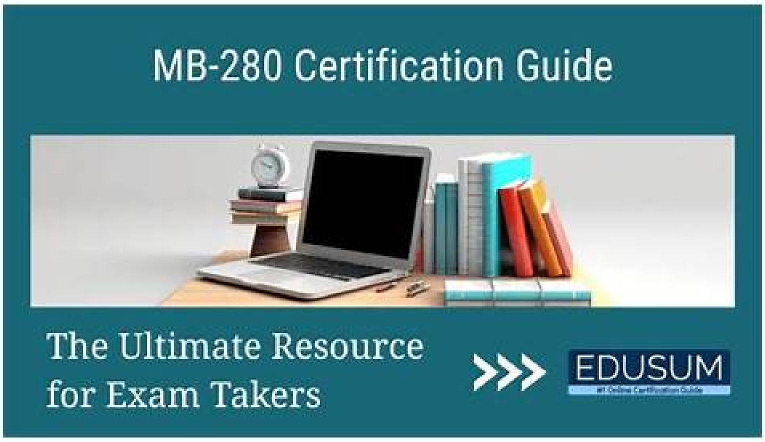
# Hottest MB-280 Certification & PDF MB-280 VCE

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If you care about your qualification exams and have some queries about MB-280 preparation materials, we are pleased to serve for you, you can feel free to contact us via email or online service about your doubt. Our company are established more than 10 years, our quality of MB-280 valid practice test questions are the leading position in this filed. We believe our MB-280 exam guide will help you pass exam easily without too much spirit & time. All our MB-280 training materials are compiled painstakingly.

## 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 | • 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 3 | • 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. |

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## MB-280 Learning Materials Ensure Success in Any MB-280 Exam - PassExamDumps

After successful competition of the Microsoft MB-280 certification, the certified candidates can put their career on the right track and achieve their professional career objectives in a short time period. For the recognition of skills and knowledge, more career opportunities, professional development, and higher salary potential, the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) certification exam is the proven way to achieve these tasks quickly.

## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q92-Q97):

**NEW QUESTION # 92**
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. The owner of the linked contact that sent the email.
- B. System (as it is promoted by server-side synchronization).
- C. The delegate user.
- D. The primary mailbox owner.

**Answer: D**

Explanation:
* When an email is tracked in Dynamics 365 from a delegated mailbox, the primary mailbox owner is set as the owner of the tracked email. This means that if an assistant sends or tracks an email on behalf of another user, the email's ownership will reflect the primary mailbox owner rather than the delegate.
* This behavior ensures that activities are correctly associated with the user who owns the mailbox, aligning with the ownership structure in Dynamics 365.

**NEW QUESTION # 93**
A marketing user wants to target two groups of customers:
1. All customers that live in Paris.
2. All customers that have made more than ten online purchases.
You decide to meet this requirement by making quick segments.
Which two options should you use as the base in the quick segments? Each correct answer presents part of the solution. (Choose two.) NOTE: Each correct selection is worth one point.

- A. Insights
- B. Data tables
- C. Profiles
- D. Enrichments
- E. Measures

**Answer: C,E**

Explanation:
* All customers that live in Paris.
Customer profile data has address information.
* All customers that have made more than ten online purchases.
Incorrect:
Not Data tables [Not available for Quick Segments]
Not Enrichments [Not available for Quick Segments]
Note:
Quick segments let you build simple segments with a single operator quickly for faster insights.
Quick segments are only supported in environments for individual customers.
Create a new segment with quick segments
1. Go to Insights > Segments.
2. Select New > Create from.
Select the Profiles option to build a segment that is based on the unified customer table.
Select the Measures option to build a segment around measures you have previously created.
Select the Insights option to build a segment around one of the output tables you generated using either the Predictions or Custom Models capabilities.
3. In the New quick segment dialog box, select an attribute from the Field dropdown.
Etc.

**NEW QUESTION # 94**
You need to configure the required audit settings.
Which two actions should you perform? Each correct answer presents part of Ihe solution. Choose two.
NOTE: Each correct selection is worth one point.

