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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 2	• 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 3	• 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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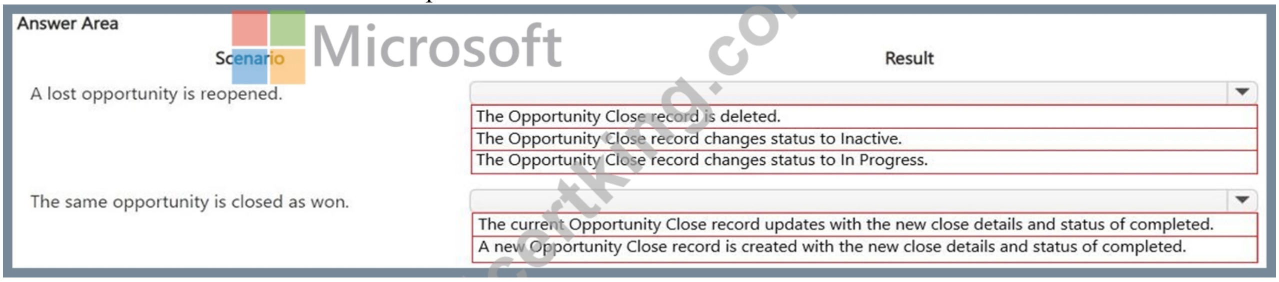
Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q95-Q100):

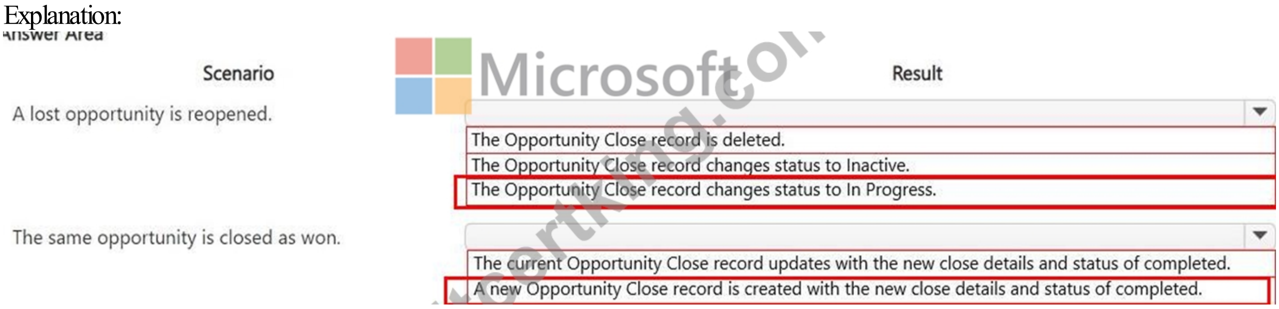
NEW QUESTION # 95
You use opportunities in Dynamics 365 Sales.

Opportunities that were closed as lost frequently come back and are eventually won.
You need to be able to track these occurrences and have insight into the process.
What happens during the reopen and close process? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:

Explanation:



NEW QUESTION # 96
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. Yes
- B. No

Answer: B

Explanation:
* While transforming the first row to be used as headers and defining column types are necessary steps, the solution does not address removing rows with high proportions of nulls. Rows with significant null values can interfere with the quality of the unification process in Customer Insights - Data.
* Therefore, this solution does not fully meet the goal as it does not handle data quality issues caused by null values.

