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MB-280 Microsoft Certified Dynamics 365 Customer Experience Analyst Associate



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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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.
Topic 2	<ul style="list-style-type: none">• Configure and Customize Dataverse and Model-Driven Apps: 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.
Topic 3	<ul style="list-style-type: none">• 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.
Topic 4	<ul style="list-style-type: none">• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 5	<ul style="list-style-type: none">• Extend and Enhance Dynamics 365 Sales Capabilities: 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.

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Here our MB-280 exam braindumps are tailor-designed for you. Unlike many other learning materials, our Microsoft Dynamics 365 Customer Experience Analyst guide torrent is specially designed to help people pass the exam in a more productive and time-saving way, and such an efficient feature makes it a wonderful assistant in personal achievement as people have less spare time nowadays. On the other hand, MB-280 Exam Braindumps are aimed to help users make best use of their sporadic time by adopting flexible

and safe study access.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q55-Q60):

NEW QUESTION # 55

Drag and Drop Question

Your sales team indicates there are too many fields on accounts in Copilot for Sales.

You need to remove certain fields from the Copilot for Sales account form.

Which three actions should you perform in sequence before saving and publishing the form? To answer, move the appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Answer:

Explanation:

Explanation:

Microsoft 365 Copilot for Sales, Customize forms and fields

Remove fields

Step 1: Select forms in the Copilot for Sales admin settings.

1. In Copilot for Sales admin settings, select Forms.

Step 2: Select Account as the record type

2. Select the record type from which you need to remove fields.

Step 3: Hoover over the field you you want to remove and select the garbage bin icon.

3. In the Manage fields section, hover over the field you want to remove from the form, and then select Remove field (.).

4. Select Publish to save your changes.

Reference:

<https://learn.microsoft.com/en-us/microsoft-sales-copilot/customize-forms-and-fields>

NEW QUESTION # 56

You are a Dynamics 365 Sales consultant for a food service company. The company caters meals for client companies.

The company wants to set up a product bundle so that the sales staff does not forget items when they create an opportunity.

The lunch bundle is created at \$200.00. It will include the following.

You need to explain how the sales staff should manage the product bundle in the opportunity. What should they do for each scenario? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area	Scenario	Action
	Determine the price of the product bundle.	<input type="checkbox"/> Use the lunch bundle price. <input checked="" type="checkbox"/> Use the lunch bundle price. <input type="checkbox"/> Add the prices of the sandwiches, napkins, and sodas. <input type="checkbox"/> Add the lunch bundle price and the prices of the napkins and sodas. <input type="checkbox"/> Subtract the prices of the napkins and sodas from the lunch bundle price. <input type="checkbox"/> Add another line item for sandwiches with the default price.
	Increase the number of sodas at no additional charge.	<input type="checkbox"/> Increase the quantity of sodas in the line item. <input type="checkbox"/> Increase the quantity of sodas in the line item. <input type="checkbox"/> Add a new line item for sodas and override the price. <input type="checkbox"/> Add a new line item for sodas with the default price. <input checked="" type="checkbox"/> Delete the soda line item from the bundle and add a new line item for all the sodas with the default price.
	Increase the number of sandwiches and charge the price list price for each additional sandwich.	<input type="checkbox"/> Add another line item for sandwiches with the default price. <input type="checkbox"/> Increase the quantity of sandwiches in the line item. <input type="checkbox"/> Add another line item for sandwiches and override the price. <input type="checkbox"/> Add another line item for sandwiches with the default price. <input checked="" type="checkbox"/> Delete the sandwich line item from the bundle and add a new line item for all the sandwiches with the default price.

