- **Vendor:** Microsoft
- **Exam Code:** MB-230
- **Exam Name:** Microsoft Dynamics 365 for Customer Service
- **New Updated Questions from Braindump2go**
- **(Updated in February/2022)**

QUESTION 220
Case Study 2 - Lamna Healthcare
Background
Lamna Healthcare Company provides health care services to communities across the region. The company provides telehealth services only and does not offer in-person appointments. The company has staff that speak English and Spanish.
The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.
Current environment. Services
Lamna provides two types of appointments: wellness and sick. A doctor and a nurse are scheduled for each sick appointment. A doctor or a nurse are scheduled for wellness appointments.
Current environment. Employees
General
Employees are located in the Pacific and Eastern time zones.
Case representatives
Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.
All case representatives work eight-hour shifts. Case representatives typically focus on cases that involve one type of illness. The case representatives may back up others when call volumes are large.
Several case representatives speak both Spanish and English. The only company holidays the case representatives have off are New Year's Eve day and New Year's Day.
Customer satisfaction and escalation
Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls. Case managers schedule shifts and are a point of escalation.
Requirements. System and resources
- Each employee must use the system.
- Case managers must be users in the system but must not be available for the scheduling rotation or manually assigned.
- Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Cases
- The system must support live chats, texting, and Twitter.
- Case representatives must be able to chat, text, and tweet without exiting the system they use to track calls.
- Case representatives must be able to chat live only with customers whose calls are routed or assigned to them.
- Managers must be able to monitor all communication as well as add or delete quick replies.
- Customer satisfaction representatives must be able to read agent scripts and workflows.
- A live chat must pop up each time someone fills out the form to register for an appointment. The live chat must automatically be sent to the case representative who is best qualified to answer the question.

・There are two type of queues: regular and escalated.
・Tickets must be routed to the most qualified representative for the illness.
・Tickets assigned to a representative must be automatically placed in that representative's queue.

Requirements. Chat escalation process

・Each division must have one manager for escalations.
・Patients who request an escalation from the website must automatically be routed to a chatbot. The patient will answer predefined questions and will be alerted that someone will call them back. Chat transcripts must be sent to the appropriate manager.
・Only escalations must go to the chat bot.
・You must create two types of Omnichannel queues: regular and escalated.
・Only managers must be able to access the Omnichannel Insights dashboard.

Requirements. Managers

・Managers must be able to review weekly productivity reports for representatives by using Omnichannel Insights dashboards.
・Managers must be able to monitor patient moods during patients' conversations with representatives.
・Managers must be able to determine whether a patient is feeling negative during a live chat with a representative.

Requirements. Appointments

・Representatives must be able to schedule appointments and see everyone's free/busy time during their scheduled working hours.
・Appointments must be scheduled by representatives in open time slots for nurses and doctors.
・Nurses and doctors must be booked for 30-minute time slots.
・Patients must be offered at least three alternative times to schedule an appointment.

Requirements. Analytics

・You must implement Customer Insights to keep track of how well representatives are managing customers' requests.
・Analytics must be viewable only in the production environment.
・You must ensure that only escalation managers can create workspaces and control access to workspaces
・Case representatives must be rated on knowledge of their primary specialty and their backup specialty.
・Case representatives must only be able to view workspaces.
・Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.

You need to ensure that an appropriate resource for sick appointments can be scheduled.
What should you configure?

A. Services
B. Queues
C. Facilities/equipment
D. Activities

Answer: A
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/basics-service-service-scheduling

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- Case representatives must be rated on knowledge of their primary specialty and their backup specialty.
- Case representatives must only be able to view workspaces.

・Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.
What should managers use to perform weekly reviews with case representatives?

A. Tier 1 dashboard
B. Agent Insights
C. Connected Customer Service dashboard
D. Customer Service Performance dashboard

Answer: B
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/intraday-agents-insights

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・Case representatives must only be able to view workspaces.
・Managers must be able to review dashboards in the Chat channel to ensure that case representatives are meeting their objectives.

You need to configure the system to meet the workspace requirements for case representatives.
Which role should you assign to case representatives?

A. Owner
B. Maker
C. Viewer
D. Customer Service Schedule Administrator
E. CSR Manager

Answer: C

QUESTION 223
Case Study 3 - The Phone Company
Overview

The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.
The company has an existing on-premises software system. The current system no longer meets the company's needs.
The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.

Requirements
Support desk

The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.
You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling

・New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
・The system must automatically create a case when email is received by companies that are not in the system.

- The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.
- Users must be able to initiate routing for manually created cases.
- The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.
- Main cases must not be closed until all the sub-cases are closed.
- Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.
- When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base
- Users must be able to search the knowledge base when opening a new case form or when checking on cases.
- Users must be able to use relevant searches and include any customer entities.