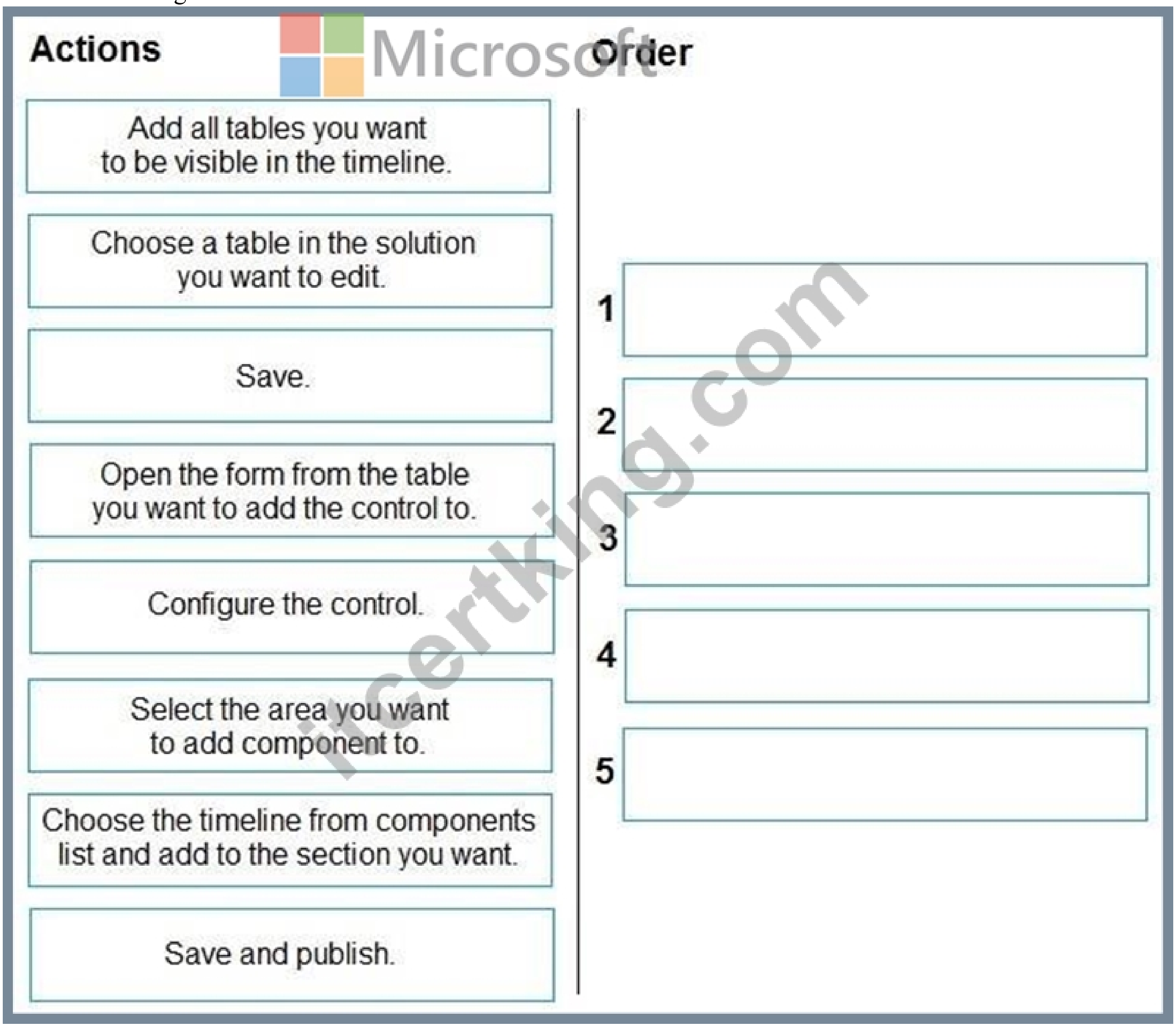
NEW QUESTION # 97
You use the Dynamics 365 Sales mobile app.
Users must receive a push notification when they are assigned to a lead record.
You need to create the push notification.
Which tool should you use?

- A. Assistant for Microsoft Dynamics 365 Sales
- B. Microsoft Power Automate
- C. Business process flow
- D. Microsoft Dynamics 365 App for Outlook

