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## Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Configure and Customize Dataverse and Model-Driven Apps:</b> This section covers the ability of Dynamics 365 Sales Professionals in the configuration and customization of Dataverse and model-driven apps to meet business needs.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Extend and Enhance Dynamics 365 Sales Capabilities:</b> For Dynamics 365 Sales Professionals, this section evaluates the ability to extend Dynamics 365 Sales functionality and integrate it with other applications using Power Platform tools.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>Implement Security and Customizations in Dynamics 365 Sales:</b> This section addresses the implementation of security measures and customization options within Dynamics 365 Sales for Dynamics 365 Sales Professionals.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• <b>Demonstrate Dynamics 365 Customer Insights Capabilities:</b> This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• <b>Implement Dynamics 365 Sales:</b> 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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## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q32-Q37):

### NEW QUESTION # 32

A company uses Dynamics 365 Sales to manage product lines.

You need to set up the product catalog, including the ability for sellers to apply quantity discounts.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

#### Answer:

Explanation:

Reference:

Add Products:

After units are created, add products to the catalog. Each product will have an associated unit and a description that defines it within the catalog.

Ensure products are added with complete details to enable proper pricing and discounting later.

Create Price Lists:

Next, create price lists that define the pricing for products. Price lists can be specific to regions, customer types, or other criteria and are essential for associating products with prices.

A price list is necessary for assigning product prices, enabling you to link prices with discount lists in the subsequent steps.

Add Price List Items:

Add price list items to assign specific products to price lists and set their prices. This links each product with its pricing based on the price list created earlier.

It allows flexibility to have different pricing structures for the same product across multiple price lists if needed.

Create Discount Lists:

Finally, create discount lists to apply quantity discounts on products. Discount lists define percentage or flat rate discounts based on purchase quantities, which can then be applied when products are added to sales orders or quotes.

This step ensures that sellers can apply quantity-based discounts, meeting the requirement for the product catalog setup.

By following these steps in the specified order, you can set up a product catalog that includes units, products, price lists, price list items, and discount lists, allowing sellers to manage product pricing and apply quantity discounts effectively.

### NEW QUESTION # 33

BDM1 has returned from vacation and needs to catch up on their scheduled tasks and activities.

Which two items can BDM1 select to see a reminder card for the meeting BDM2 scheduled in the assistant? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

#### Answer:

Explanation:

### NEW QUESTION # 34

You are a Dynamics 365 Sales administrator. You are setting up a product catalog.

You need to configure the base unit group.

Which quantity or measurement should you configure?

- A. the highest needed to sell the product or service
- B. the lowest needed to sell the product or service
- C. the least frequently used to sell the service
- D. the most frequently used to sell the service

**Answer: D**

Explanation:

When configuring the base unit group in a product catalog within Dynamics 365 Sales, it is essential to set the base unit to reflect the most frequently used quantity or measurement for selling the product or service. This ensures that the unit is aligned with typical sales transactions, making it easier for sales teams to manage and sell products effectively.

Choosing the most frequently used unit helps streamline sales processes and reporting, allowing for consistency across transactions.

#### **NEW QUESTION # 35**

You are creating an email for an upcoming campaign. You collect all the information necessary for the email from the email marketing team.

You need to ensure the email marketing team have the minimum required information to set up the email.

Which two fields do you need to complete to save the email? Each correct answer presents part of the solution. (Choose two.)

NOTE: Each correct selection is worth one point.

- **A. Subject**
- B. Preview Text
- **C. From Address**
- D. Email From Name

**Answer: A,C**

Explanation:

In Dynamics 365 Marketing, when creating an email for a campaign, certain required fields must be completed before the email can be saved. The From Address is essential because it specifies the sender of the email, which is necessary for email configuration. The Subject is also required, as it defines the email's purpose and is a mandatory field for email setup.

#### **NEW QUESTION # 36**

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, remove rows that contain null values, and name the query. Select Next and your data is now ready for unification.

Does this meet the goal?

- A. Yes
- **B. No**

**Answer: B**

Explanation:

While the solution includes transforming the first row to be used as headers and naming the query, the step of removing rows that contain null values is problematic.

Removing all rows with null values can lead to significant data loss, particularly if those rows contain relevant information.

#### **NEW QUESTION # 37**

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The Microsoft Dynamics 365 Customer Experience Analyst (MB-280) is one of the popular exams of Microsoft MB-280. It is designed for Microsoft aspirants who want to earn the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) certification and validate their skills. The MB-280 test is not an easy exam to crack. It requires dedication and a lot of hard work.

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