Dashboards
- Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.
- Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen. Managers must be able to drill down within each area.
- Managers need a dashboard that displays weekly statistics for cases and representatives.
- Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

Service-level agreements
- Most customers must be contacted within 90 minutes of their case being opened.
- Some customers can purchase faster service on call backs.
- Emails must be sent to support managers when service-level agreements (SLAs) are missed.
- Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.
- SLA KPIs must be tracked in the system.
- SLA KPIs must appear on the case form.
- Cases must be able to be placed on hold if issues arise with related contracts.

Issues
Users report they are not able to search the Knowledge Base.
You need to enable relevance search for the custom entity.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Add Quick Find to the case form.
B. Add custom entities to Configure Relevance Search in Customizations and Entities.
C. Add Knowledge Base Search control to the forms case.
D. Enable Relevance Search in System Settings.

Answer: B
Explanation:
https://carldesouza.com/how-to-use-relevance-search-in-dynamics-365/

QUESTION 224
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Support desk
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Case handling

- New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
- The system must automatically create a case when email is received by companies that are not in the system.
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- Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.
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Knowledge base

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- Users must be able to use relevant searches and include any customer entities.

Dashboards

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- SLA KPIs must be tracked in the system.
- SLA KPIs must appear on the case form.
- Cases must be able to be placed on hold if issues arise with related contracts.

Issues

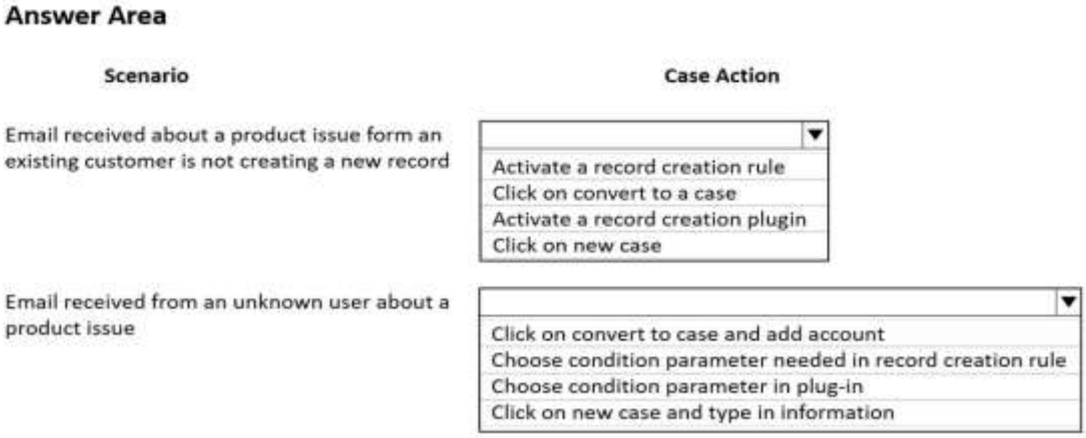
Users report they are not able to search the Knowledge Base.

Hotspot Question

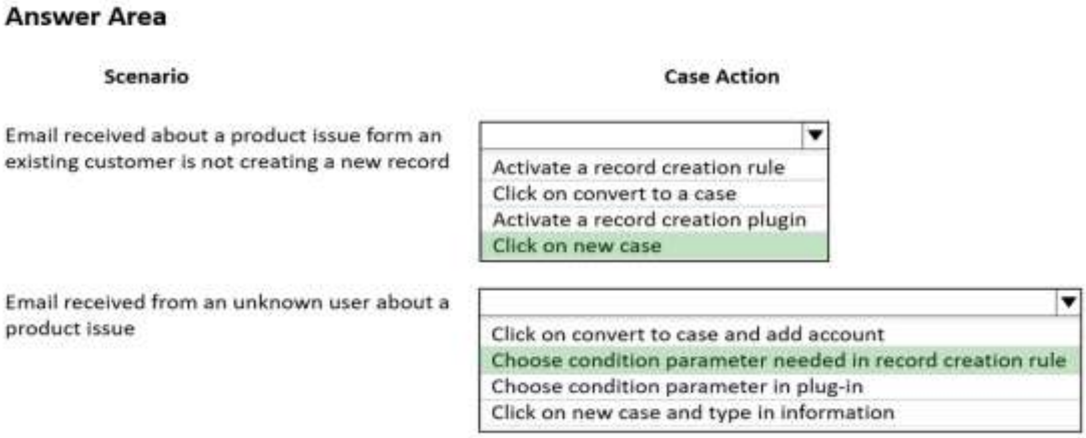
You need to meet the automatic case creation requirements.

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

NOTE: Each correct selection is worth one point.



Answer:



Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/automatically-create-case-from-email
https://cloudblogs.microsoft.com/dynamics365/it/2017/07/25/convert-email-to-a-case-with-a-few-clicks-in-dynamics-365-app-for-outlook/

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Requirements
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Knowledge base

- Users must be able to search the knowledge base when opening a new case form or when checking on cases.
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Dashboards

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- SLA KPIs must appear on the case form.
- Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.

Hotspot Question

You need to ensure cases are handled correctly.

