- **Vendor:** Microsoft
- **Exam Code:** MB-230
- **Exam Name:** Microsoft Dynamics 365 for Customer Service
- **New Updated Questions from Braindump2go (Updated in June/2021)**

QUESTION 133
You are a Dynamics 365 Customer Service administrator.
You need to add a new status reason to the case entity.
What are two possible ways to accomplish the goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Navigate to Cases in the Customer Service Hub app.
Open a record, edit the form, and then edit the Status reason field.
B. Modify the existing solution and the case entity.
Edit the status reason and add an additional status reason value.
C. Create a new solution and add the existing Case entity.
Select Status Reason and add a new value.
D. Modify the existing solution.
Add another entity named Status.
Then, create a status reason field with additional options.

Answer: BC
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/define-status-reason-transitions-case-management

QUESTION 134
You set a default entitlement for a customer.
You need to ensure that the default entitlement is automatically associated with a case.
What are two possible ways to achieve this goal? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Create a case.
B. Update the customer, contact, or product field on an existing case.
C. Update the description field on an existing case.
D. Add an activity to an existing case.

Answer: AB
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer
https://docs.microsoft.com/en-us/power-platform/admin/system-settings-dialog-box-service-tab

QUESTION 135
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.
You are a Dynamics 365 for Customer Service system administrator for Contoso, Ltd.
You need to automatically create cases from emails sent to the support@contoso.com email address.
Solution: Create an automatic record creation and update rule. Set the Source type to Email, and then select the queue. Configure conditions for record creation.
Does the solution meet the goal?

A. Yes
B. No

Answer: A
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/automatically-create-case-from-email

QUESTION 136
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.
You are implementing Dynamics 365 Customer Service for a call center. There are separate queues for level1 and level2.
You need to set up the queues to meet the following requirements:
- Users must have their own queues that no one else can access.
- Users must not be able to view each other's queue.
- Users must be able to work from the support queue.
Solution:
- Set up each user queue to be private.
- Set up level1 and level2 queues to be public and add applicable members.
- Set up the support queue to be public.
Does the solution meet the goal?

A. Yes
B. No

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

QUESTION 137
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.
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- Users must have their own queues that no one else can access.
- Users must not be able to view each other's queue.
- Users must be able to work from the support queue.
Solution:
- Set up each user queue to be private.
- Set up level1 and level2 queues to be public and add applicable members.
- Set up the support queue to be private.
Does the solution meet the goal?

A. Yes
B. No

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

QUESTION 138
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.
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You need to set up the queues to meet the following requirements:
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- Users must not be able to view each other's queue.
- Users must be able to work from the support queue.
Solution:
- Set up each user queue to be public.
- Set up level1 and level2 queues to be public and add applicable members.
- Set up the support queue to be public.
Does the solution meet the goal?

A. Yes
B. No

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

QUESTION 139
You are a Dynamics 365 Customer Service administrator. You are creating a customer service schedule.
You need to ensure that the schedule shows the correct time zone for available customer service hours.
What should you do?

A. Set the time zone in each customized schedule.
B. Allow the system to automatically convert to each user's time zone when a user signs in.
C. Set the time zone in Dynamics 365 personal options.
D. Set the time zone to GMT (Coordinated Universal Time) to enable conversion when you sign in.

Answer: A
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-customer-service-schedule-define-work-hours

QUESTION 140
A company uses Dynamics 365 Customer Service.
The schedule shows working intervals of 45 minutes. The intervals cause customer service representatives to have too much free time during working hours. The company wants to change the intervals to every 30 minutes.
You need to configure the intervals.
What should you configure?

A. Schedule with travel time and distance
B. Fulfillment preferences

C. Resource crew scheduling
D. Requirement groups
E. Schedule within time constraints

Answer: B
Explanation:
https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-time-groups

QUESTION 141
You are helping a company implement Power Virtual Agents with Omnichannel for Customer Service.
The company has a chatbot that escalates to a manager if a customer wants to escalate from a chatbot.
You need to configure a prerequisite before you can implement the chatbot.
Which prerequisite should you configure?

A. Configure context variables for a chatbot.
B. Create one chatbot in one queue with a human having a higher capacity over the chatbot.
C. Create one chatbot in one queue with the chatbot having the highest capacity over human capacity.
D. Configure a Microsoft Teams support channel for the chatbot.
E. Configure an SMS channel for a chatbot.

