

# 100% Pass Quiz MB-280 - High Pass-Rate Microsoft Dynamics 365 Customer Experience Analyst PDF



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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>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>

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## Pass Guaranteed Quiz Reliable MB-280 - Microsoft Dynamics 365 Customer Experience Analyst PDF

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## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q31-Q36):

### NEW QUESTION # 31

You are creating a forecast.

You want to include only opportunities that sell more than 100 units.

You need to configure this within the system.

What should you configure?

- A. premium forecasting
- B. separate views
- C. multiple columns
- **D. additional filters**
- E. advanced features

**Answer: D**

Explanation:

To include only opportunities that sell more than 100 units in your forecast, you should configure additional filters. By applying a filter based on the number of units sold, you can ensure that only the relevant opportunities are considered in your forecast calculations.

### NEW QUESTION # 32

A company plans to use server-side synchronization to synchronize emails, tasks, and appointments between Microsoft Exchange and Dynamics 365 Sales.

The salespeople want to know when their emails will be synced.

You need to describe the server-side synchronization frequency for the salespeople.

How should you describe the frequency?

- A. equal intervals
- B. constant
- **C. dependent on volume**
- D. user-defined

**Answer: C**

### NEW QUESTION # 33

You are using a forecast template.

You must configure the forecast by territory.

You need to configure the forecast parameters.

Which parameter should you configure?

- A. Rollup table
- **B. Hierarchy relationship**
- C. Top of hierarchy
- D. Hierarchy table

**Answer: B**

Explanation:

Define a forecast model

Define the entities that must be used to generate the forecast.

1. In the General step of the Forecast configuration page, define the fields that should be used for the forecast.

[Steps 2 to 6 omitted]

7. Select a Rollup to hierarchy relationship.

This step establishes a relationship between the rollup and hierarchy entities. Each forecast template starts with a default rollup to hierarchy relationship:

Template	Rollup to hierarchy relationship	Description
Org chart forecast	Opportunity > Owner (User) > User	The forecast hierarchy is defined based on the organizational hierarchy.
Product forecast	Opportunity Product > Existing Product (Product) > Product	The forecast hierarchy is defined based on the product hierarchy.
Territory forecast	Opportunity > Account (Account) > Territory (Territory) > Territory	The forecast hierarchy is defined based on the territory hierarchy.

Choose different values to support your organization's specific requirements if needed.

Note: Select a template

The fastest way to create a forecast is to use a template. The template that you select defines how the forecast groups data.

On the Forecast configurations page, select one of the following templates:

Org chart forecast: Rollup columns and projections are based on your organization's reporting structure. This template uses the Manager field of the User entity for the hierarchy.

Product forecast: Rollup columns and projections are based on the product hierarchy.

\*-> Territory forecast: Rollup columns and projections are based on the sales territory hierarchy.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/sales/define-general-properties-scheduling-forecast>

### NEW QUESTION # 34

A bakery uses Dynamics 365 Sales. All loaves of bread sold at the bakery are priced the same. Special bread flavors are developed regularly.

You need to add a new flavor to the product catalog.

What should you do for each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Scenario	Action
Add a new flavor to the product catalog.	<input type="checkbox"/> Create a product property. <input type="checkbox"/> Create a unit. <input type="checkbox"/> Create a price list item. <input type="checkbox"/> Create a product family. <input checked="" type="checkbox"/> Create a product property.
An existing opportunity wants to change an order to one of the new bread flavors.	<input type="checkbox"/> Select the new bread flavor in the opportunity product. <input type="checkbox"/> Update the price list. <input type="checkbox"/> Modify and publish the product. <input type="checkbox"/> Delete the opportunity product and readd the item. <input checked="" type="checkbox"/> Select the new bread flavor in the opportunity product.

**Answer:**

**Explanation:**

Scenario	Action
Add a new flavor to the product catalog.	<input type="checkbox"/> Create a product property. <input type="checkbox"/> Create a unit. <input type="checkbox"/> Create a price list item. <input type="checkbox"/> Create a product family. <input checked="" type="checkbox"/> Create a product property.
An existing opportunity wants to change an order to one of the new bread flavors.	<input type="checkbox"/> Select the new bread flavor in the opportunity product. <input type="checkbox"/> Update the price list. <input type="checkbox"/> Modify and publish the product. <input type="checkbox"/> Delete the opportunity product and readd the item. <input checked="" type="checkbox"/> Select the new bread flavor in the opportunity product.

Reference:

Steps to Create a Product Property:

Go to Sales > Product Catalog > Products.

Open the existing product (bread) and navigate to Product Properties.

Add a new property (flavor) and define the possible values (e.g., new flavors).

Save and publish the product with the updated properties.

Scenario 2: Changing an Order to a New Bread Flavor in an Opportunity

When a customer wants to change their order to a new flavor within an existing opportunity, the selected product in the opportunity can be updated to reflect the new flavor.

Since flavors are configured as product properties, you can select the specific flavor for the opportunity product directly without needing to recreate or delete the product from the opportunity.

This approach leverages product properties, ensuring that the change is streamlined and does not require re-adding or modifying the core product.

Steps to Select a New Flavor in the Opportunity Product:

Open the specific opportunity record in Dynamics 365.

Navigate to the product line items and select the bread product.

In the product properties, update the flavor to the new option as required.

Save the changes to ensure the opportunity reflects the new flavor selection.

These actions allow the bakery to manage new flavors flexibly within their product catalog and seamlessly adjust opportunities to accommodate flavor changes, enhancing customer satisfaction and operational efficiency.

### NEW QUESTION # 35

You are configuring offline mode for a model-driven app on a customer project.

You need to ensure that the customer is aware of the capabilities and limitations of offline mode.

Which two facts should you convey? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. System views are supported on tables, whereas personal views are unsupported.
- B. Users must manually advance offline qualified leads.
- C. Column-level security is supported.
- D. Appointments will auto-send invites to recipients.

**Answer: A,B**

Explanation:

[A] Supported type of views: Only system views and quick views are supported in mobile offline.

Personal views aren't supported.

[B] Qualify a lead: When a lead created in mobile offline is qualified and when the user goes online, the business process stage shows the qualified stage. The user has to manually select Next stage to move to the next stage.

Reference:






<https://learn.microsoft.com/en-us/power-apps/mobile/offline-limitations>

### NEW QUESTION # 36

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