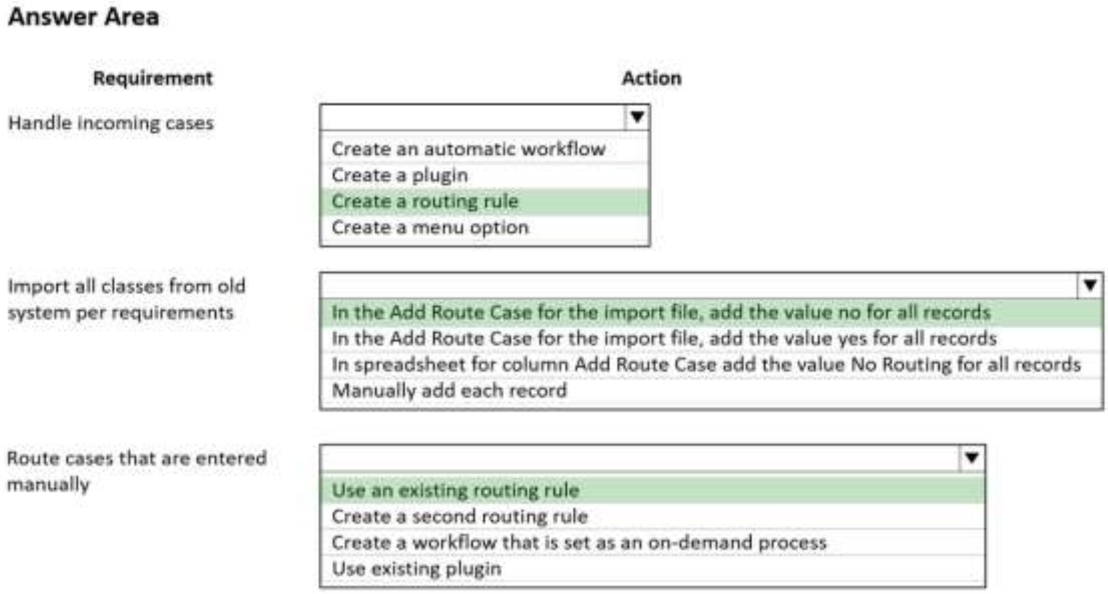
What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Handle incoming cases	Create an automatic workflow Create a plugin Create a routing rule Create a menu option
Import all classes from old system per requirements	In the Add Route Case for the import file, add the value no for all records In the Add Route Case for the import file, add the value yes for all records In spreadsheet for column Add Route Case add the value No Routing for all records Manually add each record
Route cases that are entered manually	Use an existing routing rule Create a second routing rule Create a workflow that is set as an on-demand process Use existing plugin

Answer:



Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/overview-unified-routing

QUESTION 226
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- SLA KPIs must appear on the case form.
- Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.
You need to ensure users can search the knowledge base from a case record.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Add Knowledge Base Search control to the dashboard.
B. Check Knowledge Management from the case entity in the solution.
C. Insert the Knowledge Base Search control on the form.
D. Select the Knowledge Base Search control from the entity.
E. Add the Quick Find option to the views.

Answer: BC

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・SLA KPIs must be tracked in the system.

・SLA KPIs must appear on the case form.

・Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.
You need to add SLA timers to the Case form.
Which two options should you configure? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Create Quick View Form in SLA KPI Instance entity.
B. Create SLA KPI Instance entity.
C. Create field in case entity with lookup to SLA KPI Instance.
D. Create Quick View Form in Case entity with reference to the SLA KPI Instance entity.
E. Insert subgrid from the SLA KPI Instance entity into the Case Main form.

Answer: AE

QUESTION 228
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The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.

Requirements
Support desk

The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.
You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling

・New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.

・The system must automatically create a case when email is received by companies that are not in the system.

・The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.

・Users must be able to initiate routing for manually created cases.

・The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.

・Main cases must not be closed until all the sub-cases are closed.

・Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.

・When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base

・Users must be able to search the knowledge base when opening a new case form or when checking on cases.

・Users must be able to use relevant searches and include any customer entities.

Dashboards

・Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.

・Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen. Managers must be able to drill down within each area.

・Managers need a dashboard that displays weekly statistics for cases and representatives.

・Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

Service-level agreements

・Most customers must be contacted within 90 minutes of their case being opened.

・Some customers can purchase faster service on call backs.

・Emails must be sent to support managers when service-level agreements (SLAs) are missed.

・Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.

・SLA KPIs must be tracked in the system.

・SLA KPIs must appear on the case form.

・Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.

Hotspot Question

You need to decide which action is applicable in the SLA.