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

QUESTION 142
A company is implementing Omnichannel for Customer Service.
The company separates agents into teams for billing, new product inquiries, support, and warranty. The new product team currently handles text messages, emails, and live chats from the company website.
The company plans to release a new product. Before the new product launch, the company wants to add the ability to manage conversations coming in from Facebook and Twitter.
You need to configure the system with the least amount of effort.
What should you do?

A. Create a new resource characteristic.
B. Create a routing rule.
C. Create a new work stream for each channel.
D. Add the new channel to the existing work stream.

Answer: D
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams

QUESTION 143
You are a Dynamics 365 Customer Service administrator.
You are configuring a case dashboard.
You need to filter the dashboard to show only escalated cases and cases that are marked as Request.
Which filter should you use?

A. Timeframe
B. Priority
C. Global
D. Visual

Answer: C
Explanation:

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

QUESTION 144
You are implementing Dynamics 365 Customer Service Insights.
The product manager would like to see product sales trends by age group. The groupings are as follows:
- Ages 18 and younger
- Ages 19-25
- Ages 26-40
- Ages 41-55
- Ages 56 and older

You need to configure the system.
What should you define?

A. activity
B. measure
C. segment
D. member

Answer: B
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-insights/audience-insights/measures

QUESTION 145
Hotspot Question
You are using Dynamics 365 Customer Service. You are viewing a knowledge base (KB) article from a case record. Knowledge management is set up to use an external portal.
You need to link the article to the case and share the article with the customer.
What is the solution for each requirement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Solution
Attach and email a KB article from a case.	Select Link article to the case and email content. Link the KB article to the case. The system will automatically email the KB article to customer. Link the KB article to the case. Create an email activity and attach the KB article as a PDF.
Attach a KB article and email a link to the customer.	For the published KB article, select Link the KB article to the case and email the link to the customer. For the approved KB article, select Link the KB article to the case and email the link to the customer. Link the KB article to the case. Create an email activity and select Insert article.

Answer:

