



Up-to-date Questions and Answers from authentic resources to improve knowledge and pass the exam at very first attempt. ----- Guaranteed.



MB-230 Dumps
MB-230 Braindumps
MB-230 Real Questions
MB-230 Practice Test
MB-230 Actual Questions



Microsoft

MB-230

Microsoft Dynamics 365 for Customer Service



<https://killexams.com/pass4sure/exam-detail/MB-230>

QUESTION: 57

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer. You need to create a customer service satisfaction survey and embed it on a website. Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Copy the portal web link and paste it into your website.
- B. Copy the URL from the Anonymous link field and paste it into your website.
- C. On the Voice of the Customer survey, select Run in iFrame.
- D. Copy the HTML code from the iFrame URL field and paste it on your website.

Answer: C, D

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-ofcustomer/distribute-survey>

QUESTION: 58

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice of the Customer. You must display the question: Have you used the product before? If the response is Yes, you must display additional questions concerning the product. If the answer is No, you must display a different set of questions concerning other products. You need to select a survey feature to use. Which survey feature should you use?

- A. Answer tag
- B. Response routing
- C. Piping
- D. List of ratings
- E. Basic

Answer: B

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/designadvancedsurvey# design-interactive-surveys-by-using-response-routing>

QUESTION: 59

You 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. NOTE: Each correct selection is worth one point.

- 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: A, E

QUESTION: 60

You are creating surveys for Voice of the Customer (VoC). You need to configure VoC to ensure that recipients can unsubscribe to surveys. Which two survey features should you use? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Add an Unsubscribe check box after each question.
- B. Set the Allow unsubscribe setting to Yes.
- C. Give users the option to unsubscribe from different features of the survey.
- D. Configure the survey to display when Dynamics 365 customers receive email and enable the Unsubscribe option.

Answer: B, D

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/designadvancedsurvey# add-the-unsubscribe-option-to-a-survey>

QUESTION: 61

You are a Dynamics 365 for Customer Service administrator creating surveys for Voice

of the Customer (VoC). You need to ensure that VoC survey responses trigger an escalation in support. Which workflow should you use?

- A. VoC – Process Survey Response
- B. VoC – Close Survey Activity
- C. VoC – Process NPS Response
- D. VoC – Process Face Response

Answer: A

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/plansurvey>

QUESTION: 62

HOTSPOT

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.

NOTE: Each correct selection is worth one point.

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

Answer:

Exhibit

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

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-of-customer/designadvancedsurvey>

QUESTION: 63

You are creating a survey using Voice of the Customer. You need to embed the survey into a website and make it available to your customer. What should you do?

- A. Create the website. Add the URL to the Dynamics 365 site in your website.
- B. Create your Dynamics 365 portal. Display the Voice of the Customer page from within the main website page.
- C. Create a webpage on the website. Add the URL to link the Voice of the Customer Questions from Dynamics 365.
- D. Create an iFrame URL. Copy the HTML code to an iFrame in your website.
- E. Add the iFrame URL to your website.

Answer: D

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/voice-ofcustomer/distribute-survey>



SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

Killexams.com is an online platform that offers a wide range of services related to certification exam preparation. The platform provides actual questions, exam dumps, and practice tests to help individuals prepare for various certification exams with confidence. Here are some key features and services offered by Killexams.com:

Actual Exam Questions: *Killexams.com provides actual exam questions that are experienced in test centers. These questions are updated regularly to ensure they are up-to-date and relevant to the latest exam syllabus. By studying these actual questions, candidates can familiarize themselves with the content and format of the real exam.*

Exam Dumps: *Killexams.com offers exam dumps in PDF format. These dumps contain a comprehensive collection of questions and answers that cover the exam topics. By using these dumps, candidates can enhance their knowledge and improve their chances of success in the certification exam.*

Practice Tests: *Killexams.com provides practice tests through their desktop VCE exam simulator and online test engine. These practice tests simulate the real exam environment and help candidates assess their readiness for the actual exam. The practice tests cover a wide range of questions and enable candidates to identify their strengths and weaknesses.*

Guaranteed Success: *Killexams.com offers a success guarantee with their exam dumps. They claim that by using their materials, candidates will pass their exams on the first attempt or they will refund the purchase price. This guarantee provides assurance and confidence to individuals preparing for certification exams.*

Updated Content: *Killexams.com regularly updates its question bank and exam dumps to ensure that they are current and reflect the latest changes in the exam syllabus. This helps candidates stay up-to-date with the exam content and increases their chances of success.*

Technical Support: *Killexams.com provides free 24x7 technical support to assist candidates with any queries or issues they may encounter while using their services. Their certified experts are available to provide guidance and help candidates throughout their exam preparation journey.*

For More exams visit <https://killexams.com/vendors-exam-list>
Kill your exam at First Attempt....Guaranteed!