Microsoft

MB-230 Exam

Microsoft Dynamics 365 for Customer Service



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Question: 1

Version: 16.0

Actions	Answer Area	
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Create an article.	
Mark for review.	
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Publish the article.	

Reference:

 $\underline{https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article}$

Question: 2 HOTSPOT

You need to create and configure objects to support the requirements.

How should you configure the system? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Setting	Value
Total number of queues	3
	5
Number of automatic case creation rules	6
Number of automatic case creation rules	1 2 3
Number of routing rule sets	4
	3 4 5 6

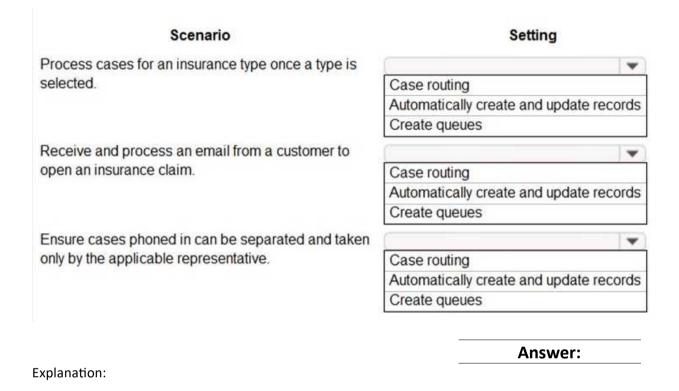
		Answer:
Explanation:		Allower.
0.44		
Setting	Value	
Total number of queues	•	
	3	
	4	
	5	
	6	
Number of automatic case creation rules	T	
	1	
	2	
	3	
	4	
Number of routing rule sets	\	
	3	
	4	
	5	
	6	
Question: 3		
You need to configure the queue for telephone-k What are two possible ways to achieve this goal? NOTE: Each correct selection is worth one point.	PEach correct answer p	resents a complete solution.
 A. Create a case from email. B. Define an SLA and entitlements and set entitle C. Configure a status reason transition. D. Create a case routing rule. E. Automatically create or update records. 	ement values for case n	umbers.
Evalenation		Answer: BC
Explanation:		
Question: 4		
Question: 4		

HOTSPOT

You need to configure the correct settings.

Which settings should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Scenario Setting Process cases for an insurance type once a type is selected. Case routing Automatically create and update records Create queues Receive and process an email from a customer to w open an insurance claim. Case routing Automatically create and update records Create queues Ensure cases phoned in can be separated and taken only by the applicable representative. Case routing Automatically create and update records Create queues **Question: 5** You need to search for answers to customer claims. Which type of search should you perform? A. Timeline B. Quick Find C. Related D. Detail E. Case Relationships **Answer: C** Explanation:

Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-service/search-knowledge-articles-csh#knowledgebase-search-control

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