

MICROSOFT MB-230

Microsoft Customer Service Certification Questions & Answers

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MB-230

Microsoft Certified - Dynamics 365 Customer Service Functional Consultant Associate

40-60 Questions Exam - 700 / 1000 Cut Score - Duration of 120 minutes



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Discover More about the MB-230 Certification

Are you interested in passing the Microsoft MB-230 exam? First discover, who benefits from the MB-230 certification. The MB-230 is suitable for a candidate if he wants to learn about Microsoft Dynamics 365. Passing the MB-230 exam earns you the Microsoft Certified - Dynamics 365 Customer Service Functional Consultant Associate title.

While preparing for the MB-230 exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The MB-230 PDF contains some of the most valuable preparation tips and the details and instant access to useful [MB-230 study materials just at one click](#).

Microsoft MB-230 Customer Service Certification Details:

Exam Name	Microsoft Certified - Dynamics 365 Customer Service Functional Consultant Associate
Exam Code	MB-230
Exam Price	\$165 (USD)
Duration	120 mins
Number of Questions	40-60
Passing Score	700 / 1000
Books / Training	MB-230T01-A: Microsoft Dynamics 365 Customer Service
Schedule Exam	Pearson VUE
Sample Questions	Microsoft Customer Service Sample Questions
Practice Exam	Microsoft MB-230 Certification Practice Exam

MB-230 Syllabus:

Topic	Details
Manage cases and knowledge management (25-30%)	
Create and manage	- Configure cases

Topic	Details
cases	<ul style="list-style-type: none"> - Manage cases - Create and search for case records - Convert activities to cases - Perform case resolution - Implement parent/child cases - Merge cases - Set autonumbering for customer service entities
Define and Configure foundational Customer Service components	<ul style="list-style-type: none"> - Implement advanced similarity rules - Implement record creation and update rules - Configure the Case Resolution form - Configure status reason transitions - Configure business process flows - Configure categories and subjects - Configure document management - Configure basic and enhanced Teams integration
Create and administer Knowledge Management	<ul style="list-style-type: none"> - Configure the Knowledge Search capabilities - Use Knowledge articles to resolve cases - Manage the Knowledge article lifecycle - Manage Knowledge article content and templates - Configure tables for knowledge management - Convert cases to knowledge articles - Enable AI suggested Descriptions and Keywords
Capture customer feedback by using Customer Voice	<ul style="list-style-type: none"> - Create a survey - Describe survey elements including question types - Apply formatting and branding to a survey - Trigger distribution of a survey - Describe and analyze survey results including CSAT and Net Promoter Score (NPS)
Manage entitlements and SLAs (5-10%)	
Create and manage entitlements	<ul style="list-style-type: none"> - Configure and apply entitlements - Define and create entitlements including products, channels, contacts, allocations, and service-level agreements - Manage entitlement templates

Topic	Details
	<ul style="list-style-type: none"> - Activate and deactivate entitlements - Renew or cancel an entitlement
Create and manage SLAs	<ul style="list-style-type: none"> - Define and create service-level agreements (SLAs) - Configure SLA settings - Configure a holiday schedule - Configure a customer service schedule - Implement actions by using Power Automate - Manage cases that are associated with SLAs - Manually apply an SLA - Create and manage SLA items including KPIs, warning actions, success actions, and applicability
Implement scheduling (5-10%)	
Manage resources	<ul style="list-style-type: none"> - Define business closures - Configure organizational units - Configure resources - Configure work hours - Configure facilities and equipment - Configure resource categories and characteristics
Manage services	<ul style="list-style-type: none"> - Define services - Schedule a service activity - Configure fulfillment preferences
Implement multi-session experiences for Customer Service (20-25%)	
Deploy Omnichannel for Customer Service	<ul style="list-style-type: none"> - Provision Omnichannel for Customer Service - Configure application settings including data masking, operating hours, authentication settings, self-service settings, and sentiment analysis - Configure work streams - Configure routing values - Implement context variables - Implement security roles for omnichannel
Manage channels	<ul style="list-style-type: none"> - Configure channels - Enable the chat widget on websites - Configure pre-chat surveys

Topic	Details
	<ul style="list-style-type: none"> - Configure proactive chat - Configure the voice channel
Configure agent productivity tools	<ul style="list-style-type: none"> - Configure quick replies - Configure agent scripts - Enable Smart Assist - Create macros
Configure agent workspaces	<ul style="list-style-type: none"> - Configure notifications - Configure session templates - Create app profiles - Configure Agent Inbox
Manage analytics and insights (10-15%)	
Configure Insights	<ul style="list-style-type: none"> - Configure Customer Service historical analytics - Configure topic clustering - Configure knowledge search analytics
Create and configure visualizations and reports	<ul style="list-style-type: none"> - Configure tier 1 and tier 2 interactive dashboards - Design and create customer service charts - Design reports by using the Report Wizard
Configure Omnichannel Insights	<ul style="list-style-type: none"> - Configure Omnichannel Insights dashboard - Configure intraday insights - Customize KPIs for intraday insights - Enable sentiment analysis
Implement Microsoft Power Platform (5-10%)	
Configure model-driven apps	<ul style="list-style-type: none"> - Create and configure forms - Create and configure views - Configure site maps
Create custom apps	<ul style="list-style-type: none"> - Create task-specific canvas apps and custom pages - Embed apps in Dynamics 365 Customer Service - Create a custom portal to support customer service processes
Implement Power Virtual Agents with Dynamics 365 Customer Service	<ul style="list-style-type: none"> - Describe Power Virtual Agents components and concepts - Integrate Power Virtual Agents with Dynamics 365 Customer Service - Escalate conversations to a live agent

