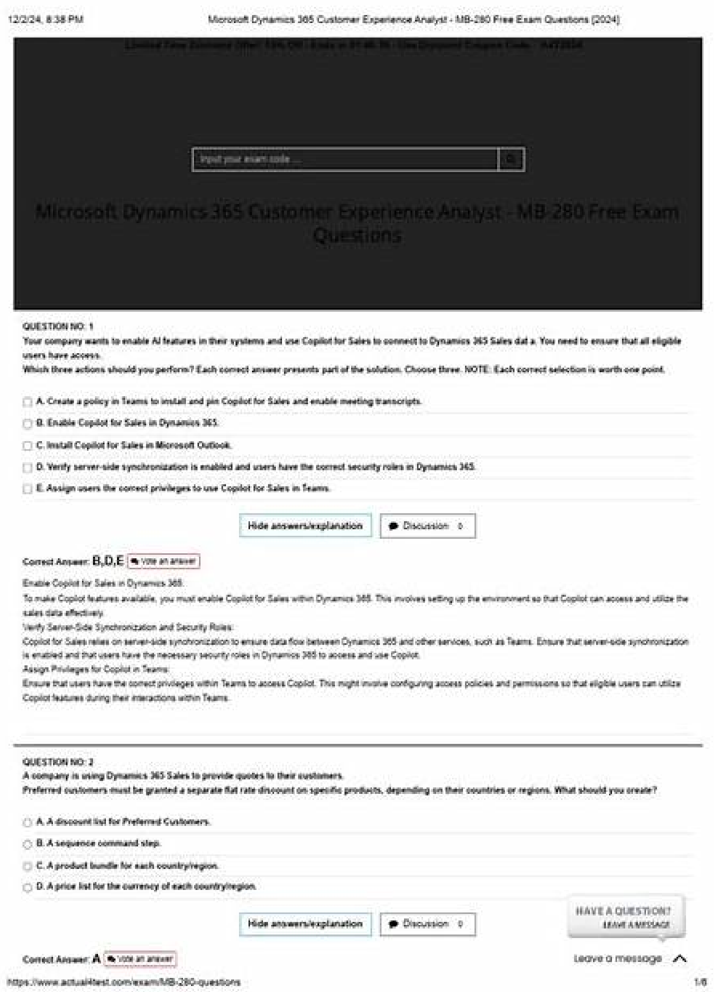
MB-280 Quiz Braindumps: Microsoft Dynamics 365 Customer Experience Analyst - MB-280 Quiz Torrent & MB-280 Exam Review



12/2/24, 8:38 PM Microsoft Dynamics 365 Customer Experience Analyst - MB-280 Free Exam Questions (2024)

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Microsoft Dynamics 365 Customer Experience Analyst - MB-280 Free Exam Questions

QUESTION NO: 1
Your company wants to enable AI features in their systems and use Copilot for Sales to connect to Dynamics 365 Sales dat a. You need to ensure that all eligible users have access.
Which three actions should you perform? Each correct answer presents part of the solution. Choose three. NOTE: Each correct selection is worth one point.

- A. Create a policy in Teams to install and pin Copilot for Sales and enable meeting transcripts.
- B. Enable Copilot for Sales in Dynamics 365.
- C. Install Copilot for Sales in Microsoft Outlook.
- D. Verify server-side synchronization is enabled and users have the correct security roles in Dynamics 365.
- E. Assign users the correct privileges to use Copilot for Sales in Teams.

Hide answers/explanation Discussion 0

Correct Answer: B,D,E Vote an answer

Enable Copilot for Sales in Dynamics 365:
To make Copilot features available, you must enable Copilot for Sales within Dynamics 365. This involves setting up the environment so that Copilot can access and utilize the sales data effectively.
Verify Server-Side Synchronization and Security Roles:
Copilot for Sales relies on server-side synchronization to ensure data flow between Dynamics 365 and other services, such as Teams. Ensure that server-side synchronization is enabled and that users have the necessary security roles in Dynamics 365 to access and use Copilot.
Assign Privileges for Copilot in Teams:
Ensure that users have the correct privileges within Teams to access Copilot. This might involve configuring access policies and permissions so that eligible users can utilize Copilot features during their interactions within Teams.

QUESTION NO: 2
A company is using Dynamics 365 Sales to provide quotes to their customers.
Preferred customers must be granted a separate flat rate discount on specific products, depending on their countries or regions. What should you create?

- A. A discount list for Preferred Customers.
- B. A sequence command step.
- C. A product bundle for each country/region.
- D. A price list for the currency of each country/region.

