

Quiz Microsoft - MB-280 - Microsoft Dynamics 365 Customer Experience Analyst Newest Latest Braindumps Questions



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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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	<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.
Topic 3	<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 4	<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.
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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q20-Q25):

NEW QUESTION # 20

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: Recognize that when you enable Dataverse search, it is enabled for all model-driven apps.

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 # 21

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.

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During the review, the customer tells you that they want a central search function which displays results by relevance.

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Solution: Ensure that any tables you wish to display results from are included in the model-driven apps.

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 # 22

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 # 23

You have enabled Dynamics 365 App for Outlook for your sales team.

Users report that they are dissatisfied that they must track the emails manually, so you propose folder-level tracking.

You need to enable folder-level tracking in your environment in order for your users to configure the rules.

Which three actions should you perform in sequence before saving your changes? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

□

Answer:

Explanation:

□

Reference:

Select Email Tracking Settings:

Within the environment settings, go to Email Tracking settings. This area contains the configuration options for email tracking, including methods for tracking emails automatically or manually, and where folder-level tracking can be configured.

Enable Use Folder-Level Tracking from Exchange Folders:

Once in the Email Tracking settings, enable the Use folder-level tracking from Exchange folders option. This feature allows users to automatically track emails by moving them into designated folders in their mailbox. It removes the need for manual tracking, as moving an email to a tracked folder automatically links it to Dynamics 365.

After enabling this setting, save the changes to activate folder-level tracking across the environment.

By following these steps, folder-level tracking will be enabled, allowing users to configure tracking rules based on specific folders in their Exchange mailboxes, streamlining the email tracking process within Dynamics 365.

NEW QUESTION # 24

Which features are enabled by Microsoft 365 Copilot for Sales to enhance sales productivity?

(Select TWO)

- A. Automated Email Replies
- B. Power BI Dashboards
- C. AI-Based Content Generation
- D. Sales Recommendations

Answer: C,D

NEW QUESTION # 25

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