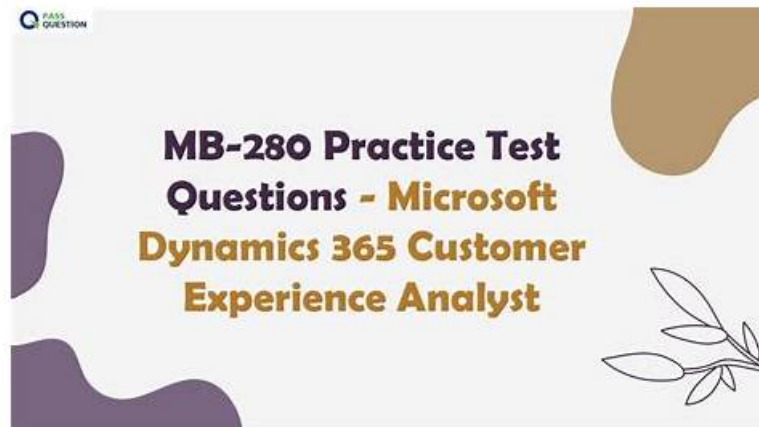


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## Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>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.</li></ul>

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## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q120-Q125):

### NEW QUESTION # 120

Drag and Drop Question

Your organization used Gmail previously and had only one Gmail server profile.

You recently moved to Exchange Online and you need to complete the set up for server-side sync with Exchange Online and ensure all mailboxes are working.

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:

□ Explanation:

1. Approve email for all relevant users: In Dynamics 365, before you can sync mailboxes, you need to approve email addresses. This is a mandatory step for users whose mailboxes need to be synchronized.

2. Update all user mailboxes to sync with Exchange Online: Since the organization has moved to Exchange Online, updating the mailboxes to sync with the new email system is the next logical step.

3. Test the email configuration and enable the selected email mailboxes for all relevant users:

After the mailboxes have been updated, you need to test the configuration and enable the mailbox for syncing.

### NEW QUESTION # 121

A company uses Dynamics 365 Sales with assignment rules. The assignment rules use a segment to filter the lead records.

A sales manager wants to automatically add a series of tasks by using the same criteria as the assignment rules.

You need to create the tasks and assign the tasks to the lead records.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

**Answer:**

Explanation:

□ Reference:

Add Tasks to the Sequence:

After creating the sequence, add the specific tasks that need to be automatically generated and assigned to the leads. These tasks can be calls, follow-ups, emails, etc., that need to be completed as part of the sales process.

Connect the Existing Segment to the Sequence:

Once the tasks are added, connect the sequence to the existing segment that filters the lead records based on assignment rules. This ensures that only leads within this specific segment are targeted by the sequence.

The segment is a subset of leads that meet certain criteria, and connecting it to the sequence allows for automated task assignment according to the segment's filtering rules.

Activate the Sequence:

Finally, activate the sequence to begin the automated assignment of tasks to lead records that meet the segment criteria. Activation makes the sequence live, enabling the automated process to assign tasks to each lead as per the sequence setup.

By following these steps, the sales manager can ensure that tasks are automatically generated and assigned to leads according to the same criteria used by the assignment rules, streamlining task management for the sales team.

### NEW QUESTION # 122

Your company wants to enable AI features in their systems and use Copilot for Sales to connect to Dynamics 365 Sales data.

You need to ensure that all eligible users have access.

Which three actions should you perform? Each correct answer presents part of the solution.

(Choose three.)

NOTE: Each correct selection is worth one point.

- A. Install Copilot for Sales in Microsoft Outlook.
- **B. Enable Copilot for Sales in Dynamics 365.**
- C. Create a policy in Teams to install and pin Copilot for Sales and enable meeting transcripts.
- **D. Assign users the correct privileges to use Copilot for Sales in Teams.**
- **E. Verify server-side synchronization is enabled and users have the correct security roles in Dynamics 365.**

**Answer: B,D,E**

Explanation:

Enable Copilot for Sales in Dynamics 365: This is a necessary step to activate the feature within Dynamics 365 and ensure that it is available for users.

Verify server-side synchronization is enabled and users have the correct security roles in Dynamics 365: Server-side synchronization is essential for seamless integration of data between Dynamics 365 and other Microsoft applications, ensuring users can access the necessary data.

Assign users the correct privileges to use Copilot for Sales in Teams: Users need the appropriate permissions to utilize Copilot features effectively within Teams.

### NEW QUESTION # 123

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.

**Answer:**

Explanation:

### NEW QUESTION # 124

BDM3 is reviewing relationship analytics for several Northwind Traders opportunities.

You need to help BDM3 understand which internal and external contacts are considered contacts of interest for relationship analytics KPI calculations for the two opportunities shown in the following exhibit.

Use the drop-down menus to select the answer choice that completes each statement.

NOTE: Each correct selection is worth one point.

**Answer:**

Explanation:

### NEW QUESTION # 125

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