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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.

Topic 3	• 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 4	• 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 5	• 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.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q53-Q58):

NEW QUESTION # 53

You need to satisfy the founder's requirements for displaying the custom image within the app.
Where should you upload the image?

- A. An icon control
- B. A file column
- C. An image column
- D. A web resource

Answer: D

Explanation:
To display a custom image (such as an .svg file) as an icon for a table in a model-driven app, the image should be uploaded as a web resource in Dynamics 365. Web resources are used to store images, scripts, and other assets that can be referenced within the application.
Once uploaded as a web resource, the image can be set as the table icon in the customization settings of the Pet table.

NEW QUESTION # 54

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

Answer: A

Explanation:
Using Product families allows you to group similar products together under a common category or taxonomy. For example, you can create a product family for all versions of flat screen TVs, making it easier for the sales team to locate and navigate through different models within that category. This organization helps streamline product searches and improves overall efficiency in managing product offerings.

NEW QUESTION # 55

You are creating a pricing list in Dynamics 365 Sales. All prices must end in You need to select the function that establishes this pricing requirement. What should you use?

- A. Rounding Policy

- B. Percentage
- C. Rounding Amount
- D. Pricing Method

Answer: A

Explanation:
* In Dynamics 365 Sales, the Rounding Policy feature allows you to control how pricing values are rounded, such as ensuring prices end in specific digits (e.g., nearest whole number or a specified decimal value).
* The Rounding Policy can be configured to automatically adjust prices to the nearest whole value or any other desired rounding amount, ensuring consistency with pricing requirements.
* This feature is especially useful for scenarios where pricing must conform to specific formats, such as all prices ending in "0" or "5."

NEW QUESTION # 56
What must be configured before enabling Server-Side Sync for a user's mailbox?

- A. Marketing Lists
- B. Business Process Flows
- C. Security Role Settings
- D. Mailbox Record

Answer: D

NEW QUESTION # 57
You are a marketing automation consultant.
Your customer wants to understand the benefits of using the query assist feature in Dynamics
365 Customer Insights - Journeys.
Why might your customer want to use this feature?

- A. When looking at a marketing journey created by another user, the natural language feature makes it easier to understand the logic of the journey and decide whether it meets the campaign goals.
- B. When looking at a segment created by another user, the natural language feature makes it easier to identify which journeys the segment is used in.
- C. Using the natural language feature allows marketers to search Dataverse to retrieve single records using a right-hand pane on the model-driven app.