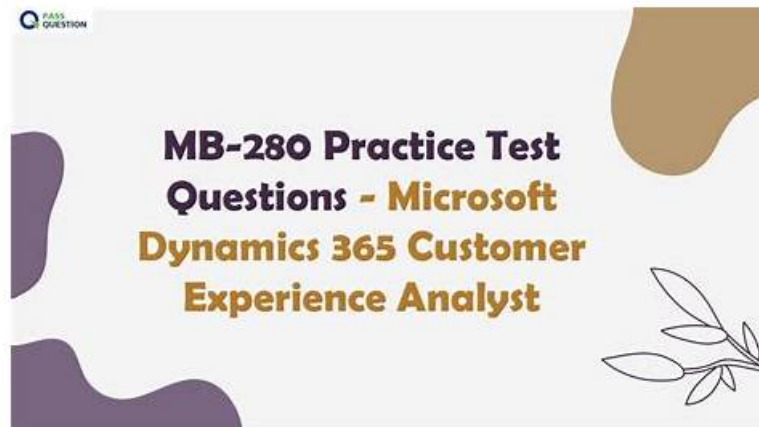# IT-Tests MB-280 Test Study Guide, Answer Microsoft MB-280 Practice Exam Questions

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q74-Q79):

NEW QUESTION # 74
You are working in Dynamics 365 Sales. You turn on the visibility of the Dynamics 365 Sales records in the channel.
A user working with leads is unable to pin the view into Microsoft Teams.
You need to identify the issue.
What should you do?

- A. Enable the Turn on Enhanced Microsoft Teams Integration option.
- B. Add users to the correct security role.

- C. Add users to the Teams channel.
- D. Disable the Turn on the linking of Dynamics 365 records to Microsoft Teams channels option.
- E. Enable the External links within Teams option.

Answer: A

Explanation:
For users to pin views of Dynamics 365 Sales records in Microsoft Teams, Enhanced Microsoft Teams Integration must be enabled.
This feature allows users to seamlessly work with Dynamics
365 records within Teams and ensures proper synchronization between the two platforms.

NEW QUESTION # 75
The assistant to the sales leader has some questions on how delegation works when using the Dynamics 365 App for Outlook. They want to know how columns are populated when an email is tracked.
You need to explain the behavior of the tracked email messages, in particular, what is set as the owner of the tracked email from a delegated mailbox.
What should you convey?

- A. The delegate user.
- B. System (as it is promoted by server-side synchronization).
- C. The primary mailbox owner.
- D. The owner of the linked contact that sent the email.

Answer: C

Explanation:
* When an email is tracked in Dynamics 365 from a delegated mailbox, the primary mailbox owner is set as the owner of the tracked email. This means that if an assistant sends or tracks an email on behalf of another user, the email's ownership will reflect the primary mailbox owner rather than the delegate.
* This behavior ensures that activities are correctly associated with the user who owns the mailbox, aligning with the ownership structure in Dynamics 365.

NEW QUESTION # 76
You are a marketing automation consultant.
Your customer wants to understand the benefits of using the query assist feature in Dynamics
365 Customer Insights - Journeys.
Why might your customer want to use this feature?

- A. Using the natural language feature allows marketers to build segments using simple words to specify what audience they want to target.
- B. When looking at a marketing journey created by another user, the natural language feature makes it easier to understand the logic of the journey and decide whether it meets the campaign goals.
- C. Using the natural language feature allows marketers to search Dataverse to retrieve single records using a right-hand pane on the model-driven app.
- D. When looking at a segment created by another user, the natural language feature makes it easier to identify which journeys the segment is used in.

Answer: A

Explanation:
The query assist feature in Dynamics 365 Customer Insights - Journeys utilizes natural language processing, which enables marketers to create segments using intuitive language. This allows users to specify their targeting criteria in a more user-friendly way, making it easier for those without extensive technical skills to define and build audience segments effectively.

NEW QUESTION # 77
A company plans to use server-side synchronization to synchronize emails, tasks, and appointments between Microsoft Exchange and Dynamics 365 Sales.
The salespeople want to know when their emails will be synced.

You need to describe the server-side synchronization frequency for the salespeople.
How should you describe the frequency?

- A. dependent on volume
- B. equal intervals
- C. constant
- D. user-defined

Answer: B

Explanation:
* Server-side synchronization typically syncs at equal intervals, which can be configured in Dynamics 365. These intervals determine how often data is synchronized between Microsoft Exchange and Dynamics 365 Sales, affecting emails, tasks, and appointments.
* The synchronization frequency can be adjusted by the administrator but operates at consistent, regular intervals by default.

NEW QUESTION # 78
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. Goal metric
- B. Drill-down table
- C. Rollup query
- D. Rollup table

Answer: C

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.
Incorrect:
Not B: Define rollup fields
Rollup fields are used to calculate the actual and in-progress values for a goal metric.
Not D: Set goal metrics
Goal metrics let you define how a goal will be measured. For example, a sales team's performance can be measured based on the number of leads they get or the revenue amount.
Reference:
https://learn.microsoft.com/en-us/dynamics365/sales/goals-overview

NEW QUESTION # 79
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