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Pass Guaranteed Quiz Microsoft - Accurate MB-280 - Microsoft Dynamics 365 Customer Experience Analyst Discount

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q81-Q86):

NEW QUESTION # 81

Drag and Drop Question

You manage the Dynamics 365 Customer Insights applications at a cosmetics retail firm.

Your marketing team wants to be able to branch contacts in a journey to receive a premium offer email if the contacts' total spend in the past 12 months is greater than \$500. However, data on lifetime spend is not an attribute in the Contact table or any standard related tables in Microsoft Dataverse.

Within Dynamics 365 Customer Insights - Data, you have ingested a table named "CustomerSpendTrailing12" that includes all customer transactions made in the past 12 months.

The spend is held per transaction in a column named Amount.

You need to enable the marketing team to execute this journey branch design without making changes to standard tables in Dataverse.

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

Create a measure with the dimension <i>CustomerSpendTrailing12.Amount</i> that sums <i>CustomerInsights.CustomerId</i> .
Create a relationship between the <i>CustomerSpendTrailing12</i> table and the <i>Customer</i> table.
Set the Measure type to Business level and run the measure.
Create a relationship between the <i>CustomerInsights.CustomerId</i> table and the <i>Contact</i> table.
Set the Measure type to Customer and Table and run the measure.
Create a measure with the dimension <i>CustomerInsights.CustomerId</i> that sums <i>CustomerSpendTrailing12.Amount</i> .

Answer:

Explanation:

Actions	Order
Create a measure with the dimension <i>CustomerSpendTrailing12.Amount</i> that sums <i>CustomerInsights.CustomerId</i> .	Create a relationship between the <i>CustomerInsights.CustomerId</i> table and the <i>Contact</i> table.
Create a relationship between the <i>CustomerSpendTrailing12</i> table and the <i>Customer</i> table.	Create a measure with the dimension <i>CustomerInsights.CustomerId</i> that sums <i>CustomerSpendTrailing12.Amount</i> .
Set the Measure type to Business level and run the measure.	Set the Measure type to Customer and Table and run the measure.

Explanation:

Reference:

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

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

NEW QUESTION # 82

A company is implementing the Dynamics 365 Sales mobile app.

The company requires setup of several push notifications for sellers who use the app.

You need to create the push notifications.

Which feature should you use?

- A. Classic Dataverse workflow
- **B. Cloud flow**
- C. Plug-in

Answer: B

Explanation:

To create push notifications for users of the Dynamics 365 Sales mobile app, you should use Cloud flows (part of Microsoft Power Automate). Cloud flows can automate notifications based on certain triggers or conditions, allowing you to send push notifications to mobile app users effectively.

NEW QUESTION # 83

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege.

To which security role should you assign User1?

- A. Forecast manager
- B. Sequence manager
- **C. Vice president of sales**
- D. Sales team member

Answer: C

Explanation:

Correct:

* Salesperson [Preferred]

* Vice president of sales [Too much privilege compared to Salesperson. It is the second best option to be used if Salesperson is not an option] Incorrect:

* Forecast manager [Too limited]

* System customizer [Too limited]]

Users who have full permission to customize the environment. Users with this role have organization-level access to custom entities and user-level access to system entities.

Access includes but not limited to

create, read, write, delete, and customizations across all features in the application.

* Sales team member [Too limited]

* Sequence manager [Too limited]

* Vice president of sales [Too much privilege compared to Salesperson]

Users who typically manage the sales organization for several business units or the entire organization Access includes but not limited to Same permissions as the Sales Manager, except that their scope of access is broader.

Note 1:

* Sales Manager

Users who manage a team of sellers and are responsible for the team's performance. They're also responsible for creating and managing products, setting sales targets, and projecting sales forecasts.

Access includes but not limited to

Access to product management, sales management, sales forecasting, and goal management, along with the privileges of the Salesperson role.

Note 2:

The principle of least privilege means granting the user only the minimum permissions necessary to perform their tasks. In this case, to allow User1 to assign salespeople to sales territories, the Salesperson role typically includes privileges related to managing sales

processes, such as territories, while limiting access to broader system functions like those available to a Vice President of Sales or System Customizer.

The System Customizer and Vice President of Sales roles would grant more permissions than necessary, which would violate the principle of least privilege. The Sales Team Member role is typically too limited for assigning salespeople to sales territories, which requires more specific access.

NEW QUESTION # 84

You need to enable the Dynamics 365 App for Outlook for the sales team.

You need to perform the prerequisite actions before you can add the app for all users.

Which two actions should you perform? Each correct answer presents part of the solution. Choose two.

NOTE: Each correct selection is worth one point.

- A. Enable mailboxes.
- B. Add the Dynamics 365 App to Outlook desktop app.
- C. Add the Dynamics 365 App for Outlook security role.
- D. Enable sending on behalf of other users setting.

Answer: A,C

Explanation:

* Enable Mailboxes:

To use the Dynamics 365 App for Outlook, each user's mailbox must be enabled for server-side synchronization. This ensures that emails, appointments, and tasks can sync between Outlook and Dynamics 365.

Without enabling the mailboxes, the synchronization won't be functional, making it a critical prerequisite.

Reference:

* Add the Dynamics 365 App for Outlook Security Role:

Users need to be assigned the Dynamics 365 App for Outlook security role to access the app. This role grants the necessary permissions to interact with Dynamics 365 through Outlook.

Assigning this role ensures that users have the correct access rights to use the app within their Outlook environment.

NEW QUESTION # 85

Hotspot Question

A company enables sales accelerator in Dynamics 365 Sales. All salespeople use a custom customer form.

A salesperson observes that a work list displays TaskA instead of TaskB for a customer.

The salesperson requires the following setup:

- Display only TaskB in the work list.
- View the task on the customer record as a visual cue.

You need to recommend changes to meet the requirements.

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

NOTE: Each correct selection is worth one point.

Requirement	Action
Display only TaskB in the work list.	<div>Sort the work items.</div> <div>Filter the work items.</div> <div>Change the due date of TaskA to be before TaskB.</div> <div>Change the due date of TaskB to be before TaskA.</div>
View the task on the customer record.	<div>Add the Up next widget.</div> <div>Add the Timeline control.</div> <div>Add the assistant widget.</div>

Answer:

Explanation:

Answer Area	Action
Requirement	
Display only TaskB in the work list.	<div>Sort the work items.</div> <div>Filter the work items.</div> <div>Change the due date of TaskA to be before TaskB.</div> <div>Change the due date of TaskB to be before TaskA.</div>
View the task on the customer record.	<div>Add the Up next widget.</div> <div>Add the Timeline control.</div> <div>Add the assistant widget.</div>

Explanation:

Display only TaskB in the work list - Filter the work items.

To ensure that only TaskB appears in the work list, the salesperson should filter the work items.

Sorting or changing due dates does not ensure that only TaskB is displayed.

View the task on the customer record - Add the Timeline control.

The Timeline control is used to display activities such as tasks, emails, phone calls, and notes on a customer record. Adding this control will allow the salesperson to see TaskB as a visual cue on the customer form.

NEW QUESTION # 86

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