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

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Action
A customer has a default SLA	Set Success Criteria to 1,5 hours Set Item failure to 1,5 hours Set Applicable when to 1,5 hours
The SLA time is exceeded	Set Success Criteria to email customer Set Item Failure to email customer Set Warning Action to email customer Set Failure Action to email customer
A customer with a default SLA calls at Monday at 7:30 pm EST	Resolve case before Monday 9:00 pm EST so there is no SLA failure Resolve case before at Tuesday 9:00 am EST so there is no SLA failure Resolve case by Tuesday 8:00 am EST so there is no SLA failure Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure

Answer:

Answer Area

Scenario	Action
A customer has a default SLA	Set Success Criteria to 1,5 hours Set Item failure to 1,5 hours Set Applicable when to 1,5 hours
The SLA time is exceeded	Set Success Criteria to email customer Set Item Failure to email customer Set Warning Action to email customer Set Failure Action to email customer
A customer with a default SLA calls at Monday at 7:30 pm EST	Resolve case before Monday 9:00 pm EST so there is no SLA failure Resolve case before at Tuesday 9:00 am EST so there is no SLA failure Resolve case by Tuesday 8:00 am EST so there is no SLA failure Resolve case by Tuesday at 9:00 pm EST so there is no SLA failure

Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

QUESTION 229
Case Study 3 - The Phone Company
Overview
The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.
The company has an existing on-premises software system. The current system no longer meets the company’s needs. The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.
Requirements

Support desk
The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.
You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.
Case handling

- New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
- The system must automatically create a case when email is received by companies that are not in the system.
- The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.
- Users must be able to initiate routing for manually created cases.
- The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.
- Main cases must not be closed until all the sub-cases are closed.
- Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.
- When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base

- Users must be able to search the knowledge base when opening a new case form or when checking on cases.
- Users must be able to use relevant searches and include any customer entities.

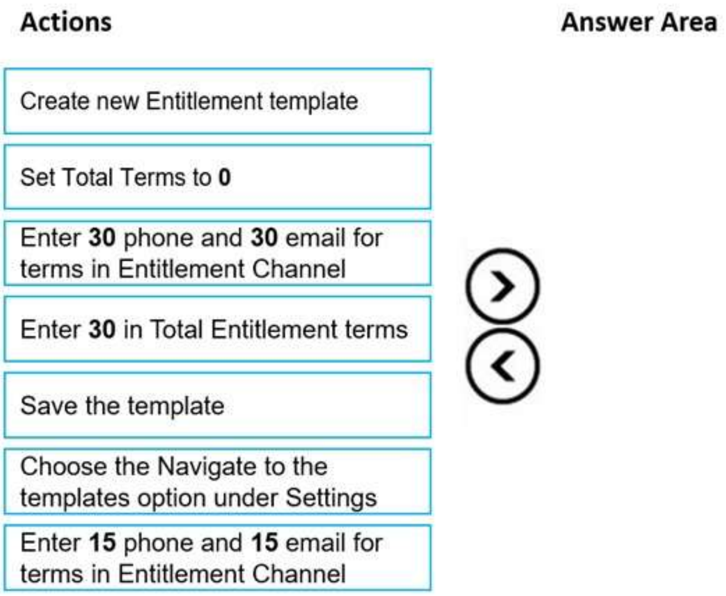
Dashboards

- Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.
- Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen. Managers must be able to drill down within each area.
- Managers need a dashboard that displays weekly statistics for cases and representatives.
- Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

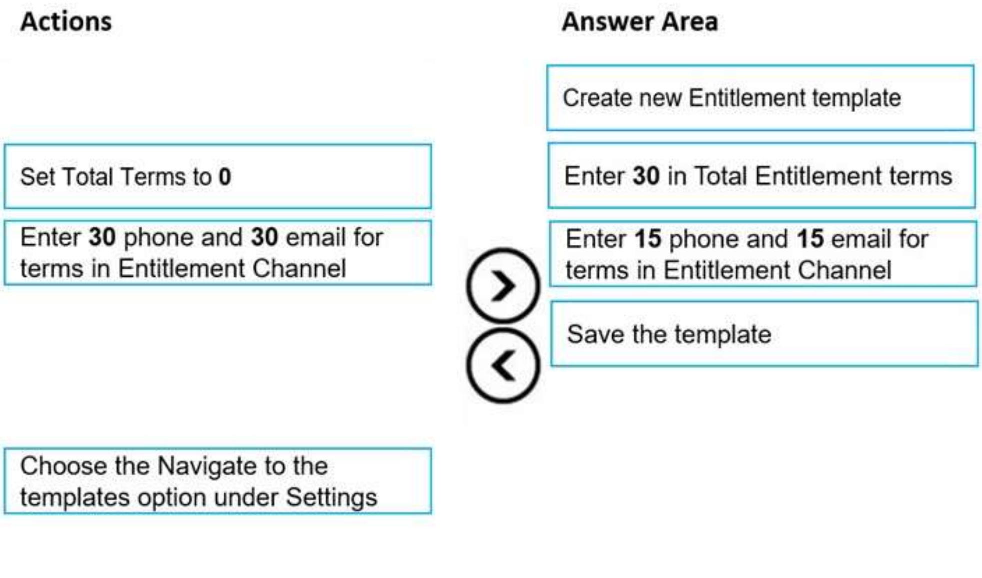
Service-level agreements

- Most customers must be contacted within 90 minutes of their case being opened.
- Some customers can purchase faster service on call backs.
- Emails must be sent to support managers when service-level agreements (SLAs) are missed.
- Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.
- SLA KPIs must be tracked in the system.
- SLA KPIs must appear on the case form.
- Cases must be able to be placed on hold if issues arise with related contracts.

