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## Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

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**MB-280 Exam VCE: Microsoft Dynamics 365 Customer Experience Analyst - MB-280 Pass Guide & MB-280 Study Guide**

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## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q100-Q105):

### NEW QUESTION # 100

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: On the last stage of the business process flow, select Finish.

Does this meet the goal?

- A. No
- B. Yes

### Answer: A

Explanation:

Correct:

\* 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.

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 # 101

You are the Dynamics 365 Sales administrator for an electronics company.

The sales team is having difficulty locating different products in the same category - for instance; all versions of flat screen TV available.

You need to make it easier for the sales team to navigate through products via taxonomy.

What should you use?

- A. Product bundles
- B. Related products
- C. Product unit groups
- D. Product families

### Answer: D

Explanation:

Product families allow you to group related products under a common category, making it easier for the sales team to navigate and find products within the same category, such as all versions of flat-screen TVs.

By using Product families, you can organize products into a hierarchical structure that reflects their categorization, enabling sales users to browse and select items more efficiently within Dynamics 365 Sales.

Reference:

Using product families, you can streamline the user experience and improve navigation within the product catalog by grouping similar products together, which simplifies the search process for sales teams.

### NEW QUESTION # 102

You are implementing Dynamics 365 Sales at a new organization. All users will be using the Sales Hub app.

You need to assign the appropriate out-of-the-box security roles.

Using the principle of least access, which roles should you assign? To answer, move the appropriate roles to the correct users. Each role may be used once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Roles	Answer Area	Role
<input type="checkbox"/> Salesperson	User Retail assistant - Creates and updates accounts and contacts, but cannot edit the product catalog.	<input type="checkbox"/>
<input type="checkbox"/> Sales manager	Executive - Adds notes to accounts and contacts.	<input type="checkbox"/>
<input type="checkbox"/> Sales team member	Territory manager - Conducts forecasting and oversees product management.	<input type="checkbox"/>
<input type="checkbox"/> Vice president of sales		<input type="checkbox"/>

#### Answer:

Explanation:

Roles	Answer Area	Role
<input checked="" type="checkbox"/> Salesperson	User Retail assistant - Creates and updates accounts and contacts, but cannot edit the product catalog.	<input type="checkbox"/> Salesperson
<input checked="" type="checkbox"/> Sales manager	Executive - Adds notes to accounts and contacts.	<input type="checkbox"/> Sales manager
<input checked="" type="checkbox"/> Sales team member	Territory manager - Conducts forecasting and oversees product management.	<input type="checkbox"/> Sales team member
<input checked="" type="checkbox"/> Vice president of sales		

### NEW QUESTION # 103

You are implementing Dynamics 365 Sales for a beverage company.

The company sells drinks by individual cans, by the dozen, or by the case of 48 cans as follows:

There are three flavors: strawberry, vanilla, and chocolate.

Each can costs \$5.00.

A dozen cans cost \$55.00.

Each case has four dozen cans and costs \$200.00.

A combination case includes a dozen cans of each flavor and costs \$160.00.

Purchases of four or more cases receive an extra 10 percent off the price.

You need to set up the product catalog.

Which components should you use? To answer, move the appropriate components to the correct entry descriptions. You may use each component once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

**Components**

- Products
- Price Lists
- Discount Lists
- Unit Groups

**Answer Area**

Entry description	Component
Drink flavors list	
Four or more cases	
Combination case	
One can	

**Answer:**

Explanation:

**Components**

- Products
- Price Lists
- Discount Lists
- Unit Groups

**Answer Area**

Entry description	Component
Drink flavors list	
Four or more cases	
Combination case	
One can	

#### NEW QUESTION # 104

Hotspot Question

You are a Dynamics 365 administrator. The sales team uses goals to track actual to target opportunity amounts. A salesperson reviews their goals chart and observes the following:

- An opportunity updated today is not included in the chart.
- The time period for the goal is not accurate.

You need to resolve these issues.

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

NOTE: Each correct selection is worth one point.

## Answer Area

### Issue

Opportunity updated today is NOT included in the chart.

Time period for the goal is inaccurate.



### Action

Update goal criteria.
Update roll-up settings.
Update personal options.

Have the salesperson update the goal.
Have the manager update the goal.

## Answer:

Explanation:



### Issue

Opportunity updated today is NOT included in the chart.

Time period for the goal is inaccurate.

### Action

Update goal criteria.
Update roll-up settings.
Update personal options.

Have the salesperson update the goal.
Have the manager update the goal.

Explanation:

Issue: Opportunity updated today is NOT included in the chart.

Action: Update roll-up settings.

If the opportunity updated today is not showing in the chart, this is likely due to the roll-up settings not being configured to include the latest data. Roll-up settings determine when and how data is rolled up for goals and KPIs.

Issue: Time period for the goal is inaccurate.

Action: Have the manager update the goal.

The goal time period is typically managed at a higher level, so a manager would need to update the goal time period to ensure it is accurate and reflects the correct reporting period.

## NEW QUESTION # 105

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