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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: AExplanation: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customize/enhance-business-process-flows-branching NEW QUESTION 2A company has the following business units:- Call center- Customer service- Digital response- EscalationThe security roles have not been modified. The customer service business unit is the parent of all other business units. Each business unit has its own queues. Customer service cases are routed to the appropriate individuals by using the queues. You need to ensure that a specific user within the customer service business unit can read all queues within the parent and child business units. Which security role should you assign to the user? A. Customer service managerB. SchedulerC. Customer service representativeD. System customizer Answer: A NEW QUESTION 3You are a customer service representative using Dynamics 365 for Customer Service. You need to identify and eliminate duplicate cases. What should you do? A. Configure Dynamics 365 AI for Customer ServiceB. Use business rulesC. Merge casesD. Use parent-child case relationships Answer: B NEW QUESTION 4You manage Dynamics 365 for Customer Service. You need to configure automatic case creation for emails received by customers who have a support contract. What should you do? A. Configure service level agreements to be on hold until a call can be made to the customer.B. Create an automatic record creation and update rule.Set the source type to email.Configure the rule to send automatic email responses to customers when records are created.C. Create an automatic record creation and update rule.Set the source type to service activity.Configure the rule to send automatic email responses to customers when records are created.D. Create an automatic record creation and update rule.Set the source type to email.If a valid entitlement exists, configure the rule to create a case. Answer: D NEW QUESTION 5A customer service organization plans to implement knowledge management for a custom entity named Root Cause Analysis. Users must be able to search, link, and rate knowledge articles. Users must be provided with suggested knowledge articles. You need to configure Dynamics 365 for Customer Service. Which three actions should you perform? (Each correct answer presents part of the solution. Choose three.) A. Navigate to the Knowledge Base Management Settings wizard.Then, navigate to Record types and select Root Cause Analysis.B. Add a lookup to the article entity.C. In Solution Explorer, expand the Root Cause Analysis entity and select Forms.Edit the main form and configure a knowledge base search control.D. In Solution Explorer, expand the Root Cause Analysis entity and select Forms.Edit the main form and configure a subgrid for knowledge articles.E. In Solution Explorer, select the Root Cause Analysis entity and then select Knowledge management. Answer: ACE NEW QUESTION 6A company uses Dynamics 365 for Customer Service. A case in the queue is routed to you. You will be going on a vacation. You need to assign the case to someone else. What should you do? A. Release the case.B. Route the case to another queue.C. Share the case.D. Escalate the case. Answer: A NEW QUESTION 7Customer service representatives are not able to manually add service-level agreements (SLAs) to a record. You need to enable on-demand SLAs. What should you do? A. Configure the scope of the workflow.B. Publish the on-demand SLA.C. Activate the SLA.D. Request an administrator to add the SLA field to the entity form. Answer: DExplanation: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/define-service-level-agreements NEW QUESTION 8You are a customer service manager using Dynamics 365 for Customer Service. You need to restrict support to the products that a customer has purchased. What should you do? A. Add the product to the account.B. Add the products to the case.C. Add the products to the customer's entitlement.D. Add the products to the customer. Answer: C NEW QUESTION 9HotSpot You use Dynamics 365 for Customer Service administrator. You plan to create Voice of the Customer surveys. You need to determine which survey question feature is needed to complete the design of the survey. Which survey features should you use? (To

answer, select the appropriate survey type in the dialog box in the answer area.)

Answer Area

Scenario	Survey typ
Create a theme for the survey with the company logo and colors.	Basic survey Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	Basic survey Client-side routing Response routing Piping
Hide questions depending on the answer the candidate selects.	Basic survey Response routing Client-side routing Tagging
Populate the second question with answers from the first question.	Piping Response routing Client-side routing Tagging

