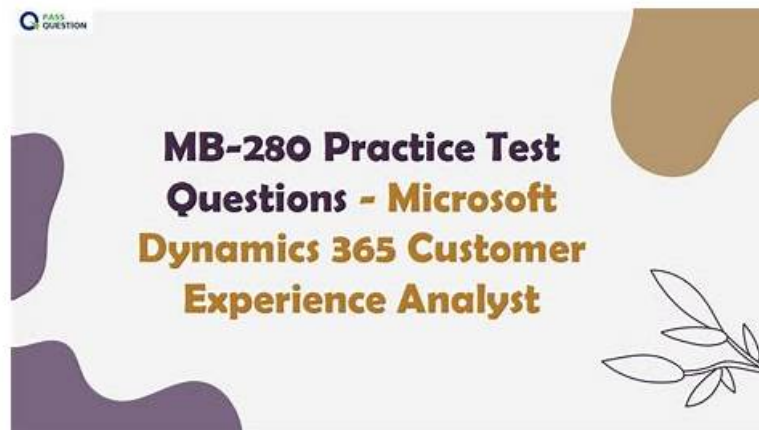


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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 4	• 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 5	• 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 (Q73-Q78):

NEW QUESTION # 73

The sellers at your organization are keen to adopt generative AI capabilities and use them efficiently.

They have been editing Contact records directly in Copilot for Sales and have now provided feedback that they would be more productive if they could also edit Account records directly in Copilot for Sales.

However, the vice president of sales does NOT want the sellers to be able to edit the "Revenue Forecast" field in Copilot for Sales.

You need to enable these requirements.

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:

□ The correct order of actions to configure the editing capabilities for the Account records in Copilot for Sales while restricting the "Revenue Forecast" field is as follows:

- * In Copilot for Sales admin settings, select Forms.

- * In the settings for the Account table, select Forms.

- * Select the Account record type.

- * In the Manage fields section, turn off Allow editing for the "Revenue Forecast" field.

Step by Step Comprehensive Detailed Explanation with ALL Microsoft Dynamics 365 References:

- * In Copilot for Sales Admin Settings, Select Forms:

- * Start by accessing the admin settings for Copilot for Sales. This is where configuration changes for form accessibility and editing settings are managed. Selecting Forms will allow you to configure specific form-related options for Copilot usage.

- * In the Settings for the Account Table, Select Forms:

- * Navigate to the settings for the Account table within Copilot. Selecting Forms at this level allows you to specify which parts of the Account table are editable and visible in Copilot, which directly impacts how users interact with the Account records.

- * Select the Account Record Type:

- * Once in the form settings, choose the Account record type that needs to be modified. This is essential for enabling edits to the Account records in Copilot and ensuring that the correct fields are accessible.

- * In the Manage Fields Section, Turn Off Allow Editing for the "Revenue Forecast" Field:

- * Finally, within the Manage fields section, disable the Allow editing option specifically for the "Revenue Forecast" field. This action ensures that while Account records can be edited in Copilot, the "Revenue Forecast" field remains read-only, satisfying the requirement from the vice president of sales.

Reference: Microsoft Documentation - Configure Field-Level Permissions and Editing in Copilot By following these steps, you enable the sellers to edit Account records in Copilot for Sales while restricting access to the "Revenue Forecast" field, ensuring both productivity and compliance with organizational policies.

NEW QUESTION # 74

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 # 75

DRAG DROP

You are implementing Dynamics 365 Sales at a new organization. All users will be using the Sales Hub app.

You need to assign the appropriate out-of-the-box security roles.

Using the principle of least access, which roles should you assign? To answer, move the appropriate roles to the correct users. Each

role may be used 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:

Explanation:

Retail assistant - Salesperson

The retail assistant can create and update accounts and contacts but cannot edit the product catalog. The Salesperson role provides access to manage accounts and contacts but does not include permissions for product catalog management.

Executive - Sales team member

The executive only adds notes to accounts and contacts. The Sales team member role has minimal access and is appropriate for a user who only needs to add notes.

Territory manager - Sales manager

The territory manager is responsible for forecasting and product management, which aligns with the Sales manager role, as it includes permissions for managing forecasts and overseeing sales activities.

NEW QUESTION # 76

You are updating the current relationship behavior of the primary owner (Contact) to pet relationship.

You need to ensure the case study requirements are met.

Which two options must be changed? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

Delete: Currently set to "Cascade All," which is causing the issue of deleting the pet records when the Contact record is deleted. This should be changed to "Restrict" to prevent deletion if related Pet records exist.

Reparent: Since any active bookings should be updated when the Pet's primary owner is reassigned, the Reparent option should be set to "Cascade Active" instead of "Cascade All" to ensure that only active bookings are updated, not inactive ones.

NEW QUESTION # 77

Drag and Drop Question

Your organization believes sales representatives can gain a lot of value from generative AI support in their daily tasks.

A group of early adopters has been identified and grouped into an Entra user group named "AI Early Adopters." You need to install Copilot for Sales in Microsoft Outlook in order to deploy it to this group.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Answer:

Explanation:

Explanation:

Reference:

<https://learn.microsoft.com/en-us/microsoft-sales-copilot/install-viva-sales-as-an-integrated-app>

NEW QUESTION # 78

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