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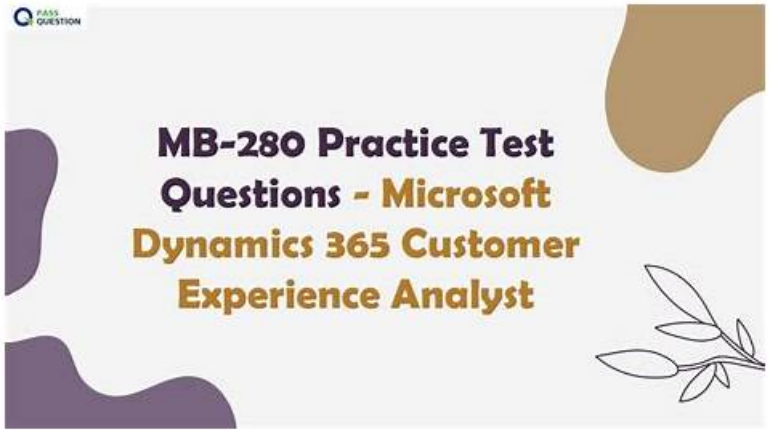

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You will become accustomed to and familiar with the free demo for Microsoft MB-280 Exam Questions. Exam self-evaluation techniques in our MB-280 desktop-based software include randomized questions and timed tests. These tools assist you in assessing your ability and identifying areas for improvement to pass the Microsoft Microsoft Dynamics 365 Customer Experience Analyst exam.

Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• Extend and Enhance Dynamics 365 Sales Capabilities: For Dynamics 365 Sales Professionals, this section evaluates the ability to extend Dynamics 365 Sales functionality and integrate it with other applications using Power Platform tools.

Topic 4	• 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 (Q37-Q42):

NEW QUESTION # 37
Hotspot Question
A company sends its salespeople to trade shows to meet potential customers. One day after the trade shows, the salespeople currently send a follow-up email manually to the potential customers they met. They would like a task to remind them to call the potential customers a week after that.
You need to increase the follow-up rate for salespeople after a tradeshow.
Which actions should you take? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:
Explanation:
Automate the tradeshow follow-up process: Implement sequences - This helps automate tasks such as sending follow-up emails and setting reminders for salespeople.
Ensure that the process applies only to tradeshow leads: Use segments - This filters the leads specifically generated from tradeshows, ensuring the process applies only to them.
Ensure proper timing of activities: Set relative due date - This will ensure tasks, such as a follow- up call, are scheduled at appropriate intervals (e.g., a week after the email).

NEW QUESTION # 38
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 are reviewing a Dynamics 365 implementation for your customer.
During the review, the customer tells you that they want a central search function which displays results by relevance.
You need to prepare to configure Dataverse search for the implementation.
Solution: Ensure that you add columns to the search criteria by editing the Advanced Find view for each table.
Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:
Correct:
* Recognize that when you enable Dataverse search, it is enabled for all model-driven apps.
Turning on Dataverse search allows global search in all model-driven apps in that environment and allows generative AI experiences to work.
Incorrect:
* Ensure that any tables you wish to display results from are included in the model-driven apps.
* Ensure that you add columns to the search criteria by editing the Advanced Find view for each table.
Reference:
https://learn.microsoft.com/en-us/power-platform/admin/configure-relevance-search-organization

NEW QUESTION # 39
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 # 40
Drag and Drop Question
Your organization works with larger customers (accounts) that can have a single holding and then many subsidiaries through different levels in a parent-child relationship.
The chief commercial officer wants the sales team to start creating different account plans for each individual subsidiary.
You need to create a new custom account plan table so that records can have the same parent- child relationships as the account records. The relationships must be able to be visualized in a hierarchy.
Which four actions should you perform in sequence before saving and publishing your changes?
To answer, move the four appropriate actions from the list of actions to the answer area. Arrange the four actions in the correct order.

Answer:

Explanation:
Explanation:
1. Create a new account plan table: This is the first step to define the structure for account plans.
2. Open the advanced Relationship settings: This is necessary to configure relationships between records.

3. Create a 1:N self-referential relationship and mark the relationship as hierarchical: This establishes the parent-child relationship structure for the account plan.
4. Go to the Hierarchy Settings grid view: This allows you to configure the hierarchy visualization for the account plans.

NEW QUESTION # 41
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. System (as it is promoted by server-side synchronization).
- B. The delegate user.
- C. The owner of the linked contact that sent the email.
- D. The primary mailbox owner.

Answer: D

Explanation:
When an email is tracked from a delegated mailbox using the Dynamics 365 App for Outlook, the owner of the tracked email is set to the primary mailbox owner. This means that regardless of which delegate is tracking the email, the email will be associated with the primary mailbox owner in Dynamics 365.
This behavior ensures that the email is correctly attributed to the user who owns the mailbox, providing clarity on ownership and ensuring that the right person is credited for the correspondence.

NEW QUESTION # 42
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