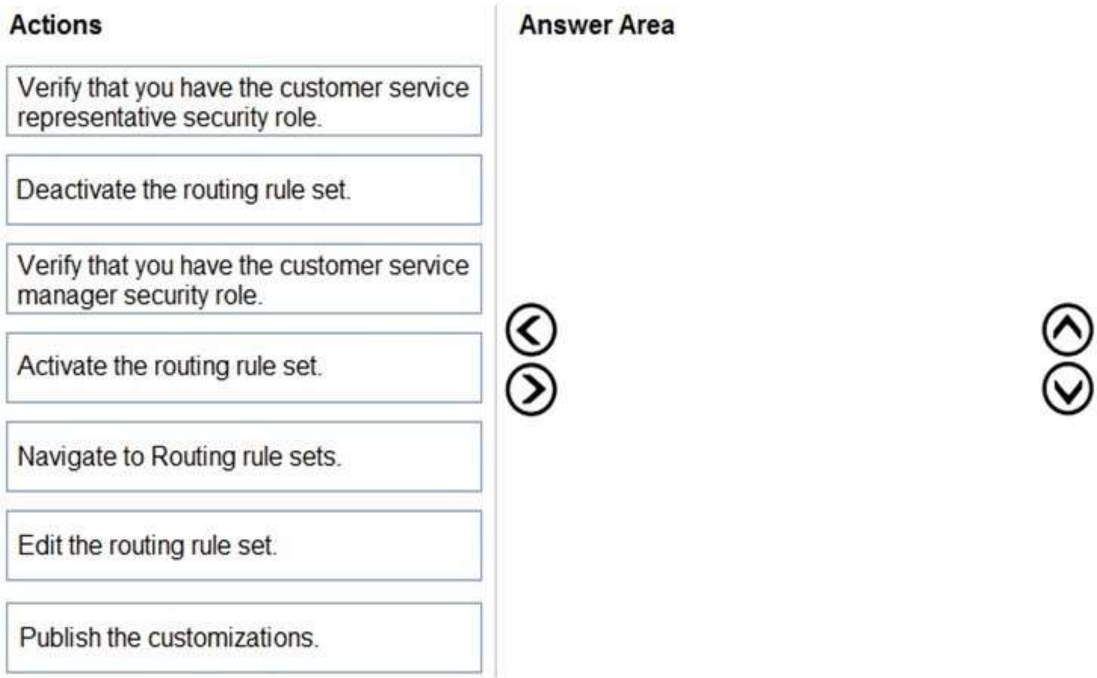
Answer Area

Requirement	Solution
Attach and email a KB article from a case.	Select Link article to the case and email content. (selected) Link the KB article to the case. The system will automatically email the KB article to customer. Link the KB article to the case. Create an email activity and attach the KB article as a PDF.
Attach a KB article and email a link to the customer.	For the published KB article, select Link the KB article to the case and email the link to the customer. (selected) For the approved KB article, select Link the KB article to the case and email the link to the customer. Link the KB article to the case. Create an email activity and select Insert article.

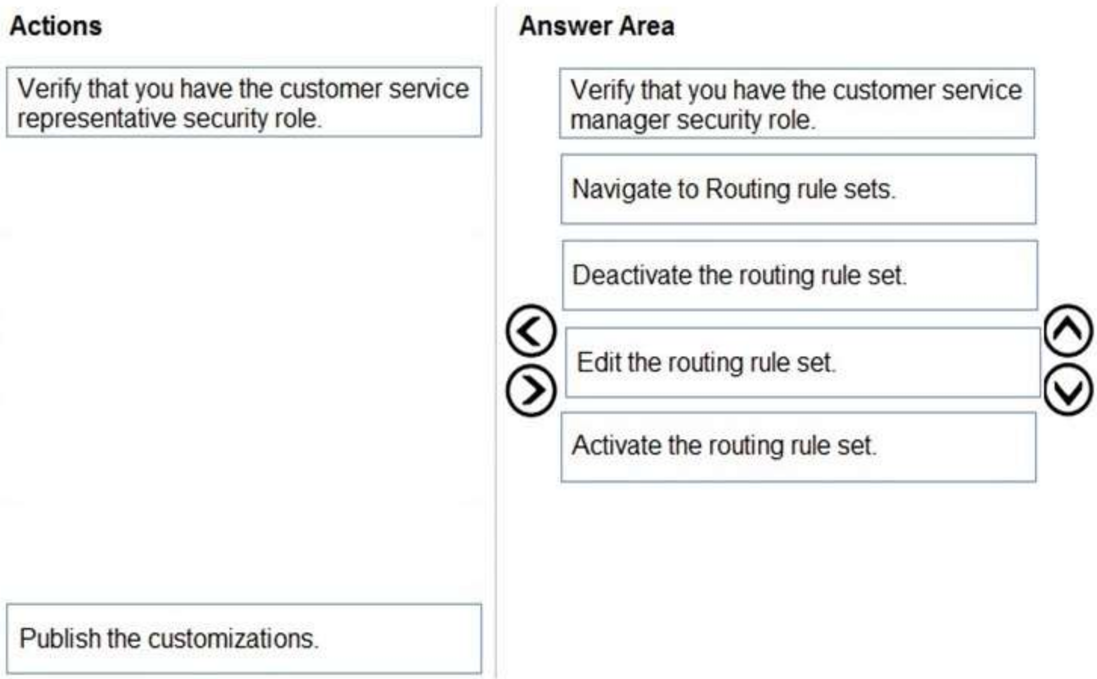
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/find-knowledge-articles-within-record-dynamics-365

QUESTION 146

Drag and Drop Question
A Dynamics 365 Customer Service organization uses routing rules to escalate cases.
Security roles have not been modified or created.
You need to modify the routing rule set that is currently in use and enforce the principle of least privilege.
Which five 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 147
Hotspot Question
You are a Dynamics 365 Customer Service administrator.
You must track issues submitted by customers.
You need to configure case settings for the Service Management module.
What should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
Ensure that cases can be assigned easily.	Organization insights Queues Parent and child case settings
Automatically generate follow-up phone calls.	Publisher Automatic record creation and update rules Subjects

Answer:

Answer Area

Requirement	Option
Ensure that cases can be assigned easily.	Organization insights Queues Parent and child case settings
Automatically generate follow-up phone calls.	Publisher Automatic record creation and update rules Subjects

