



MICROSOFT MB-230 STUDY GUIDE PDF

**Grab the Microsoft Customer Service Certification PDF Questions &
Answers**

Details of the Exam-Syllabus-Questions

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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Get an Overview of the Microsoft Dynamics 365 Certification:

Who should take the [Microsoft Dynamics 365 exam](#)? This is the first question that comes to a candidate's mind when preparing for the Customer Service certification. The Microsoft Dynamics 365 certification is suitable for candidates who are keen to earn knowledge on the Microsoft Dynamics 365 and grab their Microsoft Certified - Dynamics 365 Customer Service Functional Consultant Associate certification. When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But Microsoft Dynamics 365 study guide PDF is here to solve the problem. Microsoft Dynamics 365 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the Microsoft Dynamics 365 Certification?

There are several reasons why one should grab the Microsoft Dynamics 365 certification.

- The Customer Service certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential employers.
- Thus earning the [Microsoft Certified - Dynamics 365 Customer Service Functional Consultant Associate](#) is a powerful qualification for a prosperous career.

What is the Microsoft Dynamics 365 Customer Service Certification Exam Structure?

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

Enhance Knowledge with Microsoft Dynamics 365 Sample Questions:

Question: 1

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: 2

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: 3

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: 4

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: 5

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: 6

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: 7

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: 8

Reference 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: 9

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: 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

What Study Guide Works Best in Acing the Microsoft Dynamics 365 Customer Service Certification?

The Microsoft Dynamics 365 study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the Customer Service exam, getting in full touch of the [syllabus](#) is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your study schedule must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

If there is related Microsoft training, don't miss out the chance to join. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a [PDF format](#) or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and utilize the Microsoft Dynamics 365 Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, Microsoft Dynamics 365 practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven Microsoft Dynamics 365 Practice Test for Success!!!

Do you want to pass the Microsoft Dynamics 365 exam on your first attempt? Stop worrying; EduSum.com is here to provide you the best experience during your Microsoft Dynamics 365 Customer Service Functional Consultant preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [Microsoft Dynamics 365 practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.