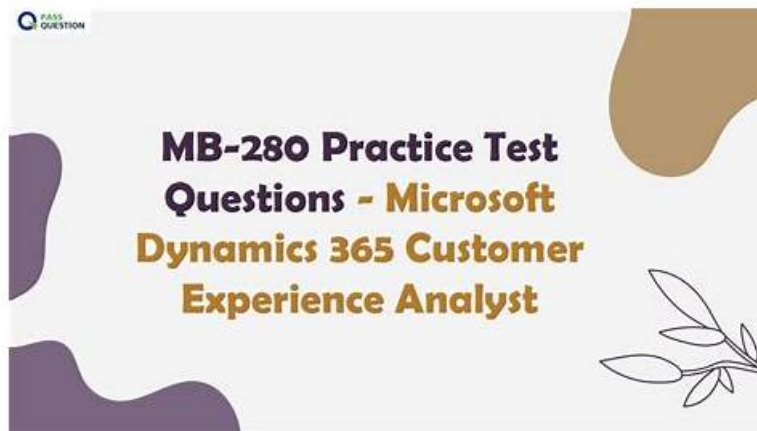# Pass Guaranteed Quiz 2026 MB-280: High Hit-Rate Exam Microsoft Dynamics 365 Customer Experience Analyst Course

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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• Implement Dynamics 365 Sales: This section focuses on the essential processes for setting up and managing Dynamics 365 Sales effectively for Dynamics 365 Sales Professionals.
Topic 3	• Configure and Customize Dataverse and Model-Driven Apps: 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.

Topic 4	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 5	• 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.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q133-Q138):

NEW QUESTION # 133
A sales manager wants to implement an automated system to assign leads to the appropriate salesperson based on the region. Which features should be configured to achieve this? (Select threE.

- A. Custom Dashboards
- B. Routing Rules
- C. Queues
- D. Auto-Numbering
- E. Assignment Rules

Answer: B,C,E

NEW QUESTION # 134
You are implementing Dynamics 365 Customer Insights - Data as the company's Customer Data Platform. You set up the data sources and start the unification process.
You need to identify the primary table within the Matching conditions page.
Which two criteria should you use to determine the primary table? Each correct answer presents a complete solution. (Choose two.)
NOTE: Each correct selection is worth one point.

- A. Choose the table that has the most related tables.
- B. Choose the table with the most complete and reliable profile data about your customers.
- C. Choose the Dynamics 365 contact table when this is available as the data source.
- D. Choose the table that has several attributes in common with other tables.

Answer: B,C

Explanation:
Choose the table with the most complete and reliable profile data about your customers: The primary table should contain the most accurate and complete information to serve as the foundation for matching records across different sources.
Choose the Dynamics 365 contact table when this is available as the data source: The contact table in Dynamics 365 is a logical choice for the primary table when it's available because it likely contains the core customer profile data that can be unified with other data sources.

NEW QUESTION # 135
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.

Answer:

Explanation:
Explanation:
A lost opportunity is reopened - The Opportunity Close record changes status to In Progress.

When a lost opportunity is reopened, the system updates its status to In Progress rather than deleting or inactivating the existing Opportunity Close record. This allows tracking of re- engagement with the opportunity.

The same opportunity is closed as won - A new Opportunity Close record is created with the new close details and status of completed. When the opportunity is closed as won, a new Opportunity Close record is created to maintain historical tracking. This helps in tracking multiple closure attempts, ensuring past losses and final wins are recorded separately.

NEW QUESTION # 136

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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 configure forecasts for a clothing manufacturer.

A salesperson updates an opportunity and wants to refresh the forecast

You need to show the salesperson how to refresh the forecast.

Solution: Recalculate the opportunity.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:
Correct:
* Recalculate the forecast
Incorrect:
* Recalculate the opportunity.
* Update the Opportunity Forecast Category Mapping process.
Note:
Example of forecast recalculation methods
Let's understand the different methods with an example. Consider a scenario where you have a forecast with 4 quarterly periods and an annual period.

Assume that you're currently in Q4. The following table shows when and how the forecast data is updated for different scenarios and periods.

--

Dynamics 365 Sales, Recalculate forecasts manually

You want the forecast data to be up-to-date to make informed decisions. Forecast data is automatically recalculated at regular intervals. However, you can trigger a manual recalculation when you want to recalculate the forecast data immediately. You can also trigger a manual recalculation for past and future periods as they aren't automatically recalculated.

Recalculate and refresh forecast data manually

1. Open the forecast. Verify the Last updated timestamp on the command bar to know when the forecast was last recalculated successfully.

2. Select Recalculate data.

A notification appears at the top of the screen, confirming the recalculation. Recalculation happens in the background, and you can continue to work while recalculation is in progress.

3. After the application recalculates the forecast data, a notification appears to refresh the data.

On the notification, select Refresh page.

NEW QUESTION # 137

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege.

To which security role should you assign User1?

- A. Forecast manager
- B. Sequence manager
- C. Sales team member
- D. Vice president of sales

Answer: D

Explanation:
Correct:
* Salesperson [Preferred]
* Vice president of sales [Too much privilege compared to Salesperson. It is the second best option to be used if Salesperson is not an option] Incorrect:
* Forecast manager [Too limited]
* System customizer [Too limited]]
Users who have full permission to customize the environment. Users with this role have organization-level access to custom entities and user-level access to system entities.
Access includes but not limited to
reate, read, write, delete, and customizations across all features in the application.
* Sales team member [Too limited]
* Sequence manager [Too limited]
* Vice president of sales [Too much privilege compared to Salesperson]
Users who typically manage the sales organization for several business units or the entire organization Access includes but not limited to Same permissions as the Sales Manager, except that their scope of access is broader.
Note 1:
* Sales Manager
Users who manage a team of sellers and are responsible for the team's performance. They're also responsible for creating and managing products, setting sales targets, and projecting sales forecasts.
Access includes but not limited to
Access to product management, sales management, sales forecasting, and goal management, along with the privileges of the Salesperson role.
Note 2:
The principle of least privilege means granting the user only the minimum permissions necessary to perform their tasks. In this case, to allow User1 to assign salespeople to sales territories, the Salesperson role typically includes privileges related to managing sales processes, such as territories, while limiting access to broader system functions like those available to a Vice President of Sales or System Customizer.
The System Customizer and Vice President of Sales roles would grant more permissions than necessary, which would violate the principle of least privilege. The Sales Team Member role is typically too limited for assigning salespeople to sales territories, which requires more specific access.

NEW QUESTION # 138

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