



CERTSWARRIOR

# Microsoft MB-230

## Microsoft Dynamics 365 Customer Service Functional Consultant

**Questions&AnswersPDF**

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## Question: 1

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.

### Answer Area

⬆  
⬇

Publish the article.

<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	<div><div></div><div>▼</div></div> <div><div>3</div><div>4</div><div>5</div><div>6</div></div>
Number of automatic case creation rules	<div><div></div><div>▼</div></div> <div><div>1</div><div>2</div><div>3</div><div>4</div></div>
Number of routing rule sets	<div><div></div><div>▼</div></div> <div><div>3</div><div>4</div><div>5</div><div>6</div></div>

**Answer:**

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

### Question: 3

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.

**Answer: BC**

### 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.	<div>▼</div> <div>Case routing</div> <div>Automatically create and update records</div> <div>Create queues</div>
Receive and process an email from a customer to open an insurance claim.	<div>▼</div> <div>Case routing</div> <div>Automatically create and update records</div> <div>Create queues</div>
Ensure cases phoned in can be separated and taken only by the applicable representative.	<div>▼</div> <div>Case routing</div> <div>Automatically create and update records</div> <div>Create queues</div>
<b>Answer:</b>	

Scenario	Setting
Process cases for an insurance type once a type is selected.	<div>▼</div> <div>Case routing</div> <div>Automatically create and update records</div> <div>Create queues</div>
Receive and process an email from a customer to open an insurance claim.	<div>▼</div> <div>Case routing</div> <div>Automatically create and update records</div> <div>Create queues</div>
Ensure cases phoned in can be separated and taken only by the applicable representative.	<div>▼</div> <div>Case routing</div> <div>Automatically create and update records</div> <div>Create queues</div>

## 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: B**

Reference:

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



# CERTSWARRIOR

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