Vendor: Microsoft

Exam Code: MB-230

Exam Name: Microsoft Dynamics 365 for Customer Service

Version: DEMO

QUESTION 1
Case Study 1 - Humongous Insurance

Background
Humongous Insurance is contracted to process all insurance claims for a health facility that accepts the following types of health insurance:

- Health maintenance organization (HMO)
- Preferred-provider organization (PPO)
- Gold

Cases are classified as new claims, claim disputes, and follow-ups. Each insured person is entitled to open 25 new cases each calendar year.

Support representatives specialize by and process claims by insurance type.

Humongous Insurance currently accepts claims only by telephone. The call center is open from 06:00 GMT to 24:00 GMT daily. Call center staff work one of the following shifts: 06:00 GMT to 12:00 GMT, 12:00 GMT to 18:00 GMT, and 18:00 GMT to 24:00 GMT.

When a case is received by email, a staff member categorizes the case as email and closes the case immediately.

Current environment
- Humongous Insurance has three departments to handle claim types: HMO, PPO, and Gold.
- The company uses handwritten forms to send claims information to the correct department.
- Each department maintains a workbook to record calls received.

Requirements. Support desk
- Configure the system to track the number of insurance claims filed each year.
- Categorize claims by type as they are opened.
- Configure the system to track staff responsiveness to service-level agreements (SLAs).
- Ensure that business hours reflect the hours that support staff are scheduled.

Requirements. Case handling
- All new cases must be automatically placed into a queue based on insurance type after the type is selected.
- All insurance types need to be automatically moved to the proper queue when the subject is picked.
- All cases must be created and closed immediately when received.
- The status reason must be set to Email Sent or Phone Call.
- Information must be restricted by insurance and phone call type.
- Managers must be alerted when customers reach their limit of 25 cases for the year.
- Changes to cases must not be counted against entitlements until the case is closed.

Requirements. Disputes
- Claim disputes must be categorized as low priority.
- The status for all disputed cases must be set to Review by a Manager before a disputed case may be closed.

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: C
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/search-knowledge-articles-csh#knowledge-base-search-control

QUESTION 2
Case Study 2 - Lamna Healthcare

Background
Lamna Healthcare Company provides health care services to communities across the region. The company provides telehealth services only and does not offer in-person appointments. The company has staff that speak English and Spanish.

The company is open from 8 AM to midnight Monday through Friday to provide services. Patients can make appointments by calling or using the internet. All appointments are conducted by phone or by using a computer.

Current environment. Services
Lamna provides two types of appointments: wellness and sick. A doctor and a nurse are scheduled for each sick appointment. A doctor or a nurse are scheduled for wellness appointments.

Current environment. Employees
General
Employees are located in the Pacific and Eastern time zones.

Case representatives
Case representatives handle incoming calls, provide information to patients for appointments, and schedule follow-up calls with doctors. Case representatives can also help with people who want to chat online.

All case representatives work eight-hour shifts. Case representatives typically focus on cases that involve one type of illness. The case representatives may back up others when call volumes are large.

Several case representatives speak both Spanish and English. The only company holidays the case representatives have off are New Year's Eve day and New Year's Day.

Customer satisfaction and escalation
Customer satisfaction representatives monitor all activity and ensure that there is a uniform process for all calls. Case managers schedule shifts and are a point of escalation.

You need to ensure that an appropriate resource for sick appointments can be scheduled.

What should you configure?

 A. Services

B. Queues
C. Facilities/equipment
D. Activities

Answer: A
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/basics-service-service-scheduling

QUESTION 3
Case Study 3 - The Phone Company

Overview
The Phone Company provides mobile devices and services to corporate clients. Each client corporation has different agreements and service level agreements (SLAs) in place. Most clients have agreements that last one year and have 30 cases available. Half the cases may be opened by phone. The other half may be opened by email.
The company has an existing on-premises software system. The current system no longer meets the company's needs.

The support desk is open 8:00 am to 8:00 pm Eastern Standard Time.