QUESTION 148
Hotspot Question
You are a Dynamics 365 Customer Service administrator.
Users inform you about situations in which child cases are not working correctly.
You need to configure the system to correct the issues.
What should you do in each situation? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	Add Contact to the Selected attributes for Parent and Child case settings in system management. Copy and paste the contact from the Parent case. Manually type the contact into the field. In your solution, create a 1:N relationship from the contact entity to case entity.
All child cases are being closed when the parent case is closed.	Change permission on the parent case so that only administrators can close it. Create a workflow to automatically close the parent case when all the child cases are closed. Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management. Create a routing rule to send all child cases and parent cases to the same user for assignment.
The Origin field is automatically populating into the child case.	Create a business rule to remove the information from the origin field every time a child case is created. Remove the Origin field from the Selected attributes for Parent and Child case settings in system management. Instruct users to manually remove the information in the Origin field. Delete and re-create the Origin field in the case form.

Answer:

Answer Area

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	Add Contact to the Selected attributes for Parent and Child case settings in system management. Copy and paste the contact from the Parent case. Manually type the contact into the field. In your solution, create a 1:N relationship from the contact entity to case entity.
All child cases are being closed when the parent case is closed.	Change permission on the parent case so that only administrators can close it. Create a workflow to automatically close the parent case when all the child cases are closed. Change the Specified closure preference to "Don't allow parent closure until all Child cases are closed!" in system management. Create a routing rule to send all child cases and parent cases to the same user for assignment.
The Origin field is automatically populating into the child case.	Create a business rule to remove the information from the origin field every time a child case is created. Remove the Origin field from the Selected attributes for Parent and Child case settings in system management. Instruct users to manually remove the information in the Origin field. Delete and re-create the Origin field in the case form.

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

QUESTION 149
Drag and Drop Question
A company uses Dynamics 365 Customer Service.
You need to implement queues to meet company requirements.
Which types of queues should you use? To answer, drag the appropriate queue types to the correct requirements. Each queue 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.

Queue types

- Private
- Public

Answer Area

Requirement	Queue type
Assign cases to teams and share cases with select teams based on product types.	Queue type
Share cases that cannot be automatically routed to a team with the entire company.	Queue type

Answer:

Queue types

Answer Area

Requirement	Queue type
Assign cases to teams and share cases with select teams based on product types.	Private
Share cases that cannot be automatically routed to a team with the entire company.	Public

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

QUESTION 150
Hotspot Question
You are working as a functional consultant for Dynamics 365 Customer Service. No changes have been made to security roles.
You need to ensure that customer service representatives can process cases that have service-level agreements (SLAs) and entitlements. You must grant only the minimum privileges required.
How should you configure security? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Option	Value
Security role	Customer service representative Customer service manager
Update holiday schedules	None User Business unit Organization

Answer:

Answer Area

Option	Value
Security role	Customer service representative Customer service manager
Update holiday schedules	None User Business unit Organization

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

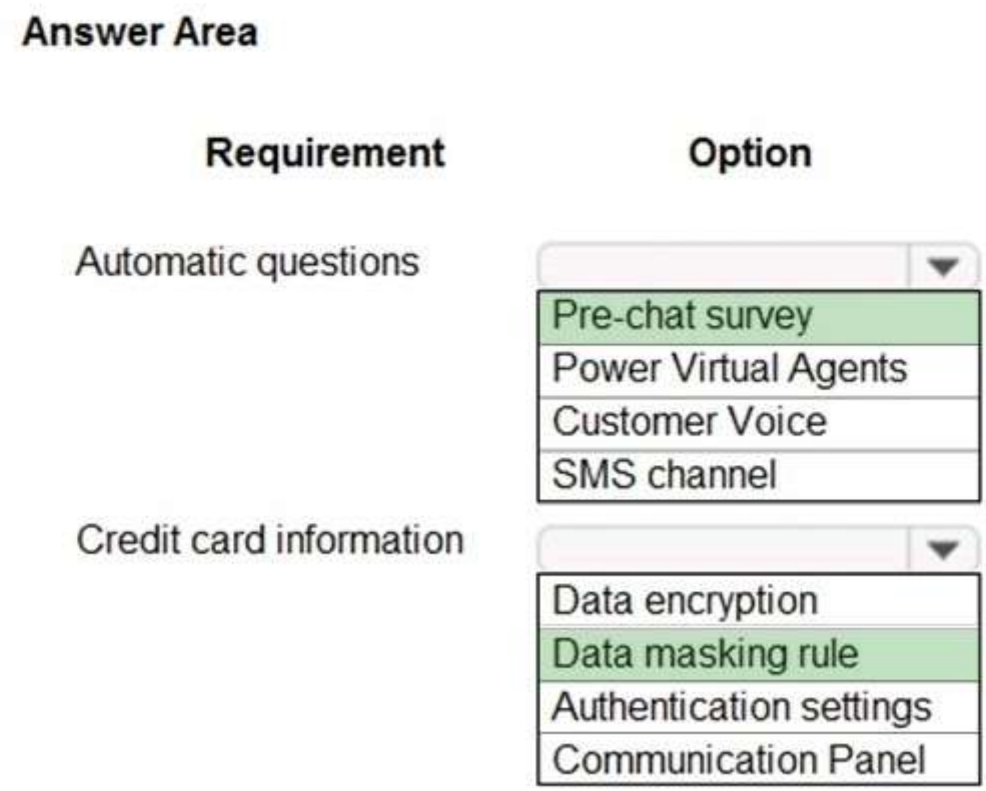
QUESTION 151
Hotspot Question
A company uses Dynamics 365 Customer Service. The company purchases Omnichannel for Customer Service.
The company wants the following requirements implemented without the need to license additional software:
- The system must automatically ask questions before the chat begins.
- Credit card information that a customer enters in a chat must not be visible to the agent.

