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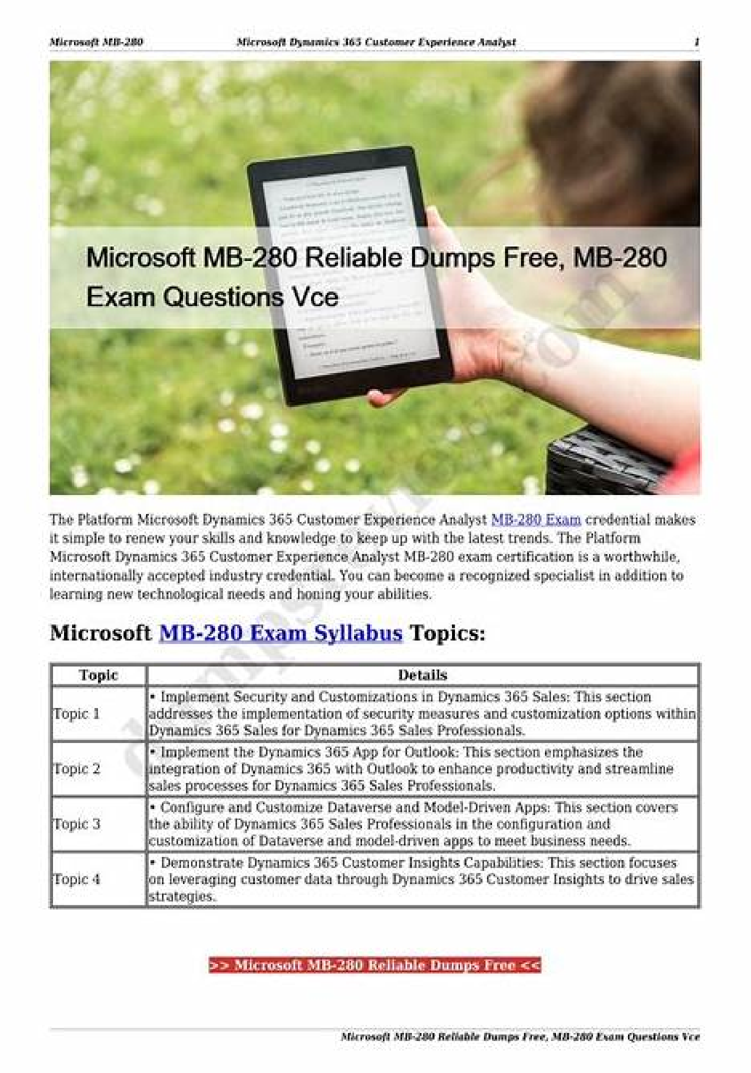
Microsoft MB-280 Microsoft Dynamics 365 Customer Experience Analyst 1

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The Platform Microsoft Dynamics 365 Customer Experience Analyst MB-280 Exam credential makes it simple to renew your skills and knowledge to keep up with the latest trends. The Platform Microsoft Dynamics 365 Customer Experience Analyst MB-280 exam certification is a worthwhile, internationally accepted industry credential. You can become a recognized specialist in addition to learning new technological needs and honing your abilities.

Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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.
Topic 3	• 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 4	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data through Dynamics 365 Customer Insights to drive sales strategies.

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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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.
Topic 3	• 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.

