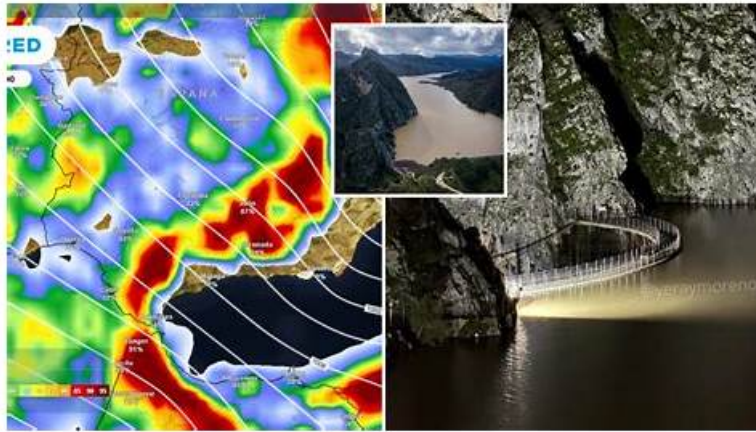


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Microsoft MB-280 Exam Syllabus Topics:

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">Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 3	<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.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q54-Q59):

NEW QUESTION # 54

A marketing user wants to target two groups of customers:

1. All customers that live in Paris.
2. All customers that have made more than ten online purchases.

You decide to meet this requirement by making quick segments.

Which two options should you use as the base in the quick segments? Each correct answer presents part of the solution. (Choose two.) NOTE: Each correct selection is worth one point.

- A. Data tables
- B. Enrichments
- C. Measures
- D. Profiles
- E. Insights

Answer: C,D

Explanation:

* All customers that live in Paris.

Customer profile data has address information.

* All customers that have made more than ten online purchases.

Incorrect:

Not Data tables [Not available for Quick Segments]

Not Enrichments [Not available for Quick Segments]

Note:

Quick segments let you build simple segments with a single operator quickly for faster insights. Quick segments are only supported in environments for individual customers.

Create a new segment with quick segments

1. Go to Insights > Segments.

2. Select New > Create from

Select the Profiles option to build a segment that is based on the unified customer table.

Select the Measures option to build a segment around measures you have previously created.

Select the Insights option to build a segment around one of the output tables you generated using either the Predictions or Custom Models capabilities.

3. In the New quick segment dialog box, select an attribute from the Field dropdown.

Etc.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/customer-insights/data/enrichment-hub>

<https://learn.microsoft.com/en-us/dynamics365/customer-insights/data/segment-quick>

NEW QUESTION # 55

You need to configure a new Customer Insights - Journeys form to satisfy the digital sales team lead's request.

Which five required 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:

□

NEW QUESTION # 56

Drag and Drop Question

Your organization works with larger customers (accounts) that can have a single holding and then many subsidiaries through different levels in a parent-child relationship.

The chief commercial officer wants the sales team to start creating different account plans for each individual subsidiary.

You need to create a new custom account plan table so that records can have the same parent-child relationships as the account records. The relationships must be able to be visualized in a hierarchy.

Which four actions should you perform in sequence before saving and publishing your changes?

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:

1. Create a new account plan table: This is the first step to define the structure for account plans.
2. Open the advanced Relationship settings: This is necessary to configure relationships between records.
3. Create a 1:N self-referential relationship and mark the relationship as hierarchical: This establishes the parent-child relationship structure for the account plan.
4. Go to the Hierarchy Settings grid view: This allows you to configure the hierarchy visualization for the account plans.

NEW QUESTION # 57

You are creating a business process flow named "Onboard new pet" to support onboarding of new clients for a pet care business. A partially completed business process flow is shown in the following exhibit.

Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the exhibit.

NOTE: Each correct selection is worth one point.

□

Answer:

Explanation:

□

NEW QUESTION # 58

The founder has edited the Salesperson security role to allow the carer to use the Corgi meet-up business process flow, as shown in the following

□ Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the exhibit. NOTE: Each correct selection is worth one point.

□

Answer:

Explanation:

□ Topic 3, Mix Questions

Mix Questions

MB-280 Mix Questions IN THIS CASE STUDY

NEW QUESTION # 59

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