

# **Microsoft**

## **MB-230 Exam**

### **Microsoft Dynamics 365 for Customer Service**

#### **Questions & Answers**

#### **Demo**

# Version: 12.0

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**Question: 1**

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DRAG DROP

You need to configure the system to store answers about claims.

Which four actions should you perform in sequence? To answer, move all actions from the list to the answer area and arrange them in the correct order.

## Actions

Enable search.

Set routing.

Export to case resolution.

Publish the article.

Create an article.

Mark for review.

Approve the article.

## Answer Area



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**Answer:**

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Explanation:

Create an article.

Mark for review.

Approve the article.

Publish the article.

Reference:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/customer-service-hub-user-guide-knowledge-article>

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**Question: 2**

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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	<div style="border: 1px solid black; padding: 2px;"> <span style="float: right;">▼</span>  3                      4                      5                      6                 </div>
Number of automatic case creation rules	<div style="border: 1px solid black; padding: 2px;"> <span style="float: right;">▼</span>  1                      2                      3                      4                 </div>
Number of routing rule sets	<div style="border: 1px solid black; padding: 2px;"> <span style="float: right;">▼</span>  3                      4                      5                      6                 </div>

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**Answer:**

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Explanation:

Setting	Value
Total number of queues	<div style="border: 1px solid black; padding: 2px;"> <input type="text" value="3"/> </div> <div style="border: 1px solid black; padding: 2px;">3</div> <div style="border: 1px solid black; padding: 2px;">4</div> <div style="border: 1px solid black; padding: 2px;">5</div> <div style="border: 1px solid black; padding: 2px;">6</div>
Number of automatic case creation rules	<div style="border: 1px solid black; padding: 2px;"> <input type="text" value="1"/> </div> <div style="border: 1px solid black; padding: 2px;">1</div> <div style="border: 1px solid black; padding: 2px;">2</div> <div style="border: 1px solid black; padding: 2px;">3</div> <div style="border: 1px solid black; padding: 2px;">4</div>
Number of routing rule sets	<div style="border: 1px solid black; padding: 2px;"> <input type="text" value="3"/> </div> <div style="border: 1px solid black; padding: 2px;">3</div> <div style="border: 1px solid black; padding: 2px;">4</div> <div style="border: 1px solid black; padding: 2px;">5</div> <div style="border: 1px solid black; padding: 2px;">6</div>

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**Question: 3**

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You need to configure the queue for telephone-based cases.  
 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 from email.
- B. Define an SLA and entitlements and set entitlement values for case numbers.
- C. Configure a status reason transition.
- D. Create a case routing rule.
- E. Automatically create or update records.

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**Answer: BC**

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Explanation:

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**Question: 4**

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**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.	<div style="border: 1px solid black; padding: 2px;"> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Case routing</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Automatically create and update records</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Create queues</div> </div>
Receive and process an email from a customer to open an insurance claim.	<div style="border: 1px solid black; padding: 2px;"> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Case routing</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Automatically create and update records</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Create queues</div> </div>
Ensure cases phoned in can be separated and taken only by the applicable representative.	<div style="border: 1px solid black; padding: 2px;"> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Case routing</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Automatically create and update records</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Create queues</div> </div>

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**Answer:**

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Explanation:

Scenario	Setting
Process cases for an insurance type once a type is selected.	<div style="border: 1px solid black; padding: 2px;"> <div style="border-bottom: 1px solid black; margin-bottom: 2px; background-color: #cccccc;">Case routing</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Automatically create and update records</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Create queues</div> </div>
Receive and process an email from a customer to open an insurance claim.	<div style="border: 1px solid black; padding: 2px;"> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Case routing</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px; background-color: #cccccc;">Automatically create and update records</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Create queues</div> </div>
Ensure cases phoned in can be separated and taken only by the applicable representative.	<div style="border: 1px solid black; padding: 2px;"> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Case routing</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px;">Automatically create and update records</div> <div style="border-bottom: 1px solid black; margin-bottom: 2px; background-color: #cccccc;">Create queues</div> </div>

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**Question: 5**

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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

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**Answer: C**

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Explanation:

Reference:

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