Issues
Users report they are not able to search the Knowledge Base.
Drag and Drop Question
You need to create an entitlement template. In System Settings, you navigate to Service Management.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entitlements-templates

QUESTION 230
Case Study 3 - The Phone Company
Overview
The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.
The company has an existing on-premises software system. The current system no longer meets the company's needs. The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.
Requirements
Support desk
The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.

You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling

- New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
- The system must automatically create a case when email is received by companies that are not in the system.
- The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.
- Users must be able to initiate routing for manually created cases.
- The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.
- Main cases must not be closed until all the sub-cases are closed.
- Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.
- When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base

- Users must be able to search the knowledge base when opening a new case form or when checking on cases.
- Users must be able to use relevant searches and include any customer entities.

Dashboards

- Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.
- Managers must also be able to see all open cases, escalated cases and cases by representatives on one screen. Managers must be able to drill down within each area.
- Managers need a dashboard that displays weekly statistics for cases and representatives.
- Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

Service-level agreements

- Most customers must be contacted within 90 minutes of their case being opened.
- Some customers can purchase faster service on call backs.
- Emails must be sent to support managers when service-level agreements (SLAs) are missed.
- Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.
- SLA KPIs must be tracked in the system.
- SLA KPIs must appear on the case form.
- Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.
You need to create the queue for cases.
What type of queue should you create?

A. Teams
B. Public
C. Product
D. Private
E. Service

Answer: D
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases

QUESTION 231
Case Study 3 - The Phone Company
Overview

The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.
The company has an existing on-premises software system. The current system no longer meets the company's needs.
The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.

Requirements

Support desk

The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.
You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

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- New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
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Service-level agreements

- Most customers must be contacted within 90 minutes of their case being opened.
- Some customers can purchase faster service on call backs.
- Emails must be sent to support managers when service-level agreements (SLAs) are missed.
- Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.
- SLA KPIs must be tracked in the system.
- SLA KPIs must appear on the case form.
- Cases must be able to be placed on hold if issues arise with related contracts.

Issues

Users report they are not able to search the Knowledge Base.
You need to configure the system so that an email is sent to a manager about the SLAs according to the requirements.
What should you configure?

A. Failure Action
B. Warning Action
C. Applicable When
D. Success Criteria
E. Success Action

Answer: A
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

QUESTION 232
Case Study 3 - The Phone Company
Overview
The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.
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Dashboards
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Service-level agreements
- Most customers must be contacted within 90 minutes of their case being opened.
- Some customers can purchase faster service on call backs.
- Emails must be sent to support managers when service-level agreements (SLAs) are missed.
- Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.
- SLA KPIs must be tracked in the system.
- SLA KPIs must appear on the case form.
- Cases must be able to be placed on hold if issues arise with related contracts.

Issues
Users report they are not able to search the Knowledge Base.
You need to implement service-level agreements.

Which type of agreements should you implement?

A. On-demand
B. Standard
C. Enhanced
D. Contact

Answer: C
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

QUESTION 233
Case Study 3 - The Phone Company
Overview
The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.
The company has an existing on-premises software system. The current system no longer meets the company's needs.
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- New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
- The system must automatically create a case when email is received by companies that are not in the system.
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- When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base
- Users must be able to search the knowledge base when opening a new case form or when checking on cases.
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- Managers must be able to see a real-time list of open cases, open activities, and expiring entitlements all on one page.
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- Managers need a dashboard that displays weekly statistics for cases and representatives.
- Each representative needs to see their own tickets that are opened for the day, week, and month as well as their closed tickets.

Service-level agreements
- Most customers must be contacted within 90 minutes of their case being opened.
- Some customers can purchase faster service on call backs.
- Emails must be sent to support managers when service-level agreements (SLAs) are missed.
- Support representatives must be able to see a timer on each case form to ensure they are adhering to their SLAs.

- SLA KPIs must be tracked in the system.
- SLA KPIs must appear on the case form.
- Cases must be able to be placed on hold if issues arise with related contracts.

Issues
Users report they are not able to search the Knowledge Base.
Drag and Drop Question
You need to create the dashboards.
Which dashboard types should you use? To answer, drag the appropriate dashboard types to the correct scenario. Each dashboard 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.