Requirements
Support desk
The company plans to implement Dynamics 365. The solution will include a custom entity that needs to be search enabled.

You must configure the system to ensure that you can determine how many support tickets and new orders tickets are received. You must be able to determine which device types have the most tickets opened for issues. Business hours in the system must reflect the hours support staff is scheduled.

Case handling
- New cases must automatically route to the correct support group by phone type or new purchase group without requiring custom code.
- The system must automatically create a case when email is received by companies that are not in the system.
- The system must automatically send a response to an email sender upon case creation for new orders, but not for service records.
- Users must be able to initiate routing for manually created cases.
- The system must create sub-cases from one customer with different cases and also if the same issue is reported by several customers. Subcases must inherit the following fields: customer name, contact email address and case title.
- Main cases must not be closed until all the sub-cases are closed.
- Separate groups must be created for each type of service and each phone type. Access to the groups must be restricted to team members that support that service or phone type.
- When importing from the old system, old cases do not need to be routed to the correct support group.

Knowledge base
- Users must be able to search the knowledge base when opening a new case form or when checking on cases.
- Users must be able to use relevant searches and include any customer entities.

You need to create the queue for cases.

What type of queue should you create?

A. Teams
B. Public
C. Product
D. Private
E. Service

Answer: D
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/set-up-queues-manage-
activities-cases

QUESTION 4
Case Study 4 - Fourth Coffee

Background
You are the technology manager for Fourth Coffee. The company sells 20 types of coffees and
five types of digital coffee makers.
Fourth Coffee uses Dynamics 365 Customer Service with Omnichannel for Customer Service.

Current environment
Queues
The company uses queues to service different types of customers. Each type of customer
corresponds to one of the following queues:
– New customers
– Repeat customers
– Subscribers to the coffee of the month club

The company has a separate queue to manage customers who have coffee maker issues.

Current environment
Employees
The company has 50 call representatives across five call centers. Each representative can
address five calls simultaneously. Overflow calls are transferred to the back office.
– The company uses two levels of representatives to help customers with
coffee purchases: entry level and specialists.
– Supervisors monitor chats and live phone calls.

Requirements
Employees
Call representatives must be able to answer requests from phone calls, SMS messages, and
chat. A ticket must be opened for each request.
Specialists must be assigned to coffee maker calls.
Specific representatives require a Dynamics 365 Customer Service workspace to perform the
following activities:
– Open an assigned record in a new workspace tab.
– Use a predefined email template when representatives send an email.
– The system must notify supervisors when customers in a live session
express negative feedback about a service or product.

You need to configure the chatbot.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Add the chatbot to an existing human agent queue.
B. Configure context variables for the chatbot.
C. Enable a Power Virtual Agents chatbot to end conversations.
D. Create a chatbot queue and a human agent queue.
E. Enable AI suggestions with the chatbot.

Answer: BD

QUESTION 5
Case Study 5 - Lucerne Publishing

Background
Lucerne Publishing is a publishing company in Canada. The company publishes books for higher education. It also invests in multiple cloud-based solutions to support the customer service, publishing, and sales departments.

Current Environment
Lucerne Publishing uses the following:
- The Customer Service app for the publishing customer service division.
- Omnichannel capabilities in the Customer Service app.
- Third-party apps for e-commerce so students and parents can order books or courses online.
- Customer service agents as the representatives who will resolve customers issues using various channels.
- Resident employees who work for Lucerne Publishing and live in the buildings inside the business center.
- A technician dispatch team that includes dispatchers who review and schedule work orders and assign the work orders to resources on the schedule board.

The company has an internal division that provides repair services such as plumbing and electrical. The division provides services to the buildings inside the company business center, and some of those are used as residences by printing employees.