Hide answers/explanation Discussion 0

HAVE A QUESTION? LEAVE A MESSAGE

Correct Answer: A Vote an answer

Leave a message

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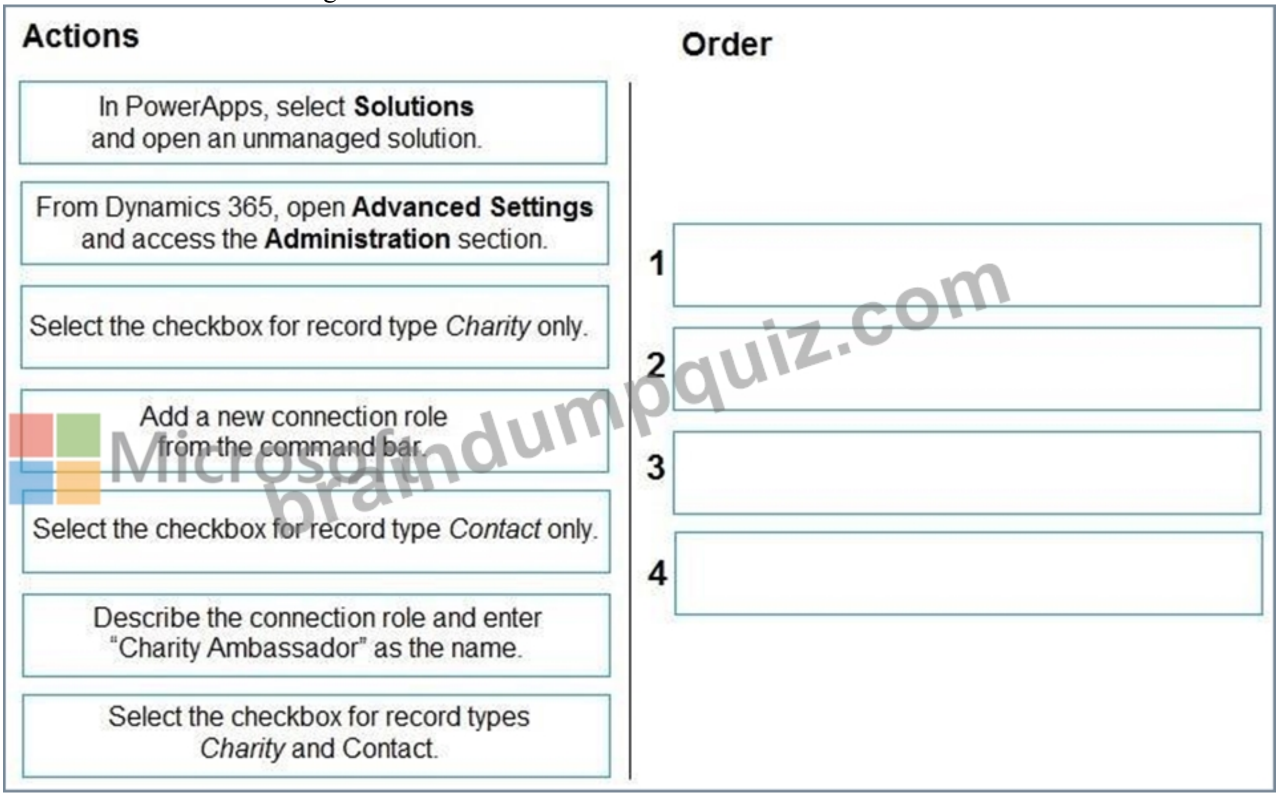
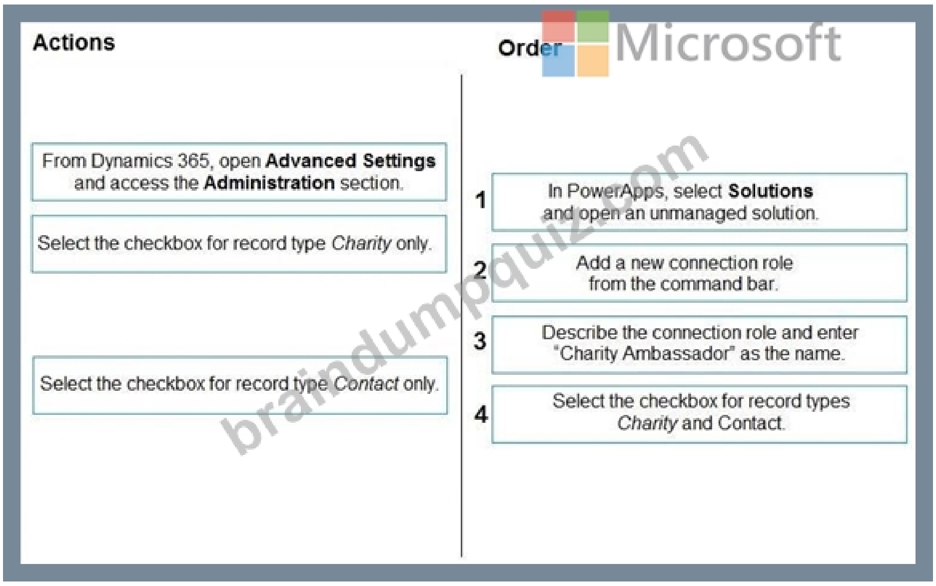
Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q125-Q130):

NEW QUESTION # 125
Drag and Drop Question
Within your non-profit organization you have set up your different charities in a custom table to store charity records.
In the Contact table, you have various famous people who can be special charity ambassadors.
You need to set up the charity ambassador connection role so that charity managers can link the charity through a connection from the contact 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.