You need to configure the options to meet the requirements.
Which options should you configure? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Option
Automatic questions	Pre-chat survey Power Virtual Agents Customer Voice SMS channel
Credit card information	Data encryption Data masking rule Authentication settings Communication Panel

Answer:



Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-pre-chat-survey
https://docs.microsoft.com/en-us/dynamics365/customer-service/data-masking-settings

QUESTION 152
Drag and Drop Question
You are customizing a Dynamics 365 Customer Service implementation for a call center.
The call center wants to enable SMS as a channel for the customer service department.
You need to complete the SMS channel configuration.
Which account information should you use for each provider? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information 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.

Answer:

Types of account information	Answer Area	
	SMS channel provider	**Account information**
Customer ID and Auth Token	Twilio	Account SID and Auth Token
Account SID and API Key	TeleSign	Customer ID and API Key

Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel-twilio
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-sms-channel

QUESTION 153
Drag and Drop Question
You are an Omnichannel supervisor for a company.
The company wants to deploy an Omnichannel Insights dashboard.
You need to set up and monitor KPIs.
In which section is each KPI located? To answer, drag the appropriate sections to the correct KPIs. Each section may be used once, more than once, of 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.

Sections	Answer Area	
	KPI	**Section**
Agent	Top Sentiment Pulse	Section
Conversation	Bot Resolution Time	Section
Bot Insights	Average Customer Sentiment Pulse	Section
Channel	Transfer Rate	Section

Answer:

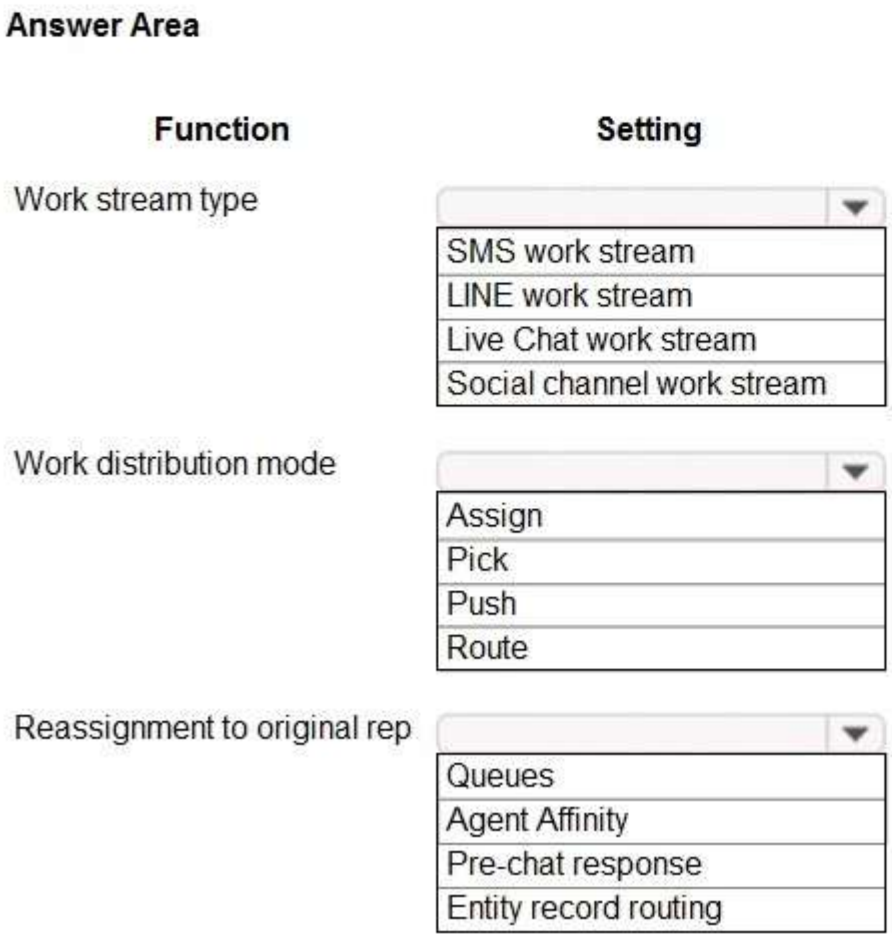
Sections	Answer Area	
	KPI	**Section**
	Top Sentiment Pulse	Agent
	Bot Resolution Time	Bot Insights
	Average Customer Sentiment Pulse	Channel
	Transfer Rate	Conversation

Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-service/omnichannel-insights-dashboard

QUESTION 154
Hotspot Question
You must set up the following:
- A work stream must be configured to use Twitter.
- The cases must automatically go to the next available sales representative.
- Any existing case that comes in must be assigned automatically to the sales representative who worked on the case originally.

You need to choose the correct setting.
Which setting should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:

Answer Area

Function	Setting
Work stream type	SMS work stream LINE work stream Live Chat work stream Social channel work stream
Work distribution mode	Assign Pick Push Route
Reassignment to original rep	Queues Agent Affinity Pre-chat response Entity record routing

Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/channels
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-entity-workstream
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-workstreams

QUESTION 155
Hotspot Question
You are implementing Omnichannel for Customer Service for a hospital.
Each customer service agent has a chat capacity of 200.
The implementation requirements are as follows:
Each agent can take no more than two chats at a time.
A new conversation must auto assign to an available agent.
You need to select the conversation options to meet the requirements.
Which options should you configure?

Answer Area

Workstream	Conversation
Work Distribution Mode	Pull Queue Push Pick
Capacity	50 100 200 300

Answer:

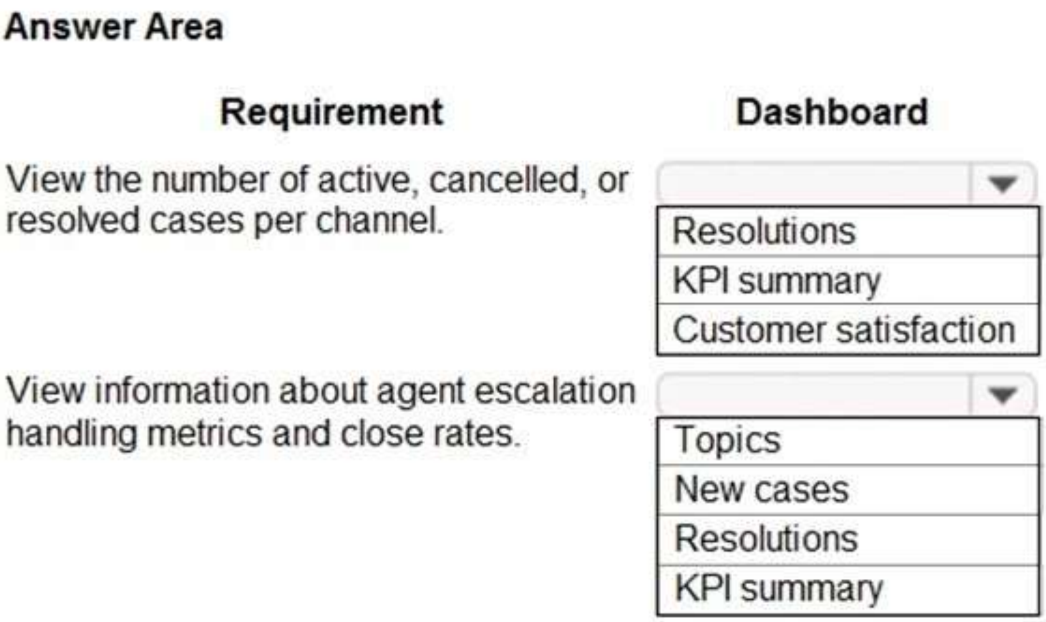
Answer Area

Workstream	Conversation
Work Distribution Mode	Pull Queue **Push** Pick
Capacity	50 **100** 200 300

