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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 2	<ul style="list-style-type: none">• Implement the Dynamics 365 App for Outlook: This section emphasizes the integration of Dynamics 365 with Outlook to enhance productivity and streamline sales processes for Dynamics 365 Sales Professionals.
Topic 3	<ul style="list-style-type: none">• 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.

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

NEW QUESTION # 85

Your organization is using Dynamics 365 Sales to track its sales pipeline, and you have implemented sales forecasting using the out-of-the-box sample forecast configuration.

The vice president of sales wants the forecast to categorize lost deals using the more detailed opportunity status code reasons of "Cancelled" and "Outsold." You need to enable the detailed categorization requested by the vice president of sales.

Which two actions should you take? Each answer presents part of a solution. (Choose two.) NOTE: Each correct selection is worth one point.

- A. Update the field mappings in the Opportunity Forecast Category Mapping Process workflow.
- B. Add the detailed lost reasons to the msdyn_forecastinstance status code option set.
- C. Add the detailed lost reasons to the opportunity forecast category option set.
- D. Create a new cloud flow to map opportunity state code to forecast category.

Answer: A,C

Explanation:

To ensure that the sales forecast categorizes lost deals using more detailed reasons like "Cancelled" and "Outsold," you need to modify how the opportunity status codes are mapped to the forecast categories.

Add the detailed lost reasons to the opportunity forecast category option set This ensures that the system can recognize and categorize opportunities as "Cancelled" or "Outsold" within the forecast. The forecast category option set must be updated to accommodate the new lost reasons.

Update the field mappings in the Opportunity Forecast Category Mapping Process workflow This workflow determines how opportunity status codes map to forecast categories. Updating the field mappings ensures that opportunities with "Cancelled" or "Outsold" reasons are correctly classified within the forecast.

NEW QUESTION # 86

Hotspot Question

A bakery uses Dynamics 365 Sales. All loaves of bread sold at the bakery are priced the same.

Special bread flavors are developed regularly.

You need to add a new flavor to the product catalog.

What should you do for each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Scenario  Microsoft

Add a new flavor to the product catalog.

Action

Action
Create a unit.
Create a price list item.
Create a product family.
Create a product property.

Action
Update the price list.
Modify and publish the product.
Delete the opportunity product and readd the item.
Select the new bread flavor in the opportunity product.

Answer:

Explanation:

Answer Area

Scenario

Add a new flavor to the product catalog.

An existing opportunity wants to change an order to one of the new bread flavors.

Action

Action
Create a unit.
Create a price list item.
Create a product family.
Create a product property.

Action
Update the price list.
Modify and publish the product.
Delete the opportunity product and readd the item.
Select the new bread flavor in the opportunity product.

Explanation:

Add a new flavor: Create a price list item

This action allows you to define the price for the new flavor within the product catalog.

Change an order: Select the new bread flavor in the opportunity product This action directly addresses changing the opportunity to include the new flavor.

NEW QUESTION # 87

You manage a Dynamics 365 Sales environment where users can only view and edit their own records.

User2 is assisting with User1's opportunities while User1 is on vacation. User1 remains the owner of User1's opportunities.

User2 has reported that they CANNOT update User1's opportunities.

You need to diagnose the issue.

What should you do?

- A. Ensure the record is assigned to User2.
- B. Ensure User2 is added to the Owner team.
- C. Ensure User2 is added to an Access team.
- D. Ensure User2 is added to the Sales team.

Answer: C

Explanation:

Dynamics 365 Sales uses the Opportunity Sales Access Team template to provide access to the opportunity record to all the users connected under the Sales team connection role category. A salesperson who might not have access to a given opportunity record by their assigned security role privileges can still get access when added as a sales team member from this subgrid. This allows the sales team member users to access and work with the opportunity record in Dynamics

365 on a per-record basis. Similarly, when an existing sales team member is deleted from the subgrid, the access to the opportunity record granted via the access team template is also removed.

Note: Use access teams and owner teams to collaborate and share information When to use access teams The teams are dynamically formed and dissolved. This typically happens if the clear criteria for defining the teams, such as established territory, product, or volume aren't provided.

The team members require different access rights on the records. You can share a record with several access teams, each team providing different access rights on the record. For example, one team is granted the Read access right on the account and another team, the Read, Write and Share access rights on the same account.

A unique set of users requires access to a single record without having an ownership of the record.

NEW QUESTION # 88

What happens when you select the "Track" button in the Dynamics 365 App for Outlook?

- A. The email is deleted from the Outlook inbox.
- B. The email is forwarded to another user.
- C. The email is moved to a spam folder.
- D. The email is linked to a Dynamics 365 record.

Answer: D

NEW QUESTION # 89

You need to configure search to ensure the administrators can find all records which reference Corgis. Which action must you perform?

- A. For all relevant tables, ensure that the Can enable sync to external search index setting is False.
- **B. Within the solution, ensure all relevant tables are indexed.**
- C. Add columns to be searched to the Lookup view for each relevant table.
- D. Within system settings, select up to 10 relevant tables.

Answer: B

Explanation:

To enable comprehensive search capabilities for administrators to find all records referencing specific terms (such as "Corgis"), it is essential to ensure that all relevant tables are indexed.

In Dynamics 365, configuring search functionality for specific tables involves setting up the tables to be searchable, which can be done by indexing them within the solution.

Indexing relevant tables makes them accessible in the search feature and ensures all fields within those tables can be searched, allowing for quick retrieval of records that reference specific terms.

System settings (Option A) is limited to selecting up to 10 tables and is more about quick search rather than full indexing. The sync to external search index setting (Option C) is for integration with external search tools and does not directly impact internal search capabilities.

Adding columns to the Lookup view (Option D) affects how lookups work but does not influence full-text search results.

Reference from Microsoft Documentation:

For configuring search indexing, refer to Configure relevance search in Dynamics 365 for more information on indexing tables to enhance search capabilities.

NEW QUESTION # 90

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