

# 100% Pass MB-280 - Latest Reliable Microsoft Dynamics 365 Customer Experience Analyst Test Pass4sure



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## Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• Implement Security and Customizations in Dynamics 365 Sales: This section addresses the implementation of security measures and customization options within Dynamics 365 Sales for Dynamics 365 Sales Professionals.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• Implement the Dynamics 365 App for Outlook: This section emphasizes the integration of Dynamics 365 with Outlook to enhance productivity and streamline sales processes for Dynamics 365 Sales Professionals.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• Implement Dynamics 365 Sales: This section focuses on the essential processes for setting up and managing Dynamics 365 Sales effectively for Dynamics 365 Sales Professionals.</li></ul>

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## MB-280 Latest Test Practice & MB-280 New Test Camp

Our company SureTorrent has been putting emphasis on the development and improvement of our MB-280 test prep over ten year without archaic content at all. So we are bravely breaking the stereotype of similar content materials of the MB-280 Exam, but add what the exam truly tests into our MB-280 exam guide. So we have adamant attitude to offer help rather than perfunctory attitude. It will help you pass your MB-280 exam in shortest time.

## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q99-Q104):

### NEW QUESTION # 99

A company has two departments. Each department uses only custom forms and views designed for each department. Currently, all users can view all forms and views.

The company wants to improve usability for its users.

You need to limit users to only individual department forms and views.

What should you do?

- A. Use a hierarchy security model.
- B. Add an area for each department within the site map
- **C. Use security roles.**
- D. Create a model-driven app for each department.

**Answer: C**

Explanation:

In Dynamics 365 Sales, security roles control access to different forms, views, and records. To ensure that each department can only access their respective custom forms and views, you should assign security roles to the forms and views. This allows you to restrict users based on their department so they only see the forms and views relevant to them.

How it works:

1. Edit the form properties Assign the form to specific security roles.
2. Edit the view properties Restrict views based on security roles.
3. Ensure users have the correct security roles

Users in Department A will only see their assigned forms and views, and the same applies to Department B.

### NEW QUESTION # 100

You need to enable the Dynamics 365 App for Outlook for the sales team.

You need to perform the prerequisite actions before you can add the app for all users.

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

NOTE: Each correct selection is worth one point.

- **A. Enable mailboxes.**
- B. Enable sending on behalf of other users setting.
- C. Add the Dynamics 365 App to Outlook desktop app.
- **D. Add the Dynamics 365 App for Outlook security role.**

**Answer: A,D**

Explanation:

Enable Mailboxes:

\* To use the Dynamics 365 App for Outlook, each user's mailbox must be enabled for server-side synchronization. This ensures that emails, appointments, and tasks can sync between Outlook and Dynamics 365.

\* Without enabling the mailboxes, the synchronization won't be functional, making it a critical prerequisite.

Reference: Microsoft Documentation - Enable Mailboxes for Dynamics 365

Add the Dynamics 365 App for Outlook Security Role:

Users need to be assigned the Dynamics 365 App for Outlook security role to access the app. This role grants the necessary permissions to interact with Dynamics 365 through Outlook.

Assigning this role ensures that users have the correct access rights to use the app within their Outlook environment.

Reference: Microsoft Documentation - Security Roles for Dynamics 365 App for Outlook

### NEW QUESTION # 101

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's IT department has a .CSV file stored on one of their Shared Documents folders within their Microsoft SharePoint sites. The data from the .CSV file is ingested into Dynamics 365 Customer Insights - Data.

The file contains a row header and columns of different types, such as quantities and prices. The file also contains some rows with a high proportion of nulls.

You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Transform the first row to be used as headers, define column types to be the appropriate field types and name the query.

Select Next and your data is now ready for unification.

Does this meet the goal?

- A. No
- B. Yes

**Answer: A**

Explanation:

Solution removes all rows with null values, which can lead to significant data loss, especially if those rows contain important information.

It may compromise data quality by eliminating rows, which can impact analysis and insights.

### NEW QUESTION # 102

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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.

You configure forecasts for a clothing manufacturer.

A salesperson updates an opportunity and wants to refresh the forecast

You need to show the salesperson how to refresh the forecast.

Solution: Recalculate the forest.

Does this meet the goal?

- A. Yes
- B. No

**Answer: A**

Explanation:

Correct:

\* Recalculate the forecast

Incorrect:

\* Recalculate the opportunity

\* Update the Opportunity Forecast Category Mapping process

Note:

Example of forecast recalculation methods

Let's understand the different methods with an example. Consider a scenario where you have a forecast with 4 quarterly periods and an annual period.

Assume that you're currently in Q4. The following table shows when and how the forecast data is updated for different scenarios and periods.

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Dynamics 365 Sales, Recalculate forecasts manually

You want the forecast data to be up-to-date to make informed decisions. Forecast data is automatically recalculated at regular intervals. However, you can trigger a manual recalculation when you want to recalculate the forecast data immediately. You can also trigger a manual recalculation for past and future periods as they aren't automatically recalculated.

Recalculate and refresh forecast data manually

1. Open the forecast. Verify the Last updated timestamp on the command bar to know when the forecast was last recalculated successfully.

2. Select Recalculate data.

A notification appears at the top of the screen, confirming the recalculation. Recalculation happens in the background, and you can continue to work while recalculation is in progress.

3. After the application recalculates the forecast data, a notification appears to refresh the data.

On the notification, select Refresh page.

### NEW QUESTION # 103

A sales manager needs to set up goals in Dynamics 365 Sales for salespeople.

The measurement of goals must be based on the total deal amount upon closing an opportunity.

The fiscal year for the goals must be based on the calendar year.

You need to create the rollup query for the goal metrics.

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