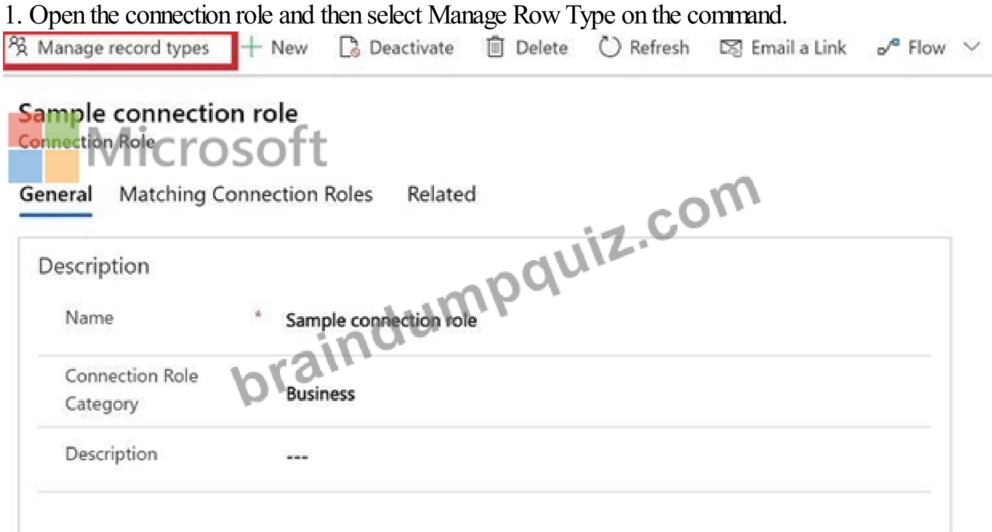


Answer:

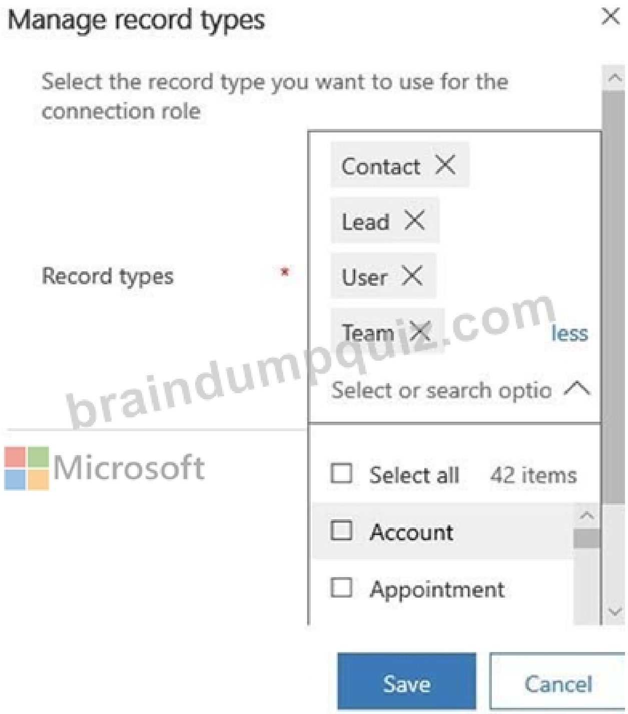
Explanation:



Explanation:
Step 1: In PowerApps, select Solutions and open an unmanaged solution.
Add connection roles to a solution
Because connection roles are solution aware, which means that they can be included in a solution, you can also add connection roles to a solution you distribute.
Create a connection role
1. Sign in to Power Apps and then on the left pane select Solutions. If the item isn't in the side panel pane, select ...More and then select the item you want.
Step 2: Add a new connection role from the command bar.
2. Open the unmanaged solution your want, and then on the command bar select New > Other > Connection role.
Step 3: Describe the connection role and enter "Charity Ambassador" as the name.
To create a connection role you must specify the following information:
Use the ConnectionRole.Name to specify a role name. [Step 3]
Use the ConnectionRole.Description to add a role description. [Step 3]
Use the ConnectionRole.Category to specify a role category. The possible values for this are defined in the connectionrole_category choices.
When you create a connection role, you can specify a table type that the role will be applied to, such as lead, account, or competitor. If you do not specify a particular table type, then you can apply a connection role to all Microsoft Dataverse tables.
Step 4: Select the checkbox for record types Charity and Contact.
Charity managers must be able to link the charity through a connection from the contact.
You can also manage the connection role types that you want to associate with the connection role.
1. Open the connection role and then select Manage Row Type on the command.