Dashboard types

- multi-stream dashboard only
- single-stream dashboard only
- multi-stream or single-stream dashboards

Answer Area

Scenario	Dashboard type
Dashboard for managers with streams for cases, activities, and representatives	
Dashboard for cases only	
Dashboard for representatives	
Dashboard for the week	

Answer:

Dashboard types

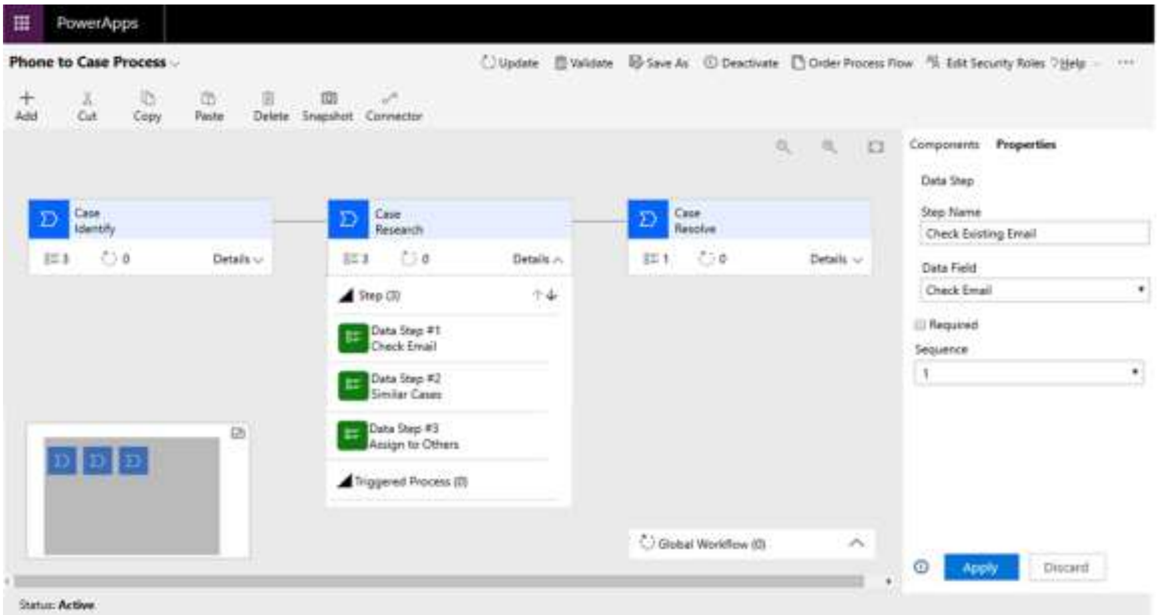
- multi-stream dashboard only
- single-stream dashboard only
- multi-stream or single-stream dashboards

Answer Area

Scenario	Dashboard type
Dashboard for managers with streams for cases, activities, and representatives	multi-stream dashboard only
Dashboard for cases only	multi-stream dashboard only
Dashboard for representatives	multi-stream or single-stream dashboards
Dashboard for the week	multi-stream or single-stream dashboards

Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-dashboard

QUESTION 234
Hotspot Question
You are modifying the phone-to-case process in Dynamics 365 Customer Service. You create a flow by using PowerApps as shown in the exhibit. (Click the **Exhibit** tab.)

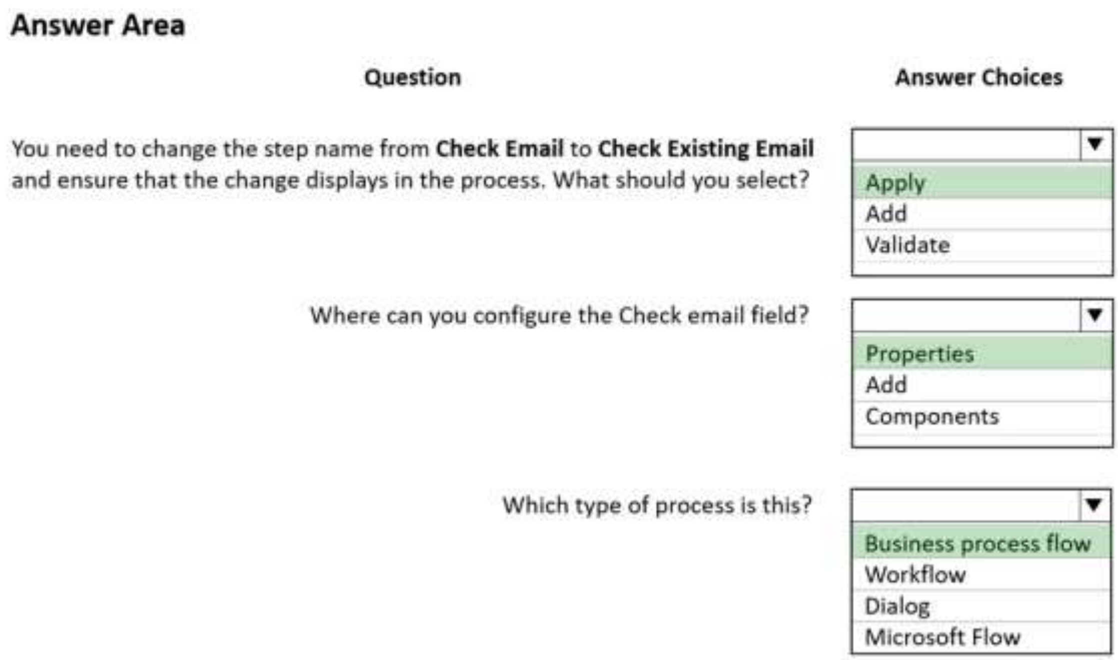


You must modify the business process flow to include the check-email step at the beginning of the research stage.
Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.
NOTE: Each correct selection is worth one point.

