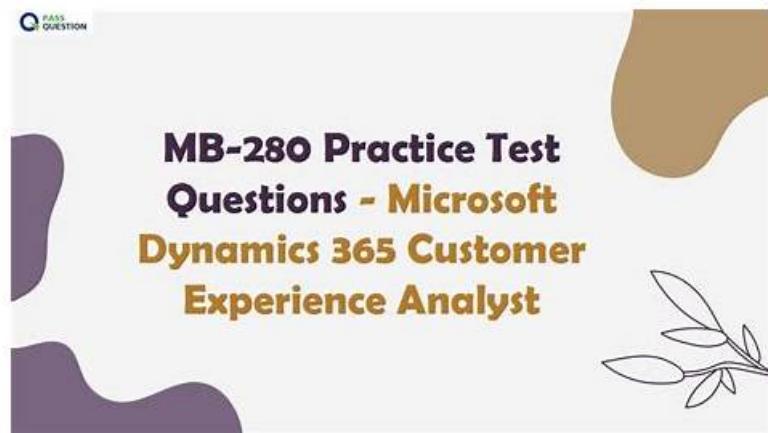


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2026 MB-280 Latest Learning Material - Microsoft Dynamics 365 Customer Experience Analyst Realistic Exam Format Free PDF Quiz

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q20-Q25):

NEW QUESTION # 20

You use business process flows for all Dynamics 365 opportunities. Some opportunities are closed before business process flow durations are calculated. You need to ensure that business process flow duration values are calculated.

Solution: Change the opportunity to an inactive state. Does this meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

* Changing the opportunity to an inactive state allows for the calculation of business process flow duration values, as this state transition prompts the system to finalize any duration metrics associated with the process flow.

* Business process flows calculate duration upon completion or transition of the process, so marking the opportunity as inactive triggers the system to calculate these durations.

NEW QUESTION # 21

You need to satisfy the founder's requirements for displaying the custom image within the app.
Where should you upload the image?

- A. A web resource
- B. An image column
- C. A file column
- D. An icon control

Answer: A

Explanation:

To display a custom image (such as an .svg file) as an icon for a table in a model-driven app, the image should be uploaded as a web resource in Dynamics 365. Web resources are used to store images, scripts, and other assets that can be referenced within the application.

Once uploaded as a web resource, the image can be set as the table icon in the customization settings of the Pet table.

NEW QUESTION # 22

A company implements Dynamics 365 Sales.

The company has the following requirements:

- Employees must have quarterly goals. The goals must calculate all deals won by quarter for each goal.
- Managers must be able to look at the goals and calculations at any time.

The solution must use goal features WITHOUT customization.

You need to create the calculation.

What should you configure?

- A. Drill-down table
- B. Rollup query
- C. Goal metric
- D. Rollup table

Answer: B

Explanation:

Dynamics 365 Sales, Define and track your sales goals

Define rollup queries

Rollup queries are used to define the records that should be included in the goal rollup. Rollup queries are created for each goal rollup field. For example, you could create a goal metric that measures all invoices closed within a specific period. You could then create a rollup query to show invoices that are owned by a person, or raised for customers in a territory.

Goals roll up from the bottom of the goal hierarchy to the top, with Dynamics 365 rolling child goal totals into their parent goal totals.

Goals at the top of a hierarchy reflect a summation of all the goals in the organization.

You can only query one entity type in a query, but the query builder helps you make a query as simple or as complex as you need.

As you fine-tune your query, you can test the results.

NEW QUESTION # 23

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.

A company's IT department has a .CSV file stored on one of their Shared Documents folders within their Microsoft SharePoint sites. The data from the .CSV file is ingested into Dynamics 365 Customer Insights - Data.

The file contains a row header and columns of different types, such as quantities and prices. The file also contains some rows with a high proportion of nulls.

You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Transform the first row to be used as headers. Define column types to be the appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns if they exist. Select Next and your data is now ready for unification.

Does this meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

The proposed solution effectively prepares the data for unification in Dynamics 365 Customer Insights - Data. Here's how each step contributes to meeting the goal:

Transform the first row to be used as headers: This step is necessary to define the column names, which is critical for accurate data interpretation.

Define column types to be the appropriate field types: Specifying the correct data types for each column ensures that the data will be processed correctly during unification, maintaining data integrity.

Create a full name and full address columns by merging the appropriate columns if they exist:

This step enhances the dataset by consolidating relevant information into single columns, which can simplify data usage and improve data quality. Merging columns helps ensure that users can easily access essential information without navigating through multiple fields.

Select Next: This indicates that the data transformation steps are completed and the dataset is ready for the unification process.

NEW QUESTION # 24

Your organization has been noticing some peculiar field changes on certain records and wants to know what is causing this. You need to audit user access and updates for several custom tables.

Which two boxes must be checked as prerequisites steps? To answer, select the appropriate check boxes in the answer are a.

NOTE: Each correct selection is worth one point.

□

Answer:

Explanation:

□

Reference:

Audit User Access:

The Audit User Access checkbox ensures that user activities related to accessing records are tracked. This is essential for identifying when specific users accessed records, which could correlate with field changes observed.

Enabling this option provides insights into who accessed which records and when, which is useful in understanding user behavior and any unusual access patterns.

Additional Steps for Table-specific Auditing (if needed):

After enabling auditing at the system level, specific tables (entities) need to have auditing enabled if they are not covered under common, sales, marketing, or customer service entities.

Go to Settings > Customizations > Customize the System, select the custom table, and ensure that Auditing is enabled on the desired fields within the table.

By enabling both Start Auditing and Audit User Access, you ensure that both data changes and access patterns are recorded, providing a comprehensive audit trail for monitoring and troubleshooting field changes on records.

NEW QUESTION # 25

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