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>> Exam MB-280 Duration <<

## 100% Pass Quiz Microsoft - MB-280 - Microsoft Dynamics 365 Customer Experience Analyst –Valid Exam Duration

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### Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

Topic 3	<ul style="list-style-type: none"> <li>• <b>Configure and Customize Dataverse and Model-Driven Apps:</b> 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.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Implement the Dynamics 365 App for Outlook:</b> This section emphasizes the integration of Dynamics 365 with Outlook to enhance productivity and streamline sales processes for Dynamics 365 Sales Professionals.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Extend and Enhance Dynamics 365 Sales Capabilities:</b> 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.</li> </ul>

## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q33-Q38):

### NEW QUESTION # 33

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, You recently implemented Dynamics 365 Sales within your organization's sales team. Based on the initial evaluation, adoption is limited as most sales users prefer to work from Microsoft Outlook.

You decide to enable the Dynamics 365 App for Outlook.

You need to perform the various actions required. Each correct action is part of the solution but does NOT solve the problem completely.

Action: Within the system settings and email configuration, you set Process Email Using to Dynamics 365 for Outlook.

Does this meet the goal?

- A. Yes
- **B. NO**

**Answer: B**

Explanation:

Correct:

\* : From the email settings in the Advanced settings, you migrate email router data from server-side synchronization to Dynamics 365 app for Outlook. [See step 1 below. Use Server-side synchronization]

\* You test the email configuration and enable the mailboxes for the Dynamics 365 App for Outlook designated users. [Yes, see step 2 below] Incorrect:

\* Within the system settings and email configuration, you set Process Email Using to Dynamics 365 for Outlook. [No, set this to Server-side synchronization. See step 1 below] Note:

Deploy and install Dynamics 365 App for Outlook

Step 1: Set the default synchronization method

To use Dynamics 365 App for Outlook, you need to set server-side synchronization for your email processing.

1. From your app, go to Settings > Advanced Settings.
2. Go Settings > Administration and then select System Settings.
3. Select the Email tab, and set Process Email Using to Server-Side Synchronization.

Step 2: Test email configuration and enable mailboxes

Enable and test your user mailboxes so they can use Dynamics 365 App for Outlook.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/outlook-app/deploy-dynamics-365-app-for-outlook>

### NEW QUESTION # 34

You need to configure a Security Role to provide read-only access to Sales Opportunities. What steps should you follow?

- A. Go to Power Apps > Security > Security Roles > Create New Role > Define Permissions > Save & publish.
- B. Go to Dynamics 365 > Marketing > Security Roles > Create New Role > Define Permissions > Save & publish.

- C. Go to Dynamics 365 > Settings > Security > Security Roles > Create New Role > Define Permissions > Save & publish.
- D. Go to Dynamics 365 > Reports > Security Roles > Create New Role > Define Permissions > Save & publish.

**Answer: C**

### NEW QUESTION # 35

You are configuring offline mode for a model-driven app on a customer project.

You need to ensure that the customer is aware of the capabilities and limitations of offline mode.

Which two facts should you convey? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Appointments will auto-send invites to recipients.
- B. System views are supported on tables, whereas personal views are unsupported.
- C. Column-level security is supported.
- D. Users must manually advance offline qualified leads.

**Answer: B,D**

Explanation:

[A] Supported type of views: Only system views and quick views are supported in mobile offline.

Personal views aren't supported.

[B] Qualify a lead: When a lead created in mobile offline is qualified and when the user goes online, the business process stage shows the qualified stage. The user has to manually select Next stage to move to the next stage.

Reference:

<https://learn.microsoft.com/en-us/power-apps/mobile/offline-limitations>

### NEW QUESTION # 36

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 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. No
- B. Yes

**Answer: A**

Explanation:

\* This solution also includes transforming headers and defining column types, along with creating merged columns. However, it still does not remove rows with a high proportion of nulls. Addressing null values is important for data quality and ensuring accurate unification.

\* Without removing rows with many nulls, the data may still have integrity issues that could impact the unification process. As a result, this solution does not completely meet the goal.

### NEW QUESTION # 37

Hotspot Question

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.



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