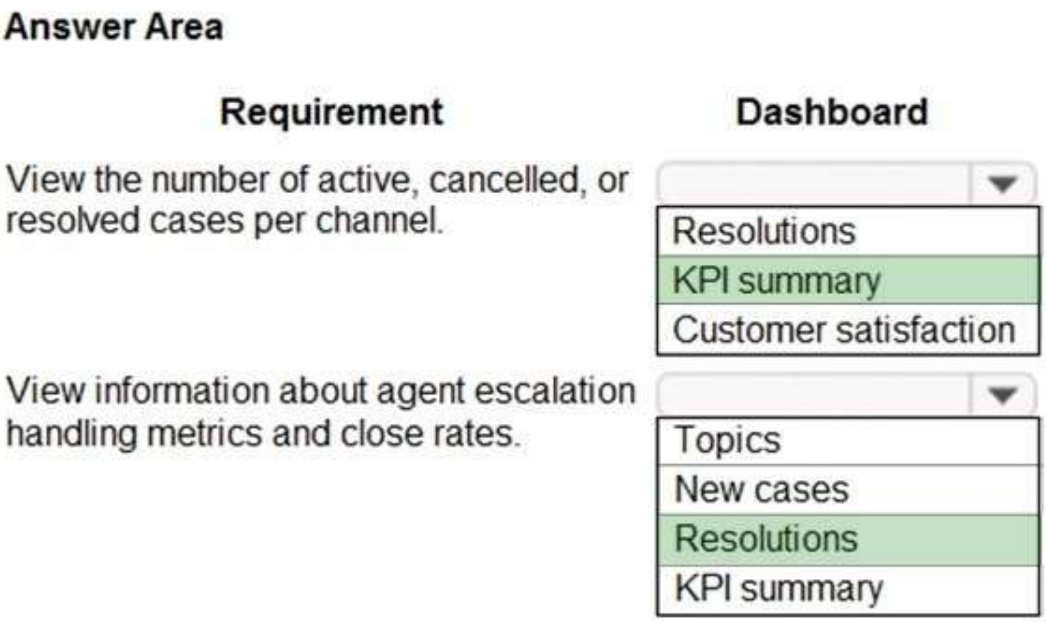
Explanation:

https://docs.microsoft.com/en-us/dynamics365/customer-service/unified-routing-work-distribution

QUESTION 156
Hotspot Question
A company is evaluating Dynamics 365 Customer Service Insights.
The company decides to use the sample data environment to expedite the evaluation process.
You need to recommend a dashboard.
Which dashboard should you recommend? 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/ai/customer-service-insights/dashboard-kpi-summary
https://docs.microsoft.com/en-us/dynamics365/ai/customer-service-insights/dashboard-case-resolutions

QUESTION 157
Drag and Drop Question
You need to build a personal dashboard that displays the following charts and views:
Charts:
- Number of cases by owner and priority
- Products with most cases opened
Views:
- Display the number of cases opened in a seven-day period
- Display the number of escalated cases
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.

Actions

- Create the charts and views necessary to see the data requested.
- Create a two-column regular dashboard.
- Create an XML script to import graphs.
- In a solution, select Dashboards and then select New.
- Open Dashboards and select New.
- Select the graph icon to insert the charts and views needed in the sections of the dashboard.
- Select services and cases. Then select the desired views to create the dashboards.

Answer Area

Answer:

Actions

- Create an XML script to import graphs.
- In a solution, select Dashboards and then select New.
- Select services and cases. Then select the desired views to create the dashboards.

Answer Area

- Create the charts and views necessary to see the data requested.
- Open Dashboards and select New.
- Create a two-column regular dashboard.
- Select the graph icon to insert the charts and views needed in the sections of the dashboard.

Explanation:
https://docs.microsoft.com/en-us/powerapps/user/track-your-progress-with-dashboard-and-charts