- A. Enable auditing on the Contact tab\e.
- B. Enable auditing on the Pet table.
- C. Enable auditing on the Email address column.
- D. Enable Start read auditing in system settings.
- E. Enable auditing on the Dietary requirements column.
- F. Enable Audit user access in system settings.

**Answer: B,E**

**NEW QUESTION # 95**
A large construction company uses Dynamics 365 Sales to manage their sales pipeline.
All future jobs are logged in the system as opportunities. Depending on the type o( work, some opportunities close faster, and others take longer due to dependency on the third-party vendors.
The sales team does NOT currently use the "On hold* option, as it does NOT provide enough details.
When working with open opportunities, the sales manager wants to know whether opportunities are pending permits or require asbestos removal.
You need to ensure that a salesperson can only select the "Pending Permits" or "Asbestos Removal" option when working with their opportunities to indicate the deal is taking longer.
What should you do?

- A. Edit the statuscodecolumn: add "Asbestos Removal" and 'Pending Permits" status values to the "Open" status reasons.
- B. Edit the statecode column: rename the "Open" status value to "Asbestos Removal" and add a new "Pending Permits" status value.
- C. Edit the statuscode column: add "Pending Permits" to the "Open" status reason values, and rename "On hold" to "Asbestos Removal."
- D. Edit the statecode column: rename the "On hold" status to "Asbestos Removal" and add a new 'Pending Permits" status value.

**Answer: A**

Explanation:
Understanding the Statuscode and Statecode Columns:
In Dynamics 365 Sales, opportunities have two primary columns related to their status: statecode and statuscode.
The statecode defines the primary state of an opportunity (e.g., Open, Won, Lost).
The statuscode provides more granular reasons associated with each primary state. For example, within the "Open" state, you can have various reasons such as "In Progress," "On Hold," etc.
Reference:
Modifying Status Reasons for Open Opportunities:
The construction company wants to indicate when opportunities are delayed due to specific external factors. To accommodate this, they need specific status reasons like "Pending Permits" and "Asbestos Removal." By adding these as status reasons under the "Open" state, you enable sales team members to select these options directly from their current status options.
Steps to Add New Status Reasons to Open Opportunities:
Navigate to Solution: Go to the Dynamics 365 Sales app, then to Settings > Customizations > Customize the System.
Locate the Opportunity Entity: In the default solution, find and expand the "Entities" list, then select "Opportunity." Edit Statuscode Values: Within the "Opportunity" entity, select "Fields," then find and edit the statuscode field. Here, you can add new options under the "Open" status. Add "Pending Permits" and "Asbestos Removal." Publish the Changes: After adding and saving the new status reasons, publish the changes so that they are available to users.
Verifying Custom Status Reason Visibility:
Ensure the new options are available on the Opportunity form for selection.
Test by opening an Opportunity and confirming that the "Pending Permits" and "Asbestos Removal" options are available under the Open status reasons.
By following these steps, the sales team can now use specific status reasons to indicate why certain opportunities are delayed, providing clearer visibility into the sales pipeline's status.

**NEW QUESTION # 96**
A company plans to use server-side synchronization to synchronize emails, tasks, and appointments between Microsoft Exchange and Dynamics 365 Sales.
The salespeople want to know when their emails will be synced.

You need to describe the server-side synchronization frequency for the salespeople.
How should you describe the frequency?

- A. dependent on volume
- B. constant
- C. equal intervals
- D. user-defined

**Answer: C**

Explanation:
* Server-side synchronization typically syncs at equal intervals, which can be configured in Dynamics 365. These intervals determine how often data is synchronized between Microsoft Exchange and Dynamics 365 Sales, affecting emails, tasks, and appointments.
* The synchronization frequency can be adjusted by the administrator but operates at consistent, regular intervals by default.

**NEW QUESTION # 97**
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As to the rapid changes happened in this MB-280 exam, experts will fix them and we assure your MB-280 exam simulation you are looking at now are the newest version. Materials trends are not always easy to forecast on our study guide, but they have predictable pattern for them by ten-year experience who often accurately predict points of knowledge occurring in next MB-280 Preparation materials.