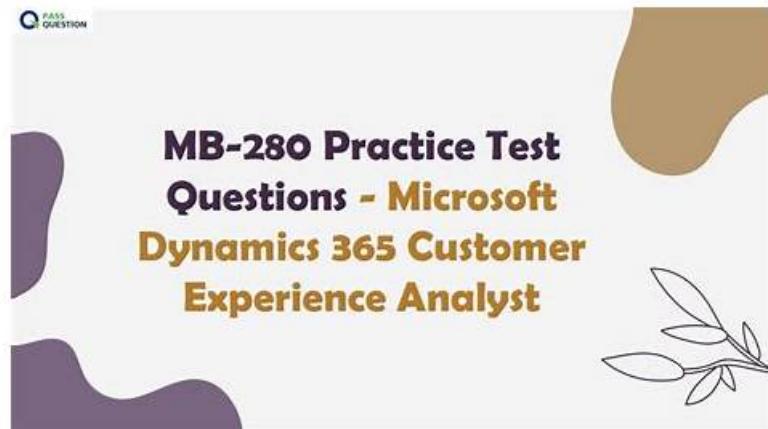


# MB-280 Exam Questions, MB-280 study materials. Microsoft Dynamics 365 Customer Experience Analyst



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## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q85-Q90):

### NEW QUESTION # 85

A battery manufacturer wants to sell their batteries in boxes of 12 and cases of 24 boxes. You need to set up a unit group so that the manufacturer can sell different quantities. What should you create first?

- A. related unit
- B. primary unit
- **C. base unit**

**Answer: C**

### NEW QUESTION # 86

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:

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

What should you reduce?

- A. number of steps per stages
- B. number of tables
- C. total number of 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 # 87

You need to create and start a new customer journey to send "Welcome" emails to new customers.

Which three actions should you perform in sequence before you publish the journey? To answer, move the three appropriate actions from the list of actions to the answer are a. Arrange the three actions in the correct order.

**Answer:**

Explanation:

### NEW QUESTION # 88

A company is implementing the Dynamics 365 Sales mobile app.

The company requires setup of several push notifications for sellers who use the app.

You need to create the push notifications.

Which feature should you use?

- A. Plug-in
- B. Classic Dataverse workflow
- C. Cloud flow

**Answer: C**

Explanation:

To create push notifications for users of the Dynamics 365 Sales mobile app, you should use Cloud flows (part of Microsoft Power Automate). Cloud flows can automate notifications based on certain triggers or conditions, allowing you to send push notifications to mobile app users effectively.

### NEW QUESTION # 89

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 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: Create a flow to update the Status Reason of the business process flow table record to "Finished" and the Status to "Inactive" when the opportunity is won.

Does this meet the goal?

- A. No
- B. Yes

**Answer: B**

Explanation:

Creating a flow to update the Status Reason of the business process flow record to "Finished" and the Status to "Inactive" when the opportunity is won will effectively meet the goal of ensuring that business process flow duration values are calculated.

By marking the business process flow as "Finished," you indicate that the flow has completed its execution, allowing the system to finalize any calculations related to duration before transitioning to an inactive state. This approach ensures that the necessary data is captured and calculated properly, allowing you to accurately report on the durations associated with the business process flow.

## NEW QUESTION # 90

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