Topic	Details
	<ul style="list-style-type: none"> - Create and manage bots including chat and voice - Implement Power Virtual Agents as a post-call survey
Implement Connected Customer Service (5-10%)	
Describe Connected Customer Service	<ul style="list-style-type: none"> - Describe IoT components - Identify use cases for Connected Customer Service - Configure Power Automate rules to create IoT Alerts from IoT Central - Configure security roles for Connected Customer Service
Describe device management options	<ul style="list-style-type: none"> - Manage IoT devices - Interact with IoT devices
Implement routing (5–10%)	
Configure routing	<ul style="list-style-type: none"> - Configure work classification and assignments including rules - Configure user attributes including capacity profiles - Implement Basic Case Routing rules - Configure Routing Rulesets - Describe different unified routing options - Configure skills-based routing and Skills Finder - Configure diagnostics
Create and manage queues	<ul style="list-style-type: none"> - Differentiate queue types - Configure queues - Add records to queues - Configure tables for queues - Perform queue operations including pick, release, remove, and delete operations

Broaden Your Knowledge with Microsoft MB-230

Sample Questions:

Question: 1

You create an entitlement that decreases the total terms when cases are created. You need to identify what will cause the value of the remaining terms of an entitlement to be incremented or decremented.

What are two possible causes that you can identify?

(Each correct answer presents a complete solution. Choose two.)

- a) when a case that is attached to the entitlement is resolved
- b) when the entitlement is attached to a new contact
- c) when a case that is attached to the entitlement is deleted
- d) when the entitlement is attached to a new case

Answer: c, d

Question: 2

Which two of the following are valid routing rule actions?

(Each correct answer presents part of the solution. Choose two.)

- a) Cancel Case
- b) Send Email
- c) Assign to User/Team
- d) Route to Queue

Answer: b, c

Question: 3

You open a case for a customer with an entitlement. The remaining entitlement terms should have been immediately decremented, but they were not. You need to resolve this issue.

What should you do?

- a) Create a record creation and update rule.
- b) Configure an entitlement channel.
- c) Set the entity type to case.
- d) Set the allocation type.

Answer: d

Question: 4

You are assigned the System Customizer role. You install a Dynamics 365 Customer Service business process flow from Microsoft AppSource. You attempt to use the new flow on activities, but the entity is not selectable.

You need to use the new flow on activities. What should you do?

- a) Change your security role.
- b) Modify the Activity entity.
- c) Create a new Activity entity.
- d) Activate the business process flow.

Answer: b

Question: 5

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

Question: 6

You are configuring a single business process flow in Dynamics 365 for Customer Service. You need to design the business process flow. What should you do?

- a) Merge peer branches to a single stage when merging branches
- b) Span the process across 10 unique entities
- c) Combine multiple conditions in a rule by using both the AND and OR operators
- d) Use 40 steps per stage

Answer: a

Question: 7Reference Scenario: [click here](#)

You need to ensure that claim disputes conform to the defined case life cycle. What should you configure?

- a) Related cases
- b) Subject
- c) Timeline
- d) Status Reason Transition
- e) Case Relationships

Answer: d**Question: 8**Reference Scenario: [click here](#)

A company implements Dynamics 365 for Customer Service. You are assigned a case. You accidentally close the case before completing your work.

You need to ensure that you can continue to work on the case. What should you do?

- a) Reassign the case
- b) Reactivate the case
- c) Clone the case
- d) Change the status reason to In Progress

Answer: b**Question: 9**Reference Scenario: [click here](#)

You are using Dynamics 365 for Customer Service. You need to automate the process of adding cases to a queue. What should you do?

- a) Use routing rules
- b) Use the convert activities functionality with cases
- c) Use the add to queue button on a case
- d) Use the Assign button on a case

Answer: a

Question: 10

Which of the following capabilities is only available when using enhanced SLAs?

- a) pause an SLA
- b) use security roles to control SLA creation
- c) track Key Performance Indicators (KPIs)
- d) define failure actions

Answer: c

Avail the Study Guide to Pass Microsoft MB-230 Customer Service Exam:

- Find out about the MB-230 syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [MB-230 syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the MB-230 training. Joining the Microsoft provided training for MB-230 exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [MB-230 sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. MB-230 practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

- Passing the MB-230 exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the MB-230 Certification

EduSum.Com is here with all the necessary details regarding the MB-230 exam. We provide authentic practice tests for the MB-230 exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on EduSum.Com for rigorous, unlimited two-month attempts on the [MB-230 practice tests](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Microsoft Certified - Dynamics 365 Customer Service Functional Consultant Associate.

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