2. This opens a list of connection role types that you can add or remove for this connection role.



NEW QUESTION # 126
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?

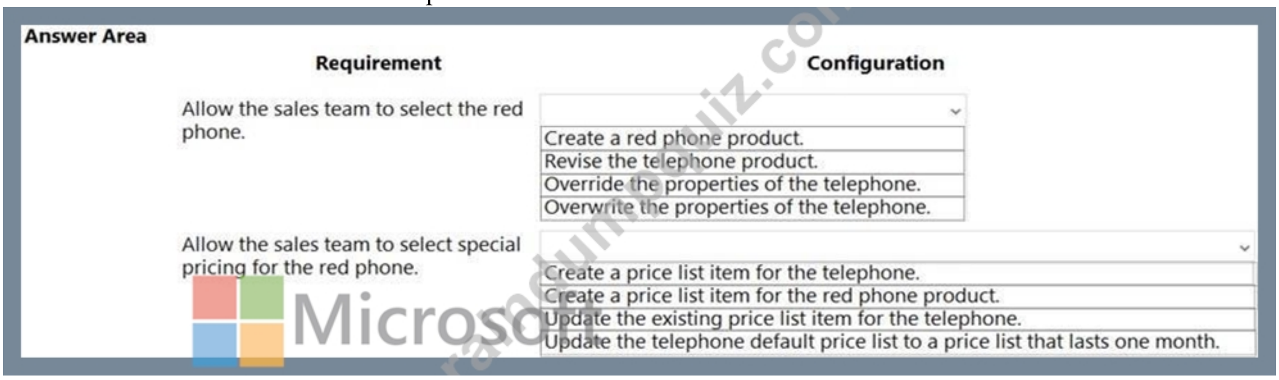
- A. Sequence manager
- B. Forecast manager
- C. Vice president of sales
- D. Sales team member

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
reate, 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,

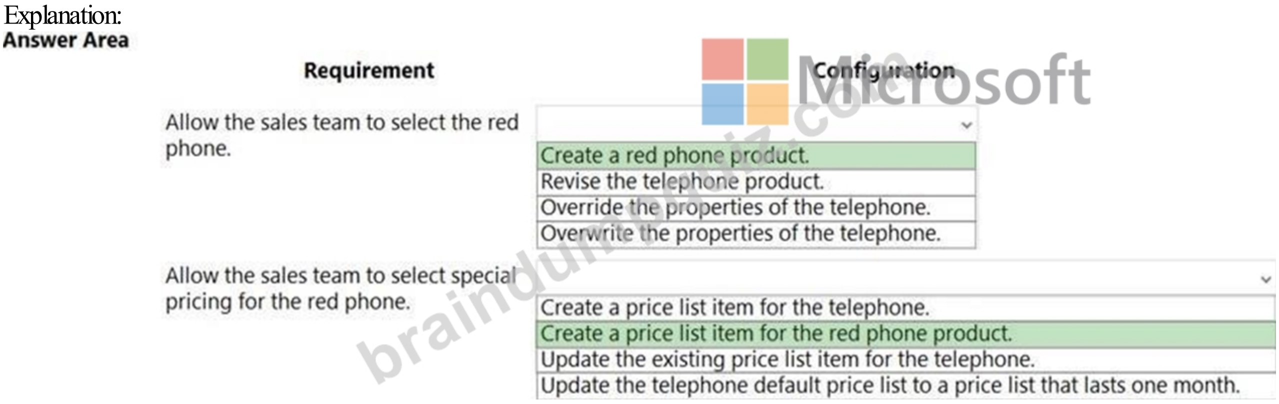
to allow User1 to assign salespeople to sales territories, the Salesperson role typically includes privileges related to managing sales processes, such as territories, while limiting access to broader system functions like those available to a Vice President of Sales or System Customizer.
The System 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 # 127
Hotspot Question
A company sells telephones. The company has a list of telephone colors that customers can choose.
For one month, the company wants to sell a red phone at a special price.
You need to set up the red phone for the sales team.
How should you configure the product and price list items? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:

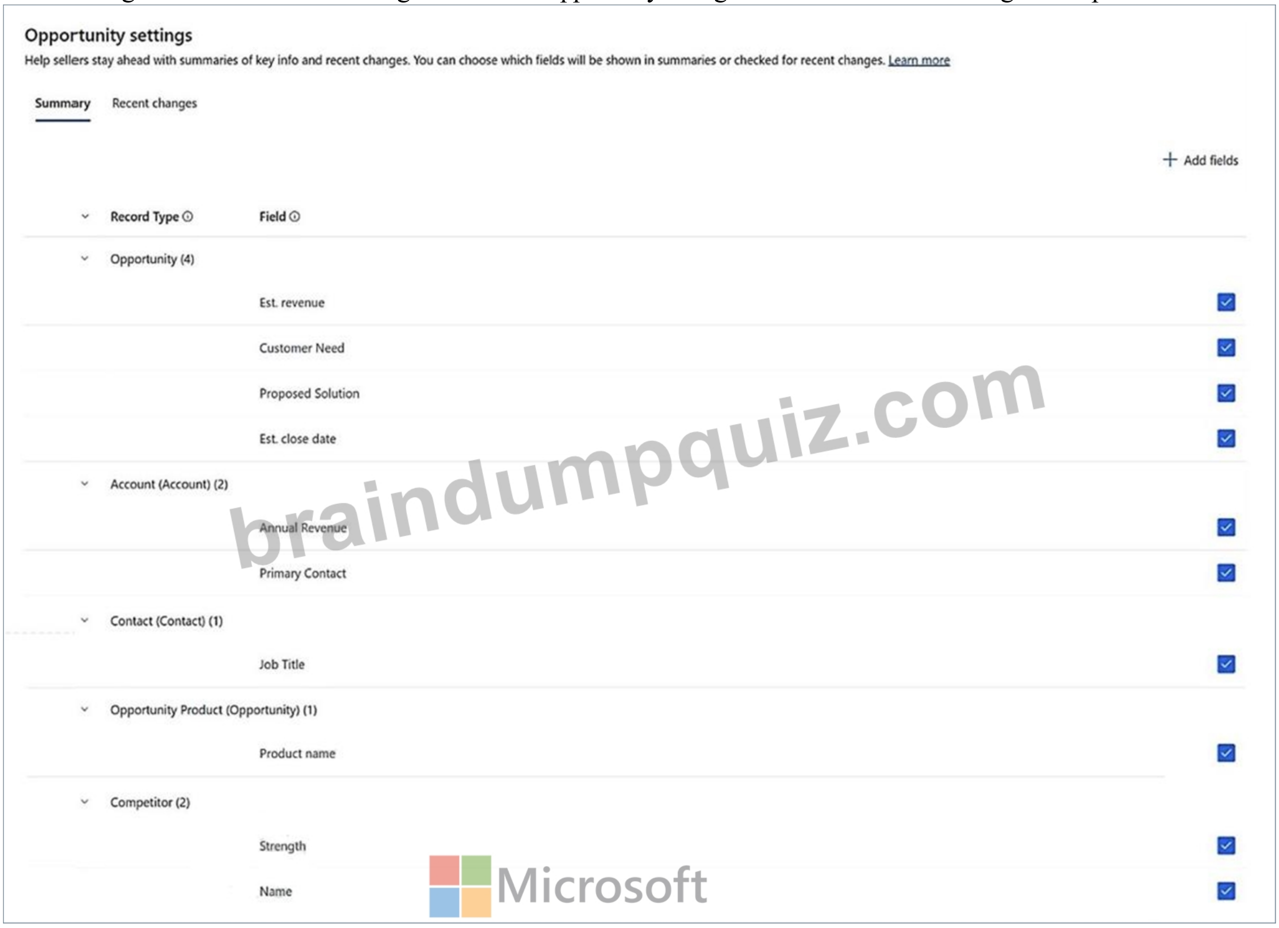
Explanation:

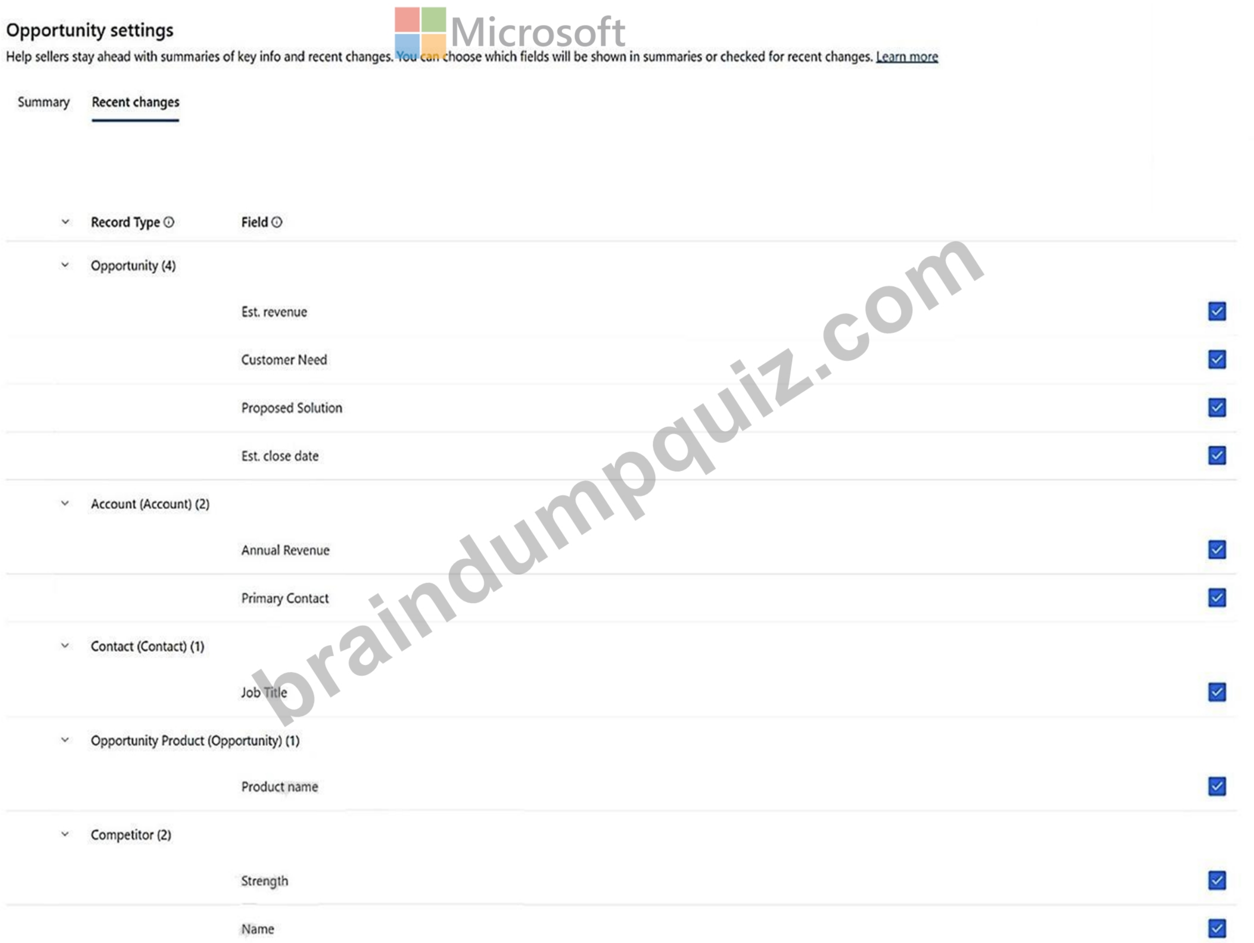


Explanation:
Allow the sales team to select the red phone - Create a red telephone product.
Since the company offers different telephone colors, a new product must be created for the red phone rather than modifying an existing product. This ensures it can be selected separately in the system.
Allow the sales team to select special pricing for the red phone - Create a price list item for the red phone product.
To offer a special price for the red phone, a separate price list item should be created specifically for this product. This ensures that the special price applies only to the red phone without affecting other telephone products.

NEW QUESTION # 128
Case Study 1 - Contoso Ltd
Background information
Contoso Ltd. has started a new division that provides janitorial services to businesses.
The sales teams for this division are using a dedicated instance of Dynamics 365 Sales.
Contoso Ltd.'s sellers are becoming accustomed to Copilot in Sales and Sales Insights features.
They have identified several desired enhancements.
System configuration
The base currency for all opportunities in the system is US dollars (USD). The administrator has NOT enabled installed premium

Sales Insights features. All users have Premium licenses.
Contoso Ltd. uses Exchange Online for email.
Only three default insights cards are turned on:
1. Close date coming soon
2. Meeting today
3. Upcoming meeting
The system administrator has set the following days before notifying me value for the Close date coming soon card to 21 days.
Contoso Ltd. has also just set up Dynamics 365 Customer Insights
- Journeys for marketing automation. No segments or customer journeys have been defined yet.
Dynamics 365 Sales and Customer Insights - Journeys both share the same instance of Microsoft Dataverse.
Copilot in Dynamics 365 Sales settings
The following screenshots show the configured fields for opportunity settings summaries and recent changes in Copilot.





Contoso Ltd. Personnel

Business development managers

Contoso Ltd. has 30 business development managers (BDMs) across its sales teams. Each BDM is responsible for selling janitorial services to new and existing clients. All BDMs are assigned the sales manager security role in Dynamics 365 Sales.

Any BDM can own an opportunity, even if a different BDM owns the client account record. Any other BDMs assigned to work on the opportunity will be included in the opportunity record's sales team. Opportunity records owned by a BDM will never include any additional client stakeholders other than the named contact for the opportunity.

The BDMs have been told to document all client communications in Dynamics 365, but they frequently exchange emails with client contacts through Microsoft Exchange WITHOUT tracking them in Dynamics 365.

Digital sales team

Contoso Ltd. has a digital sales team that comprises 10 junior sales resources who focus on lead qualification and conversion to opportunities. Members of this team are assigned a single custom security role named Digital seller that is a copy of the standard Salesperson role. View audit history and view audit summary permissions are disabled.

The team currently receives leads from an online form on Contoso Ltd.'s website. Many online lead submissions end up being duplicates, and the team manually reconciles the duplicates by comparing last name, email address, and phone number for all submitted leads.

Clients

Client tiers

Clients are grouped into tiers based on annual revenue as calculated in a system outside Dynamics 365 Sales. Clients receive different levels of ongoing service and support based on their tier assignment.

