgentsKnowledge base analyticsKnowledge management integration with Power Virtual AgentsPower Virtual Agents for topic automationSmart assist

Answer:

Question 3

Question Type: Hotspot

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.

Historical analytics configuration

Requirements

Is the security role required for analytics configuration.

Answer:

Solutions

- Customer service manager
- Analytics report author
- Customer service manager
- Customer service schedule administrator
- Playbook manager

Configures historical analytics for case resolution metrics.

- Charts
- Charts
- Goal management
- Power BI integration
- System views

- Customer service manager dashboard
- Customer insights dashboard
- Customer service manager dashboard
- Customer service performance dashboard
- Knowledge analytics dashboard

Question 4

Question Type: DragDrop Configures historical analytics data dashboard

A company uses Customer Service.

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 AI topic properties. You 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.

AI topic clustering

- Cases associated to topics
- Data attributes used
- Run frequency :y
- Status :
- Topics generated d

AI topic clustering

AI topic properties

- 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.

Views

Answer:

Question 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.

Features

- Device groups
- Device templates
- Jobs
- Rules :

Answer:

Requirement

- Configure IoT devices so they can be queried.
- Identify devices for bulk operations.
- Perform bulk operations on devices.
- Trigger customizable actions.

Feature

Answer Area

Question 6

Question Type: DragDrop

A company needs to publish knowledge base articles.

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:

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:

A

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 BI.

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

- Install the Customer Service Analytics app.
- Add the 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 Service Hub.
- Publish the application.

Answer:

Question 9

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.

Agent script	Action type
Verify customer's information.	<input type="text"/> Smart assist Automation Text
Answer:	
Enable auto search for the Explanation: knowledgebase articles.	<input type="text"/> Text Automation Macro

<https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/automation-dictionary-keys>

<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

Explanation:

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.

E- Set the operating hours to escalate a conversation.

Answer:

A, B, D

Explanation:

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

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