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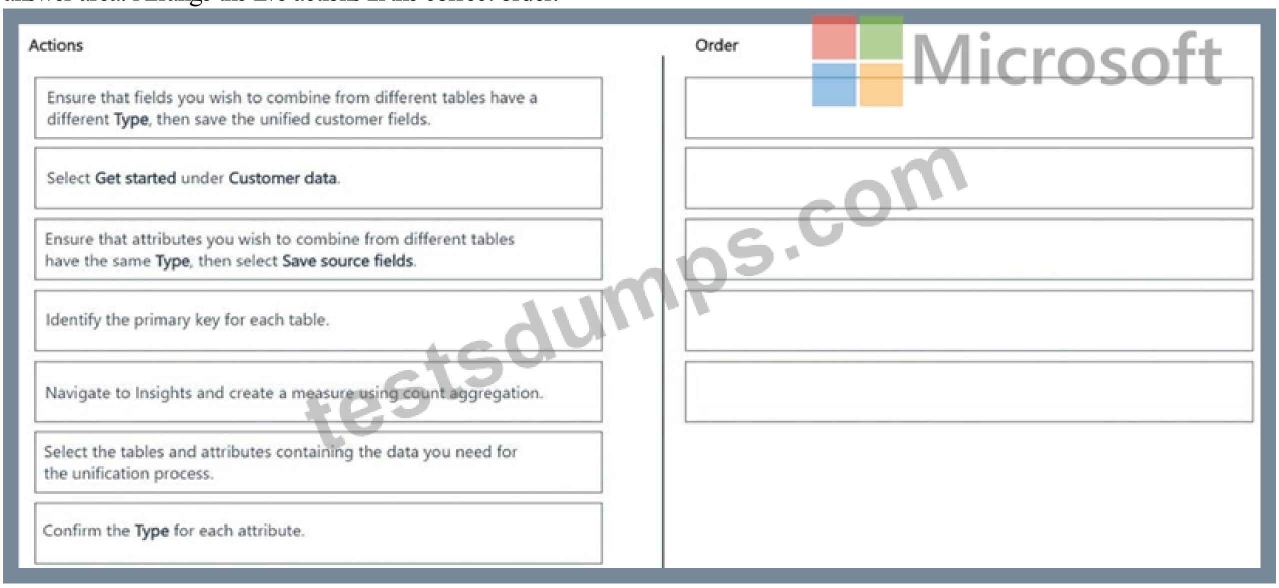
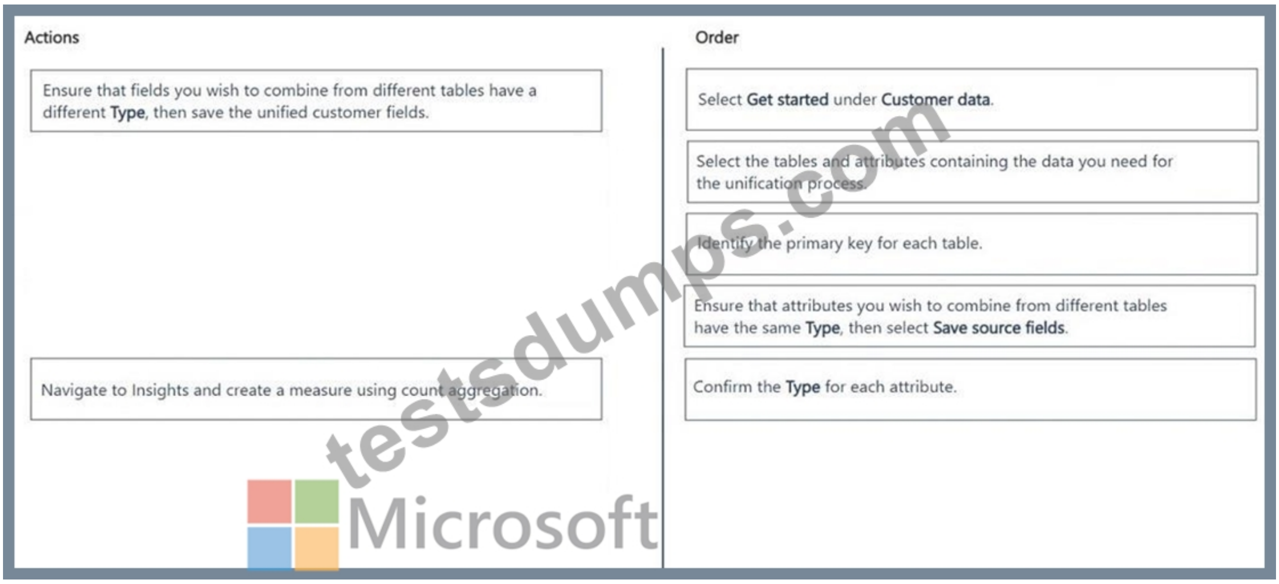
Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q33-Q38):

NEW QUESTION # 33
Drag and Drop Question
You are implementing a new Dynamics 365 Customer Insights - Data environment for your organization.
You complete ingesting the data you need to unify and navigate to the correct page in the Customer Insights - Data application to begin the unification process.
You need to complete the first part of the unification process following best practices.
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:



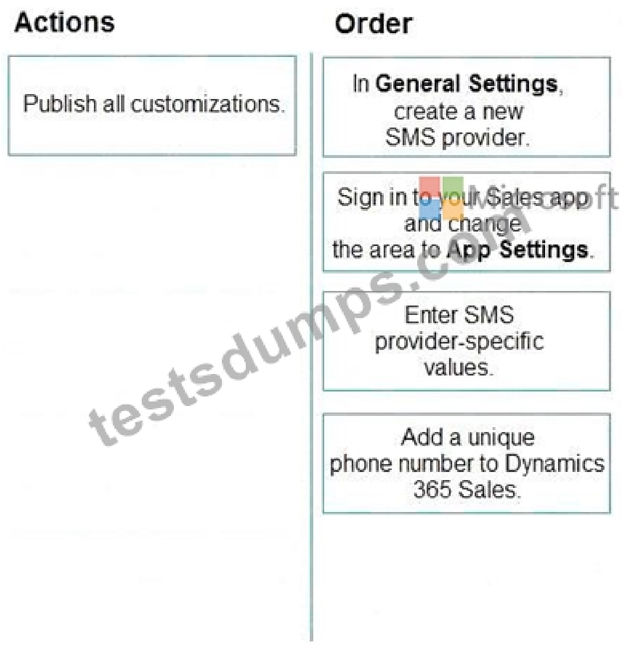
Explanation:
1. Select Get started under Customer data.
This is the first step to begin the unification process in Customer Insights - Data.
2. Select the tables and attributes containing the data you need for the unification process. After starting, you must choose the tables and attributes that will be used for unification.
3. Identify the primary key for each table.
Each table must have a primary key that uniquely identifies records.
4. Ensure that attributes you wish to combine from different tables have the same Type, then select Save source fields. Before unifying, attributes from different sources must have the same type to ensure proper mapping.
5. Confirm the Type for each attribute.
After selecting source fields, confirming the attribute types ensures data consistency.

NEW QUESTION # 34
DRAG DROP
Your sales team has now managed to get all the email communication in place and want to take it a step further by implementing SMS channel.
You need to configure an SMS provider.
Which four actions should you perform in sequence? To answer, move the four appropriate actions from the list of actions to the answer area. Arrange the four actions in the correct order.

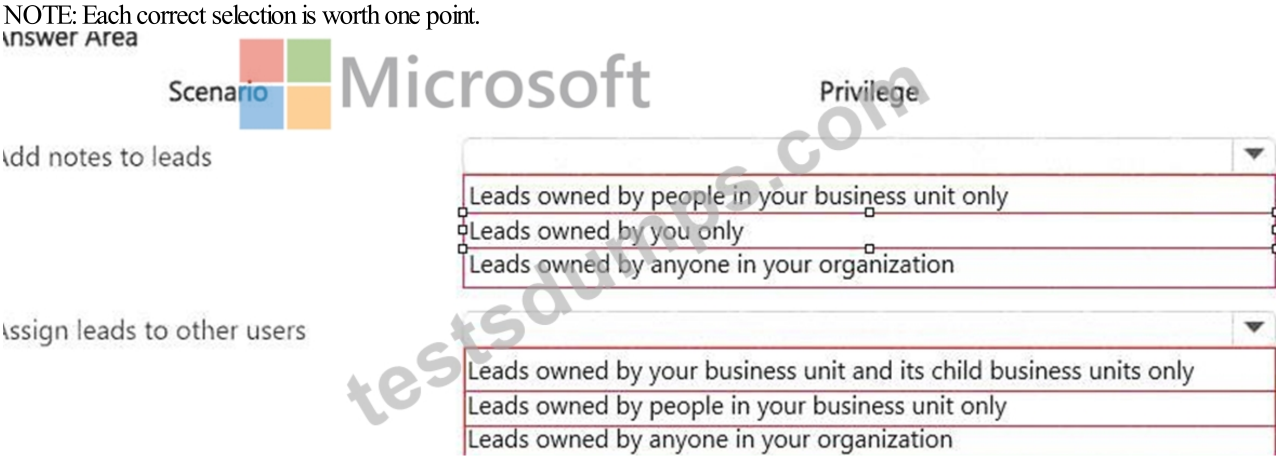
Answer:

Explanation:

Explanation:

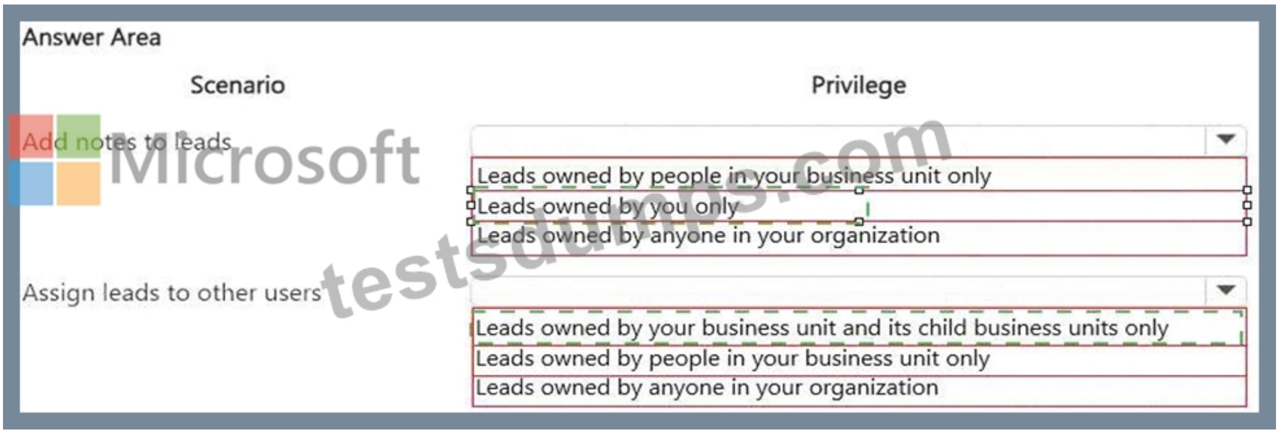


NEW QUESTION # 35
HOTSPOT
You are working a list of leads in Dynamics 365 Sales.
You have a custom security role that contains the following privileges:
create and edit user-level privileges on the lead and note entities.
business unit-level append, append to, and assign privileges on the lead and note entities.
organization-level share privileges on the lead and note entities.
You need to perform the following actions on leads:
add notes to leads.
assign leads to other users.
How should you manage leads? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

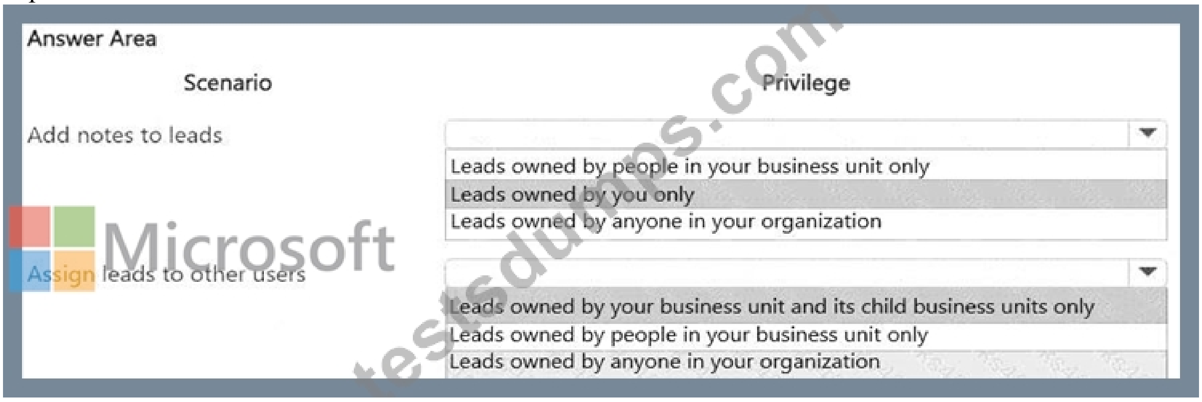


Answer:

Explanation:

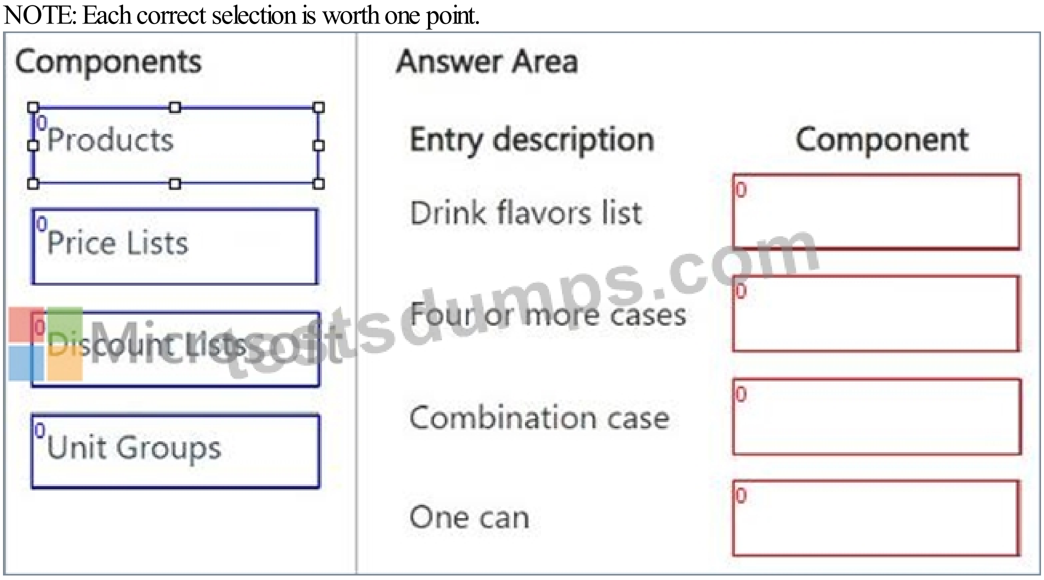


Explanation:



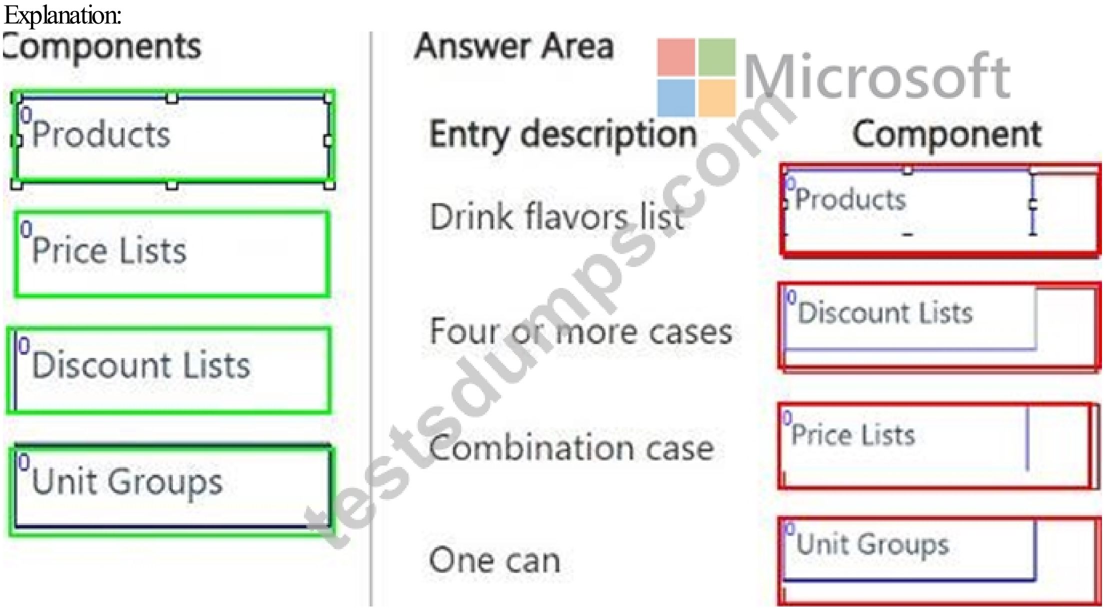
NEW QUESTION # 36

You are implementing Dynamics 365 Sales for a beverage company.
The company sells drinks by individual cans, by the dozen, or by the case of 48 cans as follows:
There are three flavors: strawberry, vanilla, and chocolate.
Each can costs $5.00.
A dozen cans cost $55.00.
Each case has four dozen cans and costs $200.00.
A combination case includes a dozen cans of each flavor and costs $160.00.
Purchases of four or more cases receive an extra 10 percent off the price.
You need to set up the product catalog.
Which components should you use? To answer, move the appropriate components to the correct entry descriptions. You may use each component once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.



Answer:

Explanation:



NEW QUESTION # 37

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

Answer: C

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 # 38
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