Requirements
Customer Service - Contact Center
The company has the following requirements:
- Improve agent response time in live chats with customers.
- Improve agent productivity by automating tasks. For example, the customer service manager requests that a new case is created automatically when an agent is on a chat with a customer.
- Provide instructions for agents to use when processing book returns. The instructions must include the following: o Greet the customer. o Automatically open the case form for the book return, o Close the session with the customer.
- Allow agents to use different channels such as short message service (SMS), social, and call when providing service to customers.
- Enable a new text SMS channel for the agents.
- Improve the agents' capability to search using AI suggestions.
- Provide agents with real-time recommendations on similar cases and knowledge-base articles.
- Allow agents to know the customer's point of view on the service.
- Provide a solution that will identify an agent's supervisor when a customer has a negative

experience.
- Improve how the agents' skills and profiles are maintained.
- Route calls to agents who can support French-speaking customers.
- Configure the French language as a skill for agents who support French-speaking customers.
- Provide access to the Omnichannel agent app and productivity tools for supervisors and agents.
- Provide the customer service supervisor with the ability to create agent scripts for Omnichannel agents and a workstream for SMS. The customer service supervisor must also be able to edit an existing workstream.
- Provide the customer service supervisor with the ability to track sentiment in real time.
- Provide agents with AI suggestions on the recent contact that worked on similar cases.

You need to implement a solution to provide the technician's utilization.

Which solution should you use?

A. Use default schedule board with filters.
B. Use custom web resources.
C. Change the board view settings.
D. Create multiple schedule board tabs.

Answer: D

QUESTION 6
You are an Omnichannel supervisor at a company. You install a dashboard in Power BI.

You need to ensure that managers are able to access the intraday insights dashboard.

What should you do?

A. From the supervisor configuration, add all users to the intraday insights dashboard.
B. From the agent configuration, promote the users to supervisors.
C. From universal service desk, enable all dashboards.
D. From the supervisor configuration, add the required users.
E. From Power BI, share the dashboard with the entire organization.

Answer: D
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-intraday-dashboard-supervisor

QUESTION 7
Hotspot Question

A company uses Dynamics 365 Customer Service to provide product support to customers. Only employees are included in the company's Azure Active Directory.

You need to configure the system to meet the following requirements.

```
- You must minimize the effort required to complete any required
configuration tasks.
- Create a website for external customers to open support tickets and
see the status of open issues.
```

- Ensure that customers are set up to use this website.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Requirement	Configuration
Portal creation	▼
	Create a portal by using the Customer self-service template
	Create a portal by using the Community portal template
	Create and share a model-driven app with your customers
	Create and share a canvas app with your customers
Customer setup	▼
	Ensure that all customers have a contact record
	Ensure that all customers have an account record
	Ensure that the appropriate model-driven app is shared with each customer
	Ensure that the appropriate canvas app is shared with each customer

Answer:

Requirement	Configuration
Portal creation	▼
	Create a portal by using the Customer self-service template
	Create a portal by using the Community portal template
	Create and share a model-driven app with your customers
	Create and share a canvas app with your customers
Customer setup	▼
	Ensure that all customers have a contact record
	Ensure that all customers have an account record
	Ensure that the appropriate model-driven app is shared with each customer
	Ensure that the appropriate canvas app is shared with each customer

Explanation:
Box 1: Create a portal by using the Customer self-service template
Create a website for external customers to open support tickets and see the status of open issues.
The Customer portal is a Power Apps portals template that lets companies create an externally facing business-to-business (B2B) website for scenarios that are related to sales order processing.
Customer self-service portal: A customer self-service portal enables customers to access self-service knowledge, support resources, view the progress of their cases, and provide feedback. Its powerful self-service functionality guides customers to the answers they seek without human intervention or by connecting them to your most qualified agent for the task if the issue can't be resolved client-side autonomously.

Box 2: Ensure that all customers have an account record.

Ensure that customers are set up to use this website.
Note: Using the standard functionality, if I login to the Customer Service Portal I can create a new case linked either to myself as a Contact or to my related company as an Account (assuming that the Account is specificed on my contact record in Dynamics 365 CE).

