



MICROSOFT TRAINING

MB-230: Microsoft Dynamics 365 Customer Service Functional Consultant — Practice Questions

Prepare for MB-230 with practice questions. Validate your skills in configuring and implementing Microsoft Dynamics 365 Customer Service solutions.

DURATION

2 Hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

This 'MB-230: Microsoft Dynamics 365 Customer Service Functional Consultant — Practice Questions' course is meticulously designed to solidify your understanding and readiness for the official Microsoft MB-230 certification exam. As an expert functional consultant, you will play a crucial role in implementing, configuring, and maintaining Microsoft Dynamics 365 Customer Service solutions. This course focuses on reinforcing the core concepts, best practices, and technical configurations necessary to optimize customer support operations, streamline service delivery, and enhance overall customer satisfaction.

Through a comprehensive set of practice questions, you will engage with scenarios covering key areas such as configuring customer service applications, managing cases and knowledge bases, implementing service-level agreements (SLAs), and setting up Omnichannel for Customer Service. This hands-on, question-based approach helps identify knowledge gaps, strengthens recall, and builds confidence in your ability to tackle the actual exam's challenges. The course provides in-depth explanations for answers, ensuring not just rote memorization but a deep comprehension of why certain solutions are correct within the Dynamics 365 ecosystem.

Successfully mastering the content through these practice questions not only prepares you to pass the MB-230 exam but also equips you with practical, deployable skills essential for real-world projects. You'll gain the proficiency to advise businesses on leveraging Dynamics 365 Customer Service to its full potential, leading to improved operational efficiency, enhanced customer experiences, and significant career advancement opportunities in the rapidly growing field of CRM solutions.

Duration	2 Hours
Level	Intermediate
Vendor	Microsoft
Exam Code	MB-230

COURSE CURRICULUM

01 Module 1: Configuring Core Customer Service Applications

- Configuring customer service roles and security
- Setting up core administration settings and features
- Managing queues, routing rules, and case assignment
- Configuring service scheduling and resource management
- Understanding and applying Power Apps components in Customer Service

02 Module 2: Managing Cases and Knowledge Base Solutions

- Creating and managing cases, activities, and entitlements
- Implementing parent/child case relationships and hierarchies
- Developing and utilizing the knowledge base for self-service and agent support
- Configuring search capabilities and content categorization
- Understanding article templates and publishing workflows

03 Module 3: Optimizing Service Delivery with Queues, Entitlements, and SLAs

- Defining and applying Service Level Agreements (SLAs) to cases
- Configuring entitlement processes and templates

- Setting up automatic record creation rules for cases and leads
- Managing service calendars and holiday schedules
- Monitoring SLA performance and resolution metrics

04 Module 4: Implementing Omnichannel Engagement for Customer Service

- Configuring chat channels and live agent experiences
- Setting up voice channels and integrated telephony
- Implementing SMS and social messaging integration
- Managing workstreams, queues, and agent routing in Omnichannel
- Utilizing agent scripts and productivity tools in Omnichannel workspace

05 Module 5: Advanced Customer Service Analytics and Reporting

- Generating reports using built-in Dynamics 365 capabilities
- Creating custom dashboards and charts for performance monitoring
- Understanding service analytics and KPIs for customer service
- Leveraging AI insights and suggestions in Dynamics 365 Customer Service
- Integrating with Power BI for advanced reporting and data visualization

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Dynamics 365 Customer Service Functional Consultant**
- > **CRM Solution Architect (Specializing in Customer Service)**
- > **Business Applications Implementation Consultant**

FREQUENTLY ASKED QUESTIONS

Q: How do these 'Practice Questions' specifically prepare me for the official MB-230 certification exam?

This course is entirely focused on exam readiness. It features a curated collection of practice questions designed to mirror the format, difficulty, and content domains of the actual MB-230 certification exam. Each question comes with detailed explanations for both correct and incorrect answers, allowing you to not only test your knowledge but also understand the underlying concepts, reinforcing your learning and identifying specific areas that require further study to ensure comprehensive preparation.

Q: What prerequisites are recommended before taking this MB-230 Practice Questions course to maximize its benefit?

To get the most out of this practice questions course, it is highly recommended that you have foundational knowledge of Microsoft Dynamics 365 Customer Engagement (CE) applications, particularly the Customer Service module. Familiarity with core CRM concepts, experience in configuring business applications, and a basic understanding of sales and customer service processes will greatly enhance your ability to comprehend the scenarios and solutions presented in the practice questions.

Q: Beyond passing the exam, what practical skills will I reinforce or gain through these practice questions that are applicable in a real-world functional consultant role?

This course helps reinforce practical skills crucial for a functional consultant. You will solidify your understanding of how to configure Dynamics 365 Customer Service to meet business requirements, manage various service scenarios, optimize agent productivity, and improve customer satisfaction. The questions challenge your ability to apply knowledge to realistic situations, which is invaluable for advising clients, implementing solutions, and troubleshooting issues in live Dynamics 365 environments, making you a more effective and confident consultant.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

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READY TO ENROL?

Take the next step in your technology career.

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