Annual revenue values for accounts and corresponding tier values are written to Dynamics 365 through a nightly batch process. Client tier values are only updated when they change, and tier value will always be blank for accounts with no calculated annual revenue.

The tier structure is:

Tier A -- annual revenue greater than or equal to $10,000,000 USD

Tier B -- annual revenue greater than $5,000,000 USD and less than $10,000,000 USD Tier C -- annual revenue greater than $0 USD and less than or equal to $5,000,000 USD The tier label is stored in a custom text field named Client tier (contoso_clienttier) that contains only a single letter or is blank.

Northwind Traders account

There are three BDMs who frequently work together on large opportunities.

BDM1 is the account owner for Northwind Traders, a multinational client.

- BDM1 owns all Northwind Traders opportunities with estimated revenue greater than or equal to
$1,000,000. BMD2 and BDM3 are assisting BDM1 with several opportunities for Northwind Traders in different cities.
- BDM3 owns all other Northwind Traders opportunities. BDM3 is NOT a sales team member for any of the opportunities BDM1 owns.
- BDM2 is a sales team member for all Northwind Traders opportunities.

Client Contact1 is the primary contact for the Northwind Traders' account. There are two other client contacts with whom the Northwind account team regularly engages - Client Contact2 and Client Contact3.

BDM1 and Northwind Traders account

BDM1 has been on vacation for two weeks. During vacation, BDM1 did NOT log into Dynamics 365, and BDM2 made the following updates to several open Northwind Traders opportunities.

Updated field	Opportunities	When the updates were made
Estimated close date	New York City office, London office, Toronto office	Two days before BDM1's return
Forecast category	Mexico City office	Five days before BDM1's return
Proposed solution	Seattle office	Nine days before BDM1's return

BMD2 also scheduled an internal meeting with BMD1 for the day they return to discuss a request from the primary contact for the account. The meeting has the "London office" opportunity as its regarding value.

Desired enhancements

The global sales lead requests the following enhancements:

1. A "Welcome" email should be sent to the primary contact for an account when the account first enters any client tier. This email should only be sent to the primary contact once.
2. Account owners should receive immediate notifications in the assistant in Dynamics 365 Sales when accounts change tiers. The notifications should include the account name and current tier.
3. A "Getting started" email should be sent to the main contact associated with an opportunity when the opportunity status is set to "Won."
1. The email should include a link to a custom onboarding form where the contact can supply information required to start the janitorial services for a given location.
2. If the contact does NOT click any links in the email, a follow-up email should be sent.
4. All emails between BDMs and client contacts should be available for relationship analytics KPIs. Emails sent by other users outside of Dynamics 365 should NOT be included in the KPIs.

The digital sales team lead requests the following enhancements:

1. The ability for team members to use Copilot to summarize changes to lead records.
2. Replace the current online form used by their team to capture new leads. The new form should automatically handle duplicates using the rules the team currently applies manually.

Drag and Drop Question

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 Area

Actions

- Set the form duplicate records strategy to the audience default strategy.
- Set the form duplicate records strategy to the custom form matching strategy.
- Set the form target audience to contacts.
- Set the form target audience to leads.
- Create a new form.
- Select a form template.
- Create a custom matching strategy.
- Publish the form.

Order

1.
2.
3.
4.
5.

Answer:

Explanation:

Answer Area

Actions

- Set the form duplicate records strategy to the audience default strategy.
- Set the form target audience to contacts.
- Create a custom matching strategy.