Answer:

Explanation:

Scenario	Action
Determine the price of the product bundle.	<input type="checkbox"/> Use the lunch bundle price. <input checked="" type="checkbox"/> Use the lunch bundle price. <input type="checkbox"/> Add the prices of the sandwiches, napkins, and sodas. <input type="checkbox"/> Add the lunch bundle price and the prices of the napkins and sodas. <input type="checkbox"/> Subtract the prices of the napkins and sodas from the lunch bundle price. <input type="checkbox"/> Add another line item for sandwiches with the default price.
Increase the number of sodas at no additional charge.	<input type="checkbox"/> Increase the quantity of sodas in the line item. <input checked="" type="checkbox"/> Increase the quantity of sodas in the line item. <input type="checkbox"/> Add a new line item for sodas and override the price. <input type="checkbox"/> Add a new line item for sodas with the default price. <input checked="" type="checkbox"/> Delete the soda line item from the bundle and add a new line item for all the sodas with the default price.
Increase the number of sandwiches and charge the price list price for each additional sandwich.	<input type="checkbox"/> Add another line item for sandwiches with the default price. <input type="checkbox"/> Increase the quantity of sandwiches in the line item. <input checked="" type="checkbox"/> Add another line item for sandwiches and override the price. <input type="checkbox"/> Add another line item for sandwiches with the default price. <input checked="" type="checkbox"/> Delete the sandwich line item from the bundle and add a new line item for all the sandwiches with the default price.

Reference:

Increase the Number of Sodas at No Additional Charge: Increase the quantity of sodas in the line item To add sodas without impacting the price, sales staff can simply increase the quantity of sodas in the line item. This approach allows flexibility within the bundle without altering the overall bundle cost, which remains fixed.

Increase the Number of Sandwiches and Charge the Price List Price for Each Additional Sandwich: Add another line item for sandwiches with the default price To charge extra for additional sandwiches, the staff should add another line item for sandwiches. This line item would use the default price from the price list, ensuring that any additional sandwiches beyond the initial bundle are charged accordingly.

This allows the base bundle to remain consistent while additional items are billed separately based on the standard price list.

By following these guidelines, the sales staff can effectively manage the product bundle within opportunities, maintaining pricing consistency while allowing flexibility for additional items as required by the client.

NEW QUESTION # 57

Both your sales and marketing teams use Dynamics 365 applications to conduct campaigns with customers.

Leadership has asked for sales and marketing campaigns to have parent campaigns applied so the combined success of sales and marketing efforts can be measured, along with each division's own success. They want the campaign hierarchy to be clear to users so they can see a "Parent Campaign" relationship. Any actions taken on parent records should automatically be taken on child records.

You need to update table relationships to enable the requirements using the minimum amount of configuration steps.

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

NOTE: Each correct match is worth one point.

Answer:

Explanation:

NEW QUESTION # 58

A company generates leads from a webform. Salespeople manage leads by country/region. All salespeople are part of the same Dynamics 365 Sales team.

The sales manager requires the following functionality:

Automate lead assignments.

Ensure each seller can never have more than 20 open leads.

You create a country/region attribute for the process. You must simplify the process. You plan to use segments when possible.

You need to create a lead assignment rule for each country/region.

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

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

NEW QUESTION # 59

You have opportunities that have values in multiple currencies. You manually update currency exchange rates once per month. You need to ensure that currency values are accurately reported. When is the new currency exchange rate applied to the opportunity records?

- A. When an opportunity changes the status.
- B. When the calculate rollup field system job for the account table runs.
- **C. When an opportunity changes the status reason.**
- D. When the calculate rollup field system job for the msdyn_projectteam table runs.

Answer: C

Explanation:

In Dynamics 365 Sales, currency exchange rates are applied to opportunity records when specific triggers occur. These exchange rates are updated manually on a periodic basis (e.g., once a month) to reflect current currency values.

Exchange rates are recalculated for an opportunity when there is a change in the status reason (e.g., from open to won or lost). This trigger ensures that the most recent exchange rate is used when key changes occur in the opportunity lifecycle, maintaining accurate currency reporting.

Reference: Microsoft Documentation - Currency Management in Dynamics 365

NEW QUESTION # 60

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