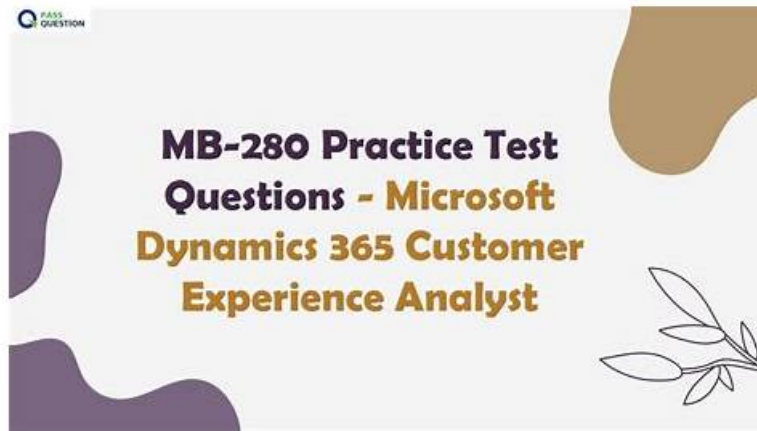# Quiz MB-280 - Microsoft Dynamics 365 Customer Experience Analyst High Hit-Rate Examcollection Questions Answers

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q102-Q107):

NEW QUESTION # 102
A company uses Microsoft SharePoint document management in Dynamics 365 Sales to store contracts.
The company wants only the contracts team to have access to the documents. The contracts team has a custom security role.
You need to restrict privileges to secure the documents.
What should you do?

- A. Update privileges in the Dynamics 365 Sales security role of the contract team.
- B. Create a new security role in Dynamics 365 Sales.
- C. Create a new group in the SharePoint site.
- D. Update the users list in the SharePoint site.

Answer: D

Explanation:
To restrict access to documents stored in SharePoint for the contracts team, you should update the users list in the SharePoint site.
By managing permissions directly within SharePoint, you can ensure that only members of the contracts team have access to the documents related to contracts.
This approach allows for more granular control over who can view or edit the documents.

NEW QUESTION # 103
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, remove rows that contain null values, and name the query. Select Next and your data is now ready for unification.
Does this meet the goal?

- A. No
- B. Yes

Answer: A

Explanation:
While the solution includes transforming the first row to be used as headers and naming the query, the step of removing rows that contain null values is problematic.
Removing all rows with null values can lead to significant data loss, particularly if those rows contain relevant information.

NEW QUESTION # 104
Hotspot Question
A company is using Dynamics 365 Sales to track their sales pipeline.
Sales managers require their forecasting to include reasons why opportunities were lost, including losses to competitors.
You need to configure the sales process WITHOUT using custom code.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Add the type of loss.	Modify the Status Reason option set. / Modify the Forecast category option set. / Create a new Choices column.
Record the loss for forecasting.	Modify the Opportunity Close form. / Modify the Opportunity Sales Process business process flow. / Modify the Opportunity Forecast Category Mapping process Dataverse classic workflow.

Answer:

Explanation:

Answer Area

Requirement	Action
Add the type of loss.	**Modify the Status Reason option set.**
	Modify the Forecast category option set.
	Create a new Choices column.
Record the loss for forecasting.	**Modify the Opportunity Close form.**
	Modify the Opportunity Sales Process business process flow.
	Modify the Opportunity Forecast Category Mapping process Dataverse classic workflow.

Explanation:

Add the type of loss: Modify the Status Reason option set - This action allows you to add specific reasons for losses, including losses to competitors, which can then be used in the sales pipeline.

Record the loss for forecasting: Modify the Opportunity Close form - This modification will enable the capturing of loss reasons directly when closing opportunities, which is essential for accurate forecasting.

NEW QUESTION # 105

You are the Dynamics 365 administrator for a group of financial advisors.

Advisors must use one business process flow to guide them through the standard lead to invoice process.

Each table has the following number of stages and steps:

Table	Number of Stages	Number of Steps per Stage
Lead	10	10
Opportunity	10	10
Quote	10	10
Order	10	10
Invoice	10	10

You need to modify the business process flow to make it valid.

What should you reduce?

- A. total number of stages
- B. number of tables
- C. number of steps per stages
- D. total number of steps

Answer: D

Explanation:

Summary of Data

Each table (Lead, Opportunity, Quote, Order, Invoice) has:

Number of Stages: 10

Number of Steps per Stage: 10

Total Steps Calculation

For the entire process flow involving all tables:

Total Stages: 10 (Lead) + 10 (Opportunity) + 10 (Quote) + 10 (Order) + 10 (Invoice) = 50 stages Total Steps: 100 (Lead) + 100 (Opportunity) + 100 (Quote) + 100 (Order) + 100 (Invoice) = 500 steps Requirement for Valid Business Process Flow Dynamics 365 imposes limitations on business process flows, typically regarding the total number of steps and stages involved. The total number of steps can be a limiting factor for the flow to be valid.

To make the business process flow valid, you should reduce total number of steps.

Reducing the total number of steps (e.g., by decreasing the number of steps per stage or the total number of stages) will help you stay within the limits imposed by Dynamics 365 for business process flows.

NEW QUESTION # 106

A marketing user wants to target two groups of customers:

1. All customers that live in Paris.

2. All customers that have made more than ten online purchases.

You decide to meet this requirement by making quick segments.

Which two options should you use as the base in the quick segments? Each correct answer presents part of the solution. (Choose two.) NOTE: Each correct selection is worth one point.

- A. Data tables
- B. Insights
- C. Enrichments
- D. Measures
- E. Profiles

Answer: D,E

Explanation:
* All customers that live in Paris.
Customer profile data has address information.
* All customers that have made more than ten online purchases.
Incorrect:
Not Data tables [Not available for Quick Segments]
Not Enrichments [Not available for Quick Segments]
Note:
Quick segments let you build simple segments with a single operator quickly for faster insights.
Quick segments are only supported in environments for individual customers.
Create a new segment with quick segments
1. Go to Insights > Segments.
2. Select New > Create from.
Select the Profiles option to build a segment that is based on the unified customer table.
Select the Measures option to build a segment around measures you have previously created.
Select the Insights option to build a segment around one of the output tables you generated using either the Predictions or Custom Models capabilities.
3. In the New quick segment dialog box, select an attribute from the Field dropdown.
Etc.

NEW QUESTION # 107

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