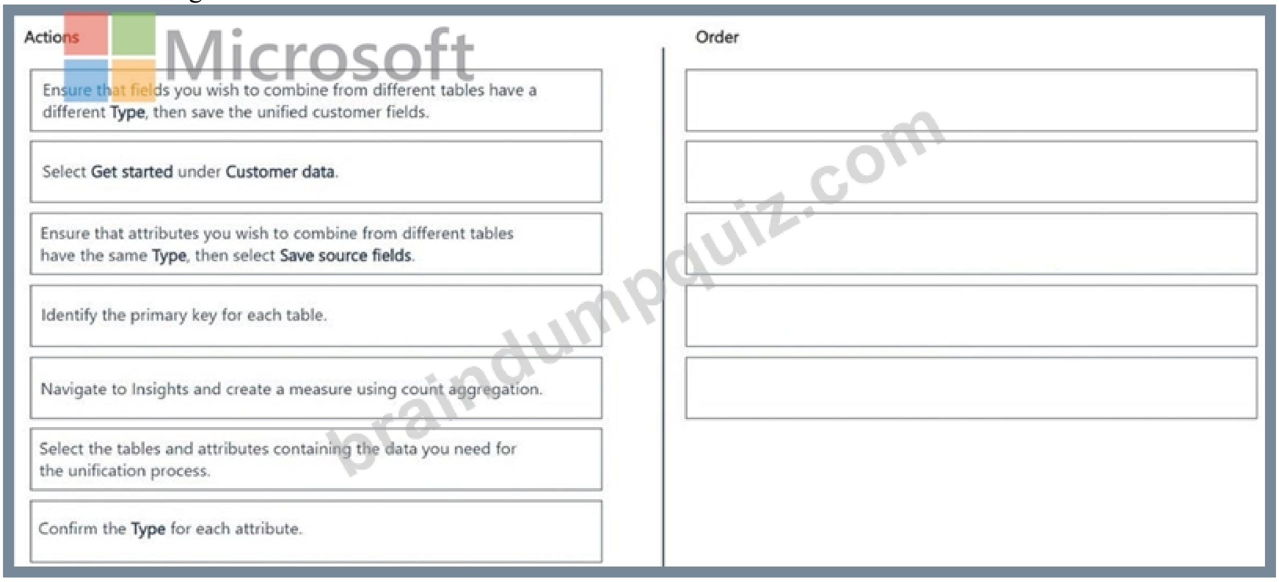
Order

1. Create a new form.
2. Select a form template.
3. Set the form target audience to leads.
4. Set the form duplicate records strategy to the custom form matching strategy.
5. Publish the form.

Explanation:

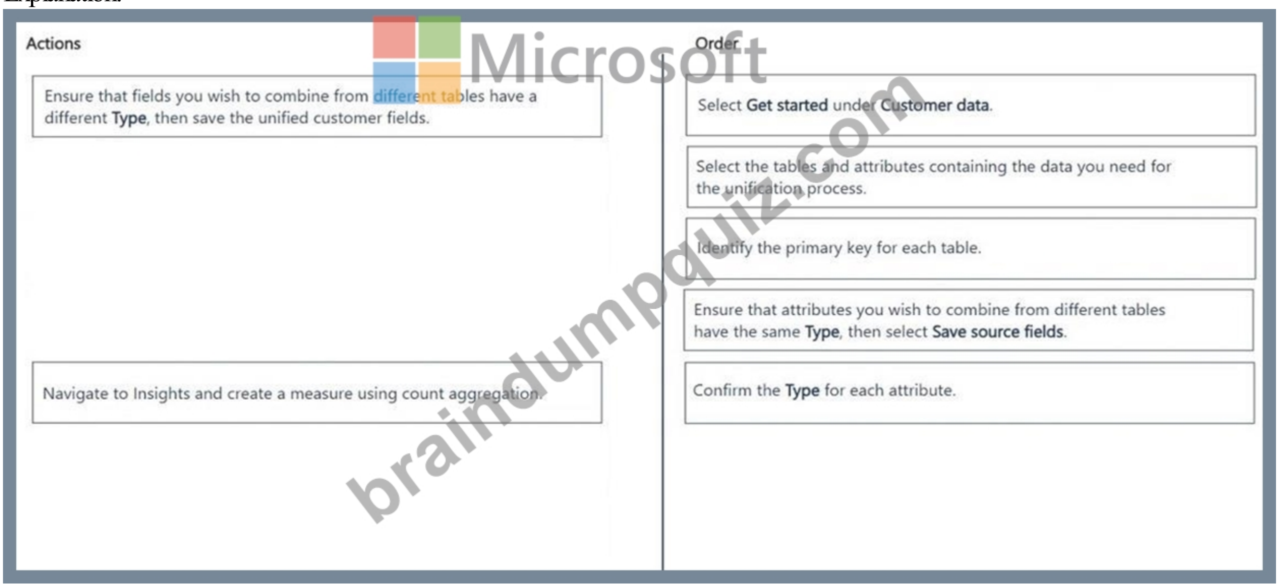
Create a new form: The first step is to establish a new form for collecting lead information.
Select a form template: Choosing an appropriate template ensures that the form aligns with the desired layout and functionality.
Set the form target audience to leads: This action defines who the form is intended for, ensuring that it collects information from the right audience.
Set the form duplicate records strategy to the custom form matching strategy: This step is crucial for handling duplicates effectively, as specified by the digital sales team.
Publish the form: Finally, publishing the form makes it live and accessible for use in lead generation.

NEW QUESTION # 129
Drag and Drop Question
You are implementing a new Dynamics 365 Customer Insights - Data environment for your organization.
You complete ingesting the data you need to unify and navigate to the correct page in the Customer Insights - Data application to begin the unification process.
You need to complete the first part of the unification process following best practices.
Which five 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:



Explanation:
1. Select Get started under Customer data.
This is the first step to begin the unification process in Customer Insights - Data.
2. Select the tables and attributes containing the data you need for the unification process. After starting, you must choose the tables

and attributes that will be used for unification.
3. Identify the primary key for each table.
Each table must have a primary key that uniquely identifies records.
4. Ensure that attributes you wish to combine from different tables have the same Type, then select Save source fields. Before unifying, attributes from different sources must have the same type to ensure proper mapping.
5. Confirm the Type for each attribute.
After selecting source fields, confirming the attribute types ensures data consistency.

NEW QUESTION # 130
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