

MB-280 Valid Exam Topics - Practice MB-280 Exam



A lot of applicants have studied from Microsoft MB-280 practice material. They have rated it positively because they have cracked Microsoft Dynamics 365 Customer Experience Analyst (MB-280) certification on their first try. ActualTestsIT guarantees its customers that they can pass the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) test on the first attempt.

Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 3	<ul style="list-style-type: none">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 4	<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.

>> [MB-280 Valid Exam Topics](#) <<

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q88-Q93):

NEW QUESTION # 88

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.

You recently implemented Dynamics 365 Sales within your organization's sales team. Based on the initial evaluation, adoption is limited as most sales users prefer to work from Microsoft Outlook.

You decide to enable the Dynamics 365 App for Outlook.

You need to perform the various actions required. Each correct action is part of the solution but does NOT solve the problem completely.

Action: You give the sales team users the Salesperson security role.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Correct:

* : From the email settings in the Advanced settings, you migrate email router data from server- side synchronization to Dynamics 365 app for Outlook. [See step 1 below. Use Server-side synchronization]

* You test the email configuration and enable the mailboxes for the Dynamics 365 App for Outlook designated users. [Yes, see step 2 below]

* Select Email Settings within the environment's settings, and set Process Email Using to Server-Side Synchronization. [Yes, see step 1 below] Reference:

<https://learn.microsoft.com/en-us/dynamics365/outlook-app/deploy-dynamics-365-app-for-outlook>

NEW QUESTION # 89

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, and remove any special characters or spaces from header row. Remove rows with missing primary keys 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:

Correct:

* Transform the first row to be used as headers. Define column types to be the appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns if they exist. Select Next and your data is now ready for unification.

The proposed solution effectively prepares the data for unification in Dynamics 365 Customer Insights - Data. Here's how each step contributes to meeting the goal:

Transform the first row to be used as headers: This step is necessary to define the column names, which is critical for accurate data interpretation.

Define column types to be the appropriate field types: Specifying the correct data types for each column ensures that the data will be processed correctly during unification, maintaining data integrity.

Create a full name and full address columns by merging the appropriate columns if they exist: This step enhances the dataset by consolidating relevant information into single columns, which can simplify data usage and improve data quality. Merging columns helps ensure that users can easily access essential information without navigating through multiple fields.

Select Next: This indicates that the data transformation steps are completed and the dataset is ready for the unification process.

Incorrect:

* Define column types to be appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns, if they exist. Select Next and your data is now ready for unification.

Does not address the problem with null values.

* Remove any rows where the primary key is missing, delete any leading or trailing zeros on the primary key, and name the query.

Select Next and your data is now ready for unification.

Problem not related to the primary key.

* Transform the first row to be used as headers, and remove any special characters or spaces from header row. Remove rows with missing primary keys and name the query. Select Next and your data is now ready for unification.

Does not address the problem with null values.

* 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.

Solution removes all rows with null values, which can lead to significant data loss, especially if those rows contain important information.

It may compromise data quality by eliminating rows, which can impact analysis and insights.

* 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.

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 # 90

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

Answer: D

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.

NEW QUESTION # 91

You are the Dynamics 365 Sales administrator for an electronics company.
The sales team is having difficulty locating different products in the same category - for instance; all versions of flat screen TV available.
You need to make it easier for the sales team to navigate through products via taxonomy.
What should you use?

- A. Product unit groups
- **B. Product families**
- C. Related products
- D. Product bundles

Answer: B

Explanation:

Using Product families allows you to group similar products together under a common category or taxonomy. For example, you can create a product family for all versions of flat screen TVs, making it easier for the sales team to locate and navigate through different models within that category. This organization helps streamline product searches and improves overall efficiency in managing product offerings.

NEW QUESTION # 92

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 appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns if they exist. Select Next and your data is now ready for unification-Does this meet the goal?

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

Answer: B

Explanation:

* This solution also includes transforming headers and defining column types, along with creating merged columns. However, it still does not remove rows with a high proportion of nulls. Addressing null values is important for data quality and ensuring accurate unification.
* Without removing rows with many nulls, the data may still have integrity issues that could impact the unification process. As a result, this solution does not completely meet the goal.

NEW QUESTION # 93

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