Reference:
https://docs.microsoft.com/en-us/power-apps/maker/portals/portal-templates
https://docs.microsoft.com/en-us/dynamics365/supply-chain/sales-marketing/customer-portal-overview
https://readyxrm.blog/2019/07/04/dynamics-365-customer-self-service-powerapps-portals-creating-a-case-on-behalf-of-another-account/

QUESTION 8
A trucking company uses a custom table named Leased Truck in Dynamics 365 Customer Service to capture leasing details. The company is implementing Connected Customer Service for Azure IoT Hub to track the leased trucks.

You need to configure the custom table Leased Truck for IoT integration.

Which two methods achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Set the relationship in the Power Platform admin center.
B. Create a one-to-many relationship from the Leased Truck table to the IoT Alert table.
C. Call the IoT-Register Custom Entity action to associate a Leased Truck record with an existing IoT device.
D. Enable connections to the Leased Truck table.

Answer: CD
Explanation:
IOT enabling an entity type
Dynamics 365 entities can be associated to IoT entities so that within Dynamics 365 they can participate in IoT-related business processes and analyses. There are two methods of "IoT enabling" a Dynamics 365 entity; you can:
* (D) Programmatically form an association through the standard Dynamics 365 Connection entities capability. You can alternatively accomplish this same association through the administration UI; for more information, see Create connections to view relationships between records.
* (C) Call the IoT - Register Custom Entity action to associate an entity with an existing or new IoT Device.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-extend-connected-customer-service-solutions

QUESTION 9
A company uses Omnichannel for Customer Service.

The company wants to configure Power Virtual Agents within Omnichannel to have automatic answers when a customer starts a chat session.

You need to set up the prerequisites for the Power Virtual Agents.

Which three technologies should you set up? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Work stream
B. Queues
C. Azure Application ID
D. Chat widget
E. Chatbot

Answer: BCE
Explanation:
CE: Prerequisites
Before you integrate Power Virtual Agents bots in Omnichannel for Customer Service, check the following:
* Azure Application ID -You'll need an application registered on the Azure portal before connecting to Omnichannel for Customer Service.
* Bot -You must have a pre-configured bot that can integrate with Omnichannel for Customer Service.
* Product licenses -You need a product license for Power Virtual Agents
* Role -You must have the Omnichannel administrator role.

B: In Omnichannel Administration, after the Power Virtual Agents bot is created and configured to work with Omnichannel for Customer Service, you can configure it to hand off conversations to queues. To receive incoming messages, you must add the bot to at least one queue.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/configure-bot-virtual-agent

QUESTION 10
You create a Power Virtual Agents chatbot. The chatbot includes Power Automate flows. You are not a system administrator.

Users in your organization must collaborate to develop the chatbot.

You attempt to share the chatbot by adding user email addresses and assigning them Manager, Power Automate User, and Transcript Viewer permissions on the bot. The Send an email invitation to new users option is disabled.

Sharing of the chatbot fails.

You need to use the principle of least privilege to share the chatbot with users for collaboration.

Which two actions should you perform? Each correct answer presents part of a solution.

NOTE: Each correct selection is worth one point.

A. Assign the users the Environment Maker security role.
B. Ensure that a System Administrator assigns the users the Environment Maker security role.
C. Share the Power Automate flows.
D. Enable Send an email invitation to new users and re-share the chatbot.
E. Configure a custom context variable for the chatbot.

Answer: BC
Explanation:
B: Insufficient environment permissions
Users in the environment must have the Environment maker security role before a bot can be shared with them.
System administrators of the environment need to assign the Environment maker security role to the user before you share the bot.
C: Share Power Automate flows used in a bot
You can add actions to a bot using flows in Power Automate; however, flows in a bot aren't automatically shared with other users when sharing a bot.
Users who don't have access to the shared flow can still run it by using the test bot canvas.
To let other users edit or add flows you'll need to share them in Power Automate. You can open flows directly from the topic where the flow is used.

