

## [June-2021] 100% Valid MB-230 VCE and MB-230 PDF Dumps MB-230 157Q Provided by Braindump2go [Q130-Q150]

June/2021 Latest Braindump2go MB-230 Exam Dumps with PDF and VCE Free Updated Today! Following are some new MB-230 Real Exam Questions!  
**QUESTION 130** You are a system administrator for Dynamics 365 for Customer Service. All child cases must inherit the product, customer name, case title, and case type from the parent case. Parent cases must not be closed until all child cases are closed. You need to configure cases. What should you do?  
A. Validate that customer and case title fields have not been removed as fields that child cases inherit from parent cases. Add product and case-type fields to the list. Set the closure preference setting to Don't allow parent case closure until all child cases are closed.  
B. On the case entity, update the Parent case-Child case 1:N relationship field mapping to include the fields. Create a business rule on the case entity to prevent the parent from closing if it has one or more open child cases.  
C. Create a business rule.  
D. Validate that customer and case title fields have not been removed as fields that child cases inherit from the parent cases. Add product and case-type fields to the list. The closure preference setting does not need to be changed. This is default behavior.  
Answer: A  
Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/define-settings-parent-child-cases>  
**QUESTION 131** A company uses Dynamics 365 Customer Service. You are configuring the advanced similarity rules. You create a similarity rule on cases and put an exact match for the Modified On field in the Match Fields tab. You test the rule and discover that exact matches do not appear. You need to determine why the rule is not working. What are two possible reasons why the rule is not working? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.  
A. A Power Automate flow was not created.  
B. The similarity rule is deactivated.  
C. The security role is not set to run the similarity rule.  
D. The similarity rule was not published.  
E. The Modified On field is not set to searchable in the customization of the case entity in the solution.  
Answer: B  
Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-service/suggest-similar-cases-for-a-case>  
**QUESTION 132** You are a help desk representative for an organization using Dynamics 365 Customer Service. Users need to search within the system for similar cases. None of the out-of-the-box settings have been changed. You need to determine which search features are available for use by default. Which two search features are available? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.  
A. Advanced Find  
B. Quick Find  
C. Relevance Search  
D. Full-text Quick Find  
Answer: A  
Explanation:

<https://docs.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization>  
<https://docs.microsoft.com/en-us/powerapps/user/search>  
**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: B  
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: A  
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. 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 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. 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 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.

The screenshot shows an 'Answer Area' with two requirements and their corresponding solutions. Requirement 1: 'Attach and email a KB article from a case.' Solution: '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.' Requirement 2: 'Attach a KB article and email a link to the customer.' Solution: '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:

The screenshot shows the same 'Answer Area' as above, but with the correct solutions highlighted in green. For the first requirement, 'Link the KB article to the case. The system will automatically email the KB article to customer.' is selected. For the second requirement, 'For the published KB article, select Link the KB article to the case and email the link to the customer.' and 'Link the KB article to the case. Create an email activity and select Insert article.' are selected.

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.

The screenshot shows a list of actions on the left and an empty 'Answer Area' on the right. The actions are: 'Verify that you have the customer service representative security role.', 'Deactivate the routing rule set.', 'Verify that you have the customer service manager security role.', 'Activate the routing rule set.', 'Navigate to Routing rule sets.', 'Edit the routing rule set.', and 'Publish the customizations.' The 'Answer Area' is currently empty.

Answer:

The screenshot shows the same 'Actions' list as above, but with five actions moved to the 'Answer Area' in the correct sequence: 'Verify that you have the customer service manager security role.', 'Navigate to Routing rule sets.', 'Deactivate the routing rule set.', 'Activate the routing rule set.', and 'Publish the customizations.' The 'Verify that you have the customer service representative security role.' action remains in the 'Actions' list.

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.	<input type="checkbox"/> Organization insights <input checked="" type="checkbox"/> Queues <input type="checkbox"/> Parent and child case settings
Automatically generate follow-up phone calls.	<input type="checkbox"/> Publisher <input checked="" type="checkbox"/> Automatic record creation and update rules <input type="checkbox"/> Subjects

Answer: Answer Area

Requirement	Option
Ensure that cases can be assigned easily.	<input type="checkbox"/> Organization insights <input checked="" type="checkbox"/> Queues <input type="checkbox"/> Parent and child case settings
Automatically generate follow-up phone calls.	<input type="checkbox"/> Publisher <input checked="" type="checkbox"/> Automatic record creation and update rules <input type="checkbox"/> 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.	<input checked="" type="checkbox"/> Add Contact to the Selected attributes for Parent and Child case settings in system management. <input type="checkbox"/> Copy and paste the contact from the Parent case. <input type="checkbox"/> Manually type the contact into the field. <input type="checkbox"/> 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.	<input type="checkbox"/> Change the Specified closure preference to "Don't allow parent closure until child cases are closed" in system management. <input checked="" type="checkbox"/> 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.	<input type="checkbox"/> Create a business rule to remove the information from the origin field every time a child case is created. <input checked="" type="checkbox"/> Remove the Origin field from the Selected attributes for Parent and Child case settings in system management. <input type="checkbox"/> Instruct users to manually remove the information in the Origin field. <input type="checkbox"/> Delete and re-create the Origin field in the case form.

Answer:

Scenario	Action
The Contact field information is not automatically propagating in the child case when opening a new case from the parent.	<input checked="" type="checkbox"/> Add Contact to the Selected attributes for Parent and Child case settings in system management. <input type="checkbox"/> Copy and paste the contact from the Parent case. <input type="checkbox"/> Manually type the contact into the field. <input type="checkbox"/> 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.	<input type="checkbox"/> Change the Specified closure preference to "Don't allow parent closure until child cases are closed" in system management. <input checked="" type="checkbox"/> 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.	<input type="checkbox"/> Create a business rule to remove the information from the origin field every time a child case is created. <input checked="" type="checkbox"/> Remove the Origin field from the Selected attributes for Parent and Child case settings in system management. <input type="checkbox"/> Instruct users to manually remove the information in the Origin field. <input type="checkbox"/> 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** | **Answer Area**

Private

**Requirement** | **Queue type**

Share cases that cannot be automatically routed to a team with the entire company.

Queue type

Answer:

**Queue types** | **Answer Area**

Public

**Requirement** | **Queue type**

Share cases that cannot be automatically routed to a team with the entire company.

Queue type

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**

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
Update holiday schedules	Organization

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

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