Answer Area

Question	Answer Choices
You need to change the step name from **Check Email** to **Check Existing Email** and ensure that the change displays in the process. What should you select?	Apply Add Validate
Where can you configure the Check email field?	Properties Add Components
Which type of process is this?	Business process flow Workflow Dialog Microsoft Flow

Answer:



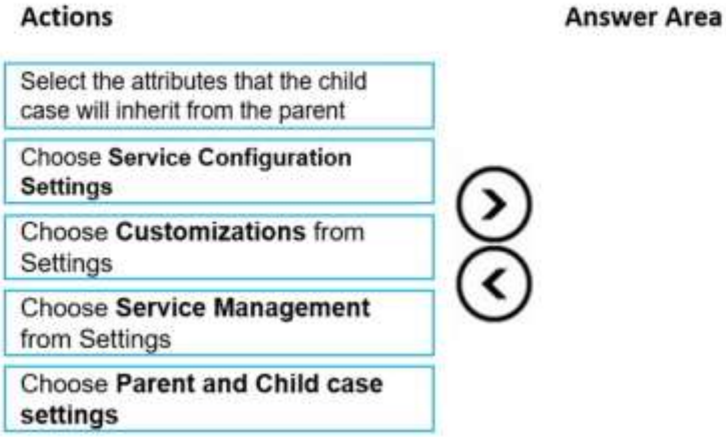
Explanation:
https://docs.microsoft.com/en-us/power-automate/create-business-process-flow?context=/dynamics365/context/sales-context#edit-a-business-process-flow

QUESTION 235
You are an administrator of a Dynamics 365 Customer Service system for a computer support company.
Team members must handle cases as follows:
· A case for a new customer follows a different process than for a returning customer.
· A case for a returning customer who has a contract follows a different process than for a customer who is pay as you go.
· All cases must be researched and resolved.
· Cases must be handled in a manner that is simple to maintain.
You need to ensure that all team members follow the same process for handling cases.
What should you do?

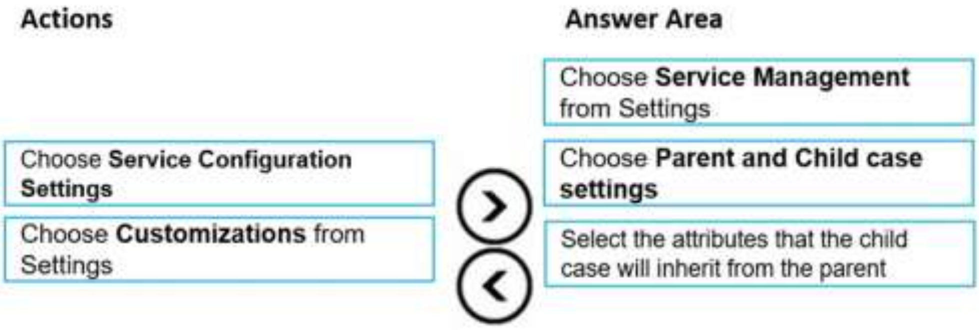
A. Create a business process flow that branches.
B. Create two different forms and a business process flow for each type of customer.
C. Create a Power Automate flow that branches.
D. Create two different queues for the different types of customers.

Answer: A
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/enhance-business-process-flows-branching?view=op-9-1

QUESTION 236
Drag and Drop Question
You are a Dynamics 365 administrator.
You want to set up a child/parent relationship for cases so that the child case inherits different fields from the parent case.
You need to set up the appropriate child/parent relationship.
Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases

QUESTION 237
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 uses Dynamics 365 Customer Service Hub.
Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.
A customer service representative is not able to perform a relevance search for emails.
You need to ensure that the customer service representative can perform relevance searches for email addresses.
Solution: Enable smart matching.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

QUESTION 238
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 uses Dynamics 365 Customer Service Hub.
Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.
A customer service representative is not able to perform a relevance search for emails.
You need to ensure that the customer service representative can perform relevance searches for email addresses.
Solution: Enable the customization to include Knowledge Management.
Does the solution meet the goal?

A. Yes
B. No

Answer: B

QUESTION 239
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 uses Dynamics 365 Customer Service Hub.
Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.
A customer service representative is not able to perform a relevance search for emails.
You need to ensure that the customer service representative can perform relevance searches for email addresses.
Solution: Configure interactive experience global filter.
Does the solution meet the goal?