Reference:
https://docs.microsoft.com/en-us/power-virtual-agents/admin-share-bots
https://docs.microsoft.com/en-us/dynamics365/customerengagement/on-premises/customize/create-site-map-app

QUESTION 11
You use multiple workspaces within Dynamics 365 Customer Service insights.

You need to switch workspaces.

What should you do?

 A. Select Dashboard filters and then select a filter.
 B. Navigate to https://csi.ai.dynamics.com and then share a workspace.
 C. Select My workspaces and then select a workspace.
 D. Select View and then select a workspace view.

Answer: C
Explanation:
As an owner of a workspace, you launch sharing of a workspace by going to the My workspaces panel, hovering your mouse over the workspace name, and then selecting the share icon to open a dialog. From there, you add any users from your company's Azure Active Directory. Any viewers will receive an email notifying them with a link to the workspace.

Reference:
https://cloudblogs.microsoft.com/dynamics365/it/2019/06/13/new-in-dynamics-365-customer-service-insights-share-workspaces-train-ai-model-with-renamed-topics/

QUESTION 12
You are configuring Dynamics 365 Customer Service workspaces.

Users want to use minimal keystrokes and easy-to-use navigation to open multiple sessions.

You need to configure the simplified navigation experience.

What should you do?

 A. Run the simplified navigation settings code in the browser console window within Dynamics 365

Customer Service.
B. Enable the appropriate features in the Power Platform admin center of the Dynamics 365
    Customer Service environment.
C. Configure the settings in the Agent Experience area of the Customer Service Hub.
D. Configure the settings in the administration console.

Answer: D
Explanation:
Customize Customer Service workspace
You can use your browser's developer tools to customize some aspects of the Customer Service
workspace.

Turn on the enhanced multisession workspace (preview) With Customer Service workspace
open, press the F12 key to open the developer tools window. In the console window, type the
following command and press Enter:
Xrm.Utility.getGlobalContext().saveSettingValue("msdyn_MultiSessionLayoutImprovements",true)
Refresh the app page.

Note: If you turn on the enhanced multisession workspace, the enhanced experience applies in
both Customer Service workspace and Omnichannel for Customer Service.

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#turn-on-the-
enhanced-multisession-workspace-preview
https://docs.microsoft.com/en-us/dynamics365/customer-service/csw-overview#simplify-
navigation-in-customer-service-workspace

QUESTION 13
You are describing Power Virtual Agents to executives at a company.

The executives want to know which features are available out of the box.

You need to describe these features.

Which three features are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Monitor bot conversations in real time.
B. Assign cases to specific users.
C. Escalate to a live person.
D. Use bots in post-chat surveys through routing rules.
E. Display a view of customer cases to users.

Answer: ACE
Explanation:
A: Smart assist is an intelligent assistant that provides real-time recommendations to agents,
helping them take actions while interacting with customers. It allows organizations to build a
custom bot and plug-in to their environment. These custom bots interpret conversations in real
time and provide relevant recommendations such as knowledge articles, similar cases, and next-
best steps to the agent's user interface.

C: With Power Virtual Agents, you can hand off conversations to live agents seamlessly and

contextually.

When you hand off a conversation, you share the full history of the conversation (the context) as well as all user-defined variables. Having access to this context means live agents that are using any connected engagement hub can be notified that a conversation requires a live agent, see the context of the prior conversation, and resume the conversation.

Reference:
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/smart-assist
https://docs.microsoft.com/en-us/power-virtual-agents/advanced-hand-off

QUESTION 14
You are creating a Power Virtual Agents chatbot to handle common customer inquiries.

A manager reports that some inquiries are not routing to the appropriate customer service representatives. You observe that one node is inactive.

You need to determine why the node is inactive.

What should you use?

A. Maker portal
B. Supervisor dashboard
C. Test bot pane
D. Topic checker

Answer: D
Explanation:
https://docs.microsoft.com/en-us/power-virtual-agents/authoring-topic-management

QUESTION 15
You are configuring a queue in Omnichannel for Customer Service for a call center.