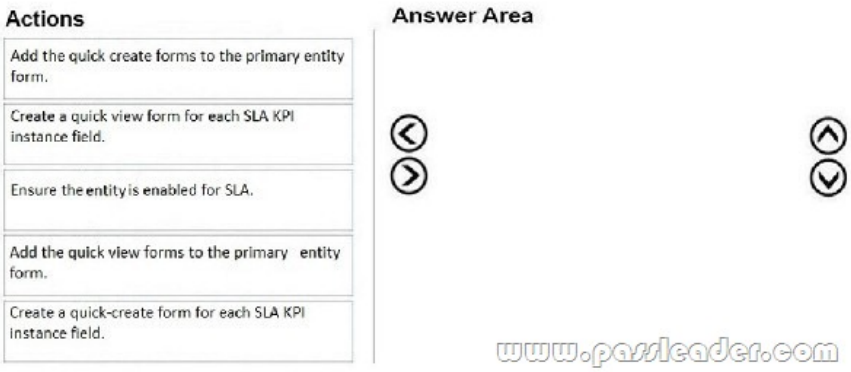
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Answer Area

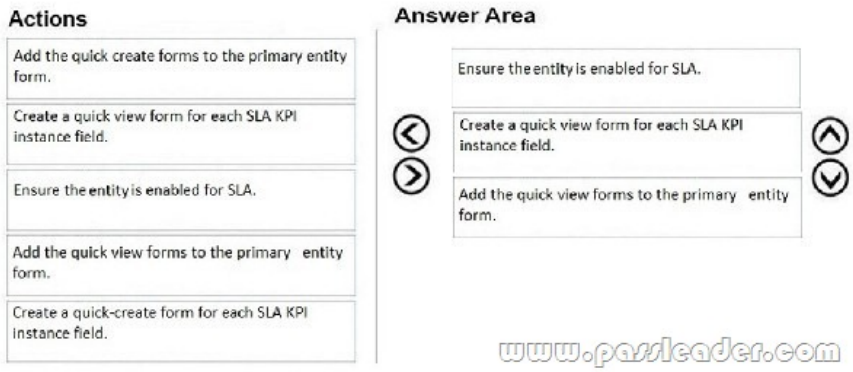
Scenario	Survey type
Create a theme for the survey with the company logo and colors.	Basic survey Response routing Piping Tagging
Create a different set of follow-up questions depending on the answer the candidate selects.	Basic survey Client-side routing Response routing Piping
Hide questions depending on the answer the candidate selects.	Basic survey Response routing Client-side routing Tagging
Populate the second question with answers from the first question.	Piping Response routing Client-side routing Tagging

Explanation:https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-advanced-survey

NEW QUESTION 10Drag and DropYou are a Dynamics 365 for Customer Service administrator. You must track time against enhanced service-level agreements (SLAs). You need to add a timer. Which three 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.)



Answer:



Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/customer-service/add-timer-forms-track-time-against-enhanced-sla NEW QUESTION 11Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey. You need to customize the survey for each client.Solution: Clone the satisfaction survey and customize the questions.Does the solution meet the goal? A. YesB. No Answer: AExplanation:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/design-basic-survey#clone-or-import-an-existing-survey NEW QUESTION 12Your company provides clients with Dynamics 365 for Customer Service Voice of the Customer employee satisfaction surveys. The company has a standardized set of survey questions named Satisfaction Survey. You need to customize the survey for each client.Solution: Create custom question types. Add the custom question types to a new survey. Customize the questions.Does the solution meet the goal? A. YesB. No Answer: B NEW QUESTION 13You send surveys to customers who have opened cases within the past month. You need to send a summary of the survey results to individuals who do not have a Dynamics 365 license. What are two possible ways to achieve the goal? (Each correct answer presents a complete solution. Choose two.) A. Run the summary report.Export the report to Microsoft Excel. Send the Excel file to the users.B. Run the survey summary report.Send a link to the report from within Dynamics 365.C. Create a dashboard of the survey summary reports and share the dashboards with the users.D. Create a view with the data, and then email a link.E. Run the survey summary report.Print the report to a PDF file.Send the PDF file to the users. Answer: AE NEW QUESTION 14..... Download the newest PassLeader MB-230 dumps from passleader.com now! 100% Pass Guarantee! MB-230 PDF dumps & MB-230 VCE dumps: https://www.passleader.com/mb-230.html (65 Q&As) (New Questions Are 100% Available and Wrong Answers Have Been Corrected! Free VCE simulator!) P.S. New MB-230 dumps PDF:
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