A. Yes
B. No

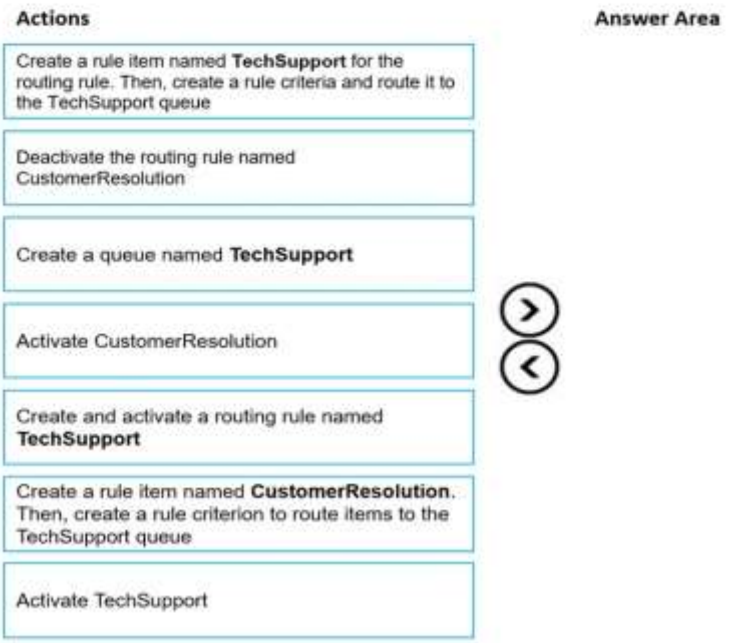
Answer: B

QUESTION 240
A customer's entitlement is not available to assign to a case.
You need to determine the cause of the customer's issue.
What are two possible reasons for the issue? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

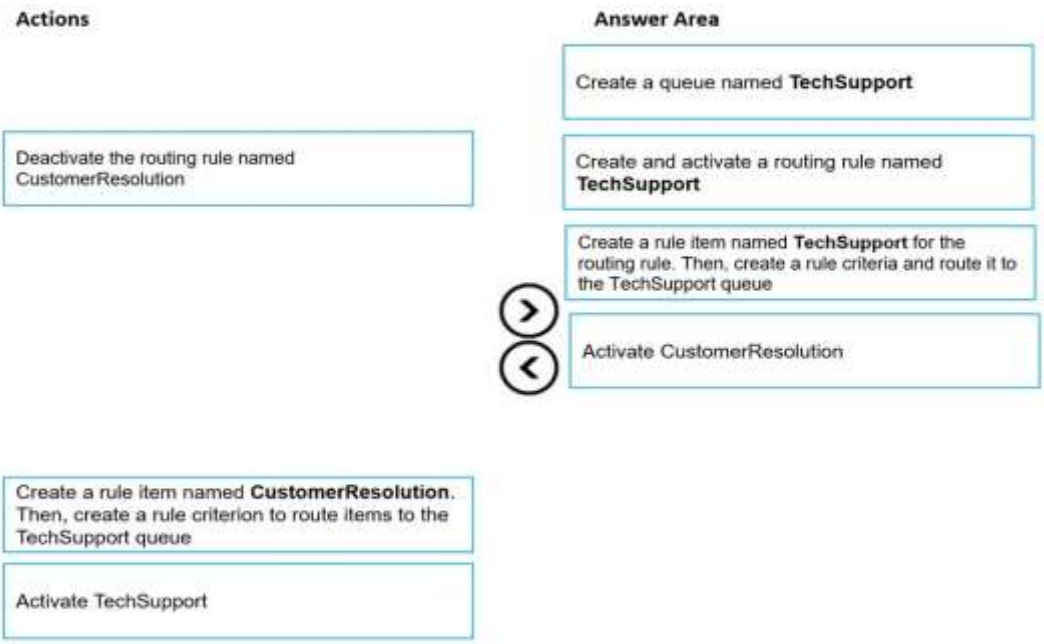
A. The entitlement is active
B. The entitlement is in waiting status
C. The entitlement is expired
D. The entitlement was renewed
E. The entitlement is set as the default

Answer: BC
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer

QUESTION 241
Drag and Drop Question
You manage Dynamics 365 Customer Service. You have a routing rule set named **CustomerResolution** that assigns general inquiry cases to a queue named **GeneralInquiry**.
You need to assign technical support cases to a queue named **TechSupport**.
Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-rules-automatically-route-cases

QUESTION 242
Drag and Drop Question
A service manager discovers a high number of cases in the agent queues. Cases are created manually but can be reassigned using a workflow or custom API.
The manager needs to know whether cases are getting duplicated because of simultaneous case creation or simultaneous case assignment.
You need to identify the number of cases that are created in each scenario.
How many cases are created? To answer, drag the appropriate cases created options to the correct simultaneous actions. Each cases created option 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.

Cases created

- One for each agent
- One for both agents

Answer Area

Simultaneous action	Case created
Two agents creating a case	
A workflow assigning a case to two agents	
A custom API assigning a case to two agents	

Answer:

Cases created

- One for each agent
- One for both agents

Answer Area

Simultaneous action	Case created
Two agents creating a case	One for each agent
A workflow assigning a case to two agents	One for each agent
A custom API assigning a case to two agents	One for each agent

Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-activities-cases