You need to complete the queue configuration using the minimal number of actions.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Configure the mailbox for the queue
B. Set the record creation and update rules for the queue
C. Set the queue priority for the queue
D. Enable the queue for auto work distribution

Answer: CD
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/queues-omnichannel

QUESTION 16
Drag and Drop Question

A company deploys Dynamics 365 Customer Service. The company plans to use IoT to collect

information about manufacturing equipment.

Work orders must be automatically generated when malfunctions are detected to ensure that malfunctions are corrected quickly.

You need to design a Connected Customer Service solution.

What should you use? To answer, drag the appropriate implementation types to the correct requirements. Each implementation type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Implementation types

| Azure IoT Central |
| Azure IoT Hub |
| Power Automate |

Answer Area

Requirement	Implementation type
Configure IoT alerts in Dynamics 365 Customer Service.	
Detect issues with manufacturing equipment.	
Create work orders when a malfunction is detected.	

Answer:

Implementation types

Answer Area

Requirement	Implementation type
Configure IoT alerts in Dynamics 365 Customer Service.	Azure IoT Central
Detect issues with manufacturing equipment.	Azure IoT Hub
Create work orders when a malfunction is detected.	Power Automate

Explanation:
Box 1: Azure IoT Central
Microsoft Azure IoT Central enables builders to configure rules and actions. Based on those actions, IoT alerts will be created in Connected Customer Service. Also, based on service activities in Connected Customer Service, information can be sent back to IoT Central. This is accomplished by using Power Automate, a SaaS offering for automating workflows across applications and services.

Box 2: Azure IoT Hub
Connected Customer Services uses the IoT Hub to manage the state of registered devices. In addition, the IoT Hub sends commands and notifications to connected devices--and tracks message delivery with acknowledgment receipts. Device messages are sent in a durable way to accommodate intermittently connected devices.

Box 3: Power Automate

Reference:
https://docs.microsoft.com/en-us/dynamics365/customer-service/cs-iot-overview

QUESTION 17
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company uses Dynamics 365 Customer Service Hub.

Customer service representatives must be able to perform a relevance search on name, phone number, email, and queue.

A customer service representative is not able to perform a relevance search for emails.

You need to ensure that the customer service representative can perform relevance searches for email addresses.

Solution: Enable smart matching.

Does the solution meet the goal?

A. Yes
B. No

Answer: B

QUESTION 19
Drag and Drop Question

You are implementing Omnichannel for Customer Service for a call center.

The call center's requirements for the implementation are as follows:

```
- When a new chat conversation is started, the Customer Summary and New
Case form tabs must be open.
- The Customer Summary tab must be the primary tab during the
conversation.
- Agents must be able to close the New Case form tab.
- Agents must not be able to close the Customer Summary tab.
```

You need to configure the tabs.

Which configuration should you use for each tab? To answer, drag the appropriate types of account information to the correct SMS channel provider. Each type of account information may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Configurations

Session Template	
Application Tab Template	
Anchor Tab in Session Template	
Anchor Tab in Application Tab Template	

Answer Area

Tab	Configuration
Customer Summary	
New Case form	

Answer:

Configurations

Application Tab Template
Anchor Tab in Application Tab Template

Answer Area

Tab	Configuration
Customer Summary	Anchor Tab in Session Template
New Case form	Session Template

Explanation:
https://docs.microsoft.com/en-us/dynamics365/app-profile-manager/session-templates

QUESTION 20
A company uses Dynamics 365 Customer Service. A client purchases a premium support package that allows six support incidents over two years.

You need to set up support entitlement enforcement.

Which three attributes should you configure? Each correct answer presents a part of the solution.

NOTE: Each correct selection is worth one point.

A. Specify the remaining item
B. Specify the total term
C. Specify the end date
D. Set the **Restrict based on entitlement terms** value
E. Specify the service-level agreement (SLA)

Answer: BCD
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-service/create-entitlement-define-support-terms-customer

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