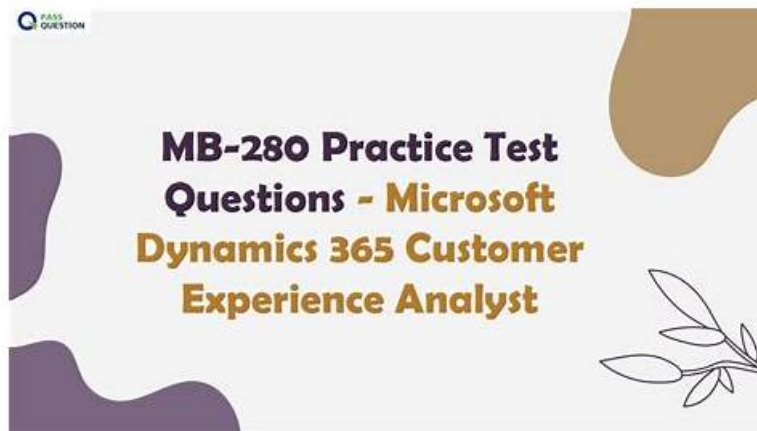


Free PDF Quiz 2026 Microsoft MB-280: Professional Latest Microsoft Dynamics 365 Customer Experience Analyst Exam Experience



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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">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 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.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q99-Q104):

NEW QUESTION # 99

Which features are enabled by Microsoft 365 Copilot for Sales to enhance sales productivity?
(Select TWO)

- A. Sales Recommendations
- B. AI-Based Content Generation
- C. Power BI Dashboards
- D. Automated Email Replies

Answer: A,B

NEW QUESTION # 100

You are the Dynamics 365 administrator for a group of financial advisors.

Advisors must use one business process flow to guide them through the standard lead to invoice process.

Each table has the following number of stages and steps:

□ You need to modify the business process flow to make it valid.

What should you reduce?

- A. total number of steps
- B. total number of stages
- C. number of steps per stages
- D. number of tables

Answer: A

Explanation:

Summary of Data

Each table (Lead, Opportunity, Quote, Order, Invoice) has:

Number of Stages: 10

Number of Steps per Stage: 10

Total Steps Calculation

For the entire process flow involving all tables:

Total Stages: 10 (Lead) + 10 (Opportunity) + 10 (Quote) + 10 (Order) + 10 (Invoice) = 50 stages Total Steps: 100 (Lead) + 100

(Opportunity) + 100 (Quote) + 100 (Order) + 100 (Invoice) = 500 steps Requirement for Valid Business Process Flow Dynamics

365 imposes limitations on business process flows, typically regarding the total number of steps and stages involved. The total number of steps can be a limiting factor for the flow to be valid.

To make the business process flow valid, you should reduce total number of steps.

Reducing the total number of steps (e.g., by decreasing the number of steps per stage or the total number of stages) will help you stay within the limits imposed by Dynamics 365 for business process flows.

NEW QUESTION # 101

You are setting up a product catalog.

The product catalog must be set up with the following parameters:

- \$100.00 off if a customer buys more than 10 cases
 - \$10.00 less if a customer buys two different products together instead of individually
 - Single product sold in quantities of 1, 6, and 12; price per unit decreases as quantities increase
- You need to set up the parameters.

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

NOTE: Each correct selection is worth one point.

□

Answer:

Explanation:

□

NEW QUESTION # 102

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 are reviewing a Dynamics 365 implementation for your customer.

During the review, the customer tells you that they want a central search function which displays results by relevance.

You need to prepare to configure Dataverse search for the implementation.

Solution: Recognize that when you enable Dataverse search, it is enabled for all model-driven apps.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Correct:

* Recognize that when you enable Dataverse search, it is enabled for all model-driven apps.

Turning on Dataverse search allows global search in all model-driven apps in that environment and allows generative AI experiences to work.

Incorrect:

* Ensure that any tables you wish to display results from are included in the model-driven apps.

* Ensure that you add columns to the search criteria by editing the Advanced Find view for each table.

Reference:

<https://learn.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization>

NEW QUESTION # 103

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:

NEW QUESTION # 104

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