Answer: B

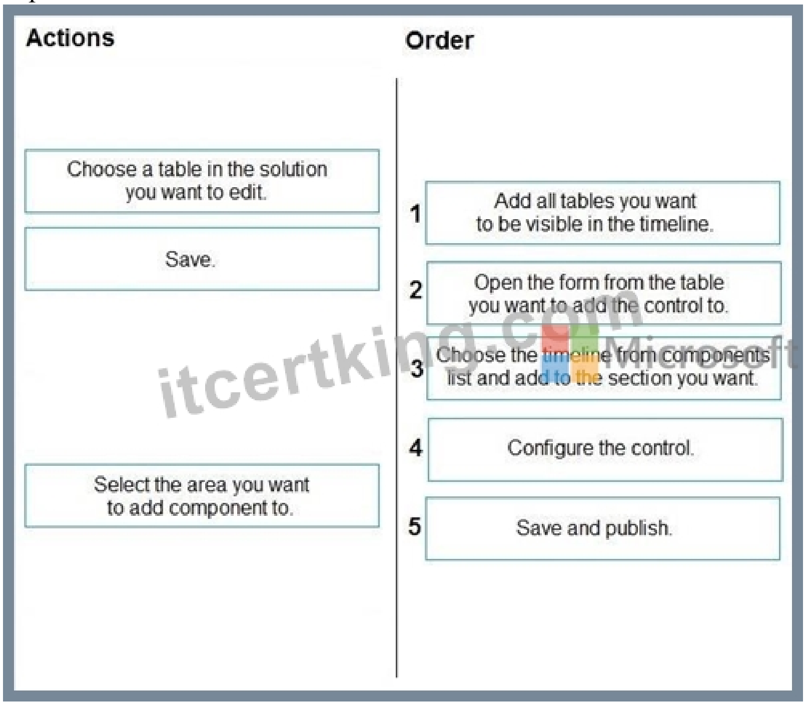
Explanation:
Dynamics 365 Sales, Create custom push notifications
You create a notification from a flow
When you trigger a push notification from a Power Automate flow, you can send the notification to only one user or security group at a time.
Note: About push notifications
The Dynamics 365 Sales mobile app supports push notifications that can be created by using the Send push notification V2 action with the following details:
Mobile app: Select Sales.
Your app: Select the app that you want to set up the notification for.
Recipients Item-1: Enter the user's email or the user's Microsoft Entra ID object ID.
Message: Enter the notification message.
Open app: Select Yes.
Entity: Select which table the notification is for.
Record ID: Enter the record ID. If you don't enter a record ID, the mobile app will open at the home screen when you tap the notification. If you enter the record ID, the mobile app will open the specified record when you tap the notification.

NEW QUESTION # 98
Drag and Drop Question
The sales team wants to see a timeline of related activities and notes on a custom Dynamics 365 Sales form.
You need to add a timeline control to the form,
Which five actions should you perform in sequence? To answer, move the five appropriate actions from the list of actions to the answer area. Arrange the five actions in the correct order.



Answer:

Explanation:



Explanation:
Step 1: Add all tables you want to be visible in the timeline
Add the timeline component to a form
1. Sign in to Power Apps.
2. Select Tables on the left navigation pane, and then open the table you want. If the item isn't in the side panel pane, select ...More and then select the item you want.
Step 2: Open the form from the table you want to add the control to.
3. Select the Forms area, and then open the form where you want to add or configure a timeline.
Step 3: Choose the timeline from components list and add to the section you want
4. In the form designer, select Components from the left navigation, and then scroll down to the Timeline component on the left side. Drag and drop it into a section on the form.
Step 4: Configure the control
5. Make the changes you want to the timeline settings.
Step 5: Save and publish
6. Before you can view any configuration changes on the table form, you must save and publish your updates on the timeline component. Select Save, and then select Publish to make your form changes available on the table form for the environment.

NEW QUESTION # 99
A company is implementing the Dynamics 365 Sales mobile app.
The company requires setup of several push notifications for sellers who use the app.
You need to create the push notifications.
Which feature should you use?

- A. Plug-in
- B. Classic Dataverse workflow
- C. Cloud flow

Answer: C

Explanation:
Understanding the Requirement:
The company wants to send push notifications to sellers using the Dynamics 365 Sales mobile app. This requires setting up automated notifications triggered by certain events or conditions.
Solution - Using Cloud Flows:
Cloud flows in Power Automate are ideal for creating automated workflows that can trigger push notifications based on events in Dynamics 365.
Power Automate provides connectors for Dynamics 365 Sales and mobile notifications, enabling the setup of push notifications

without requiring custom code or plugins.
Reference:
Steps to Create a Cloud Flow for Push Notifications:
Go to Power Automate and create a new Cloud Flow.
Set up a trigger based on a Dynamics 365 event (e.g., when a record is created or updated).
Add an action to send a push notification to the user's mobile device.
Customize the notification message and publish the flow to activate the notifications.
Using Cloud Flows in Power Automate enables dynamic push notifications for mobile users, providing timely updates to sales team members based on real-time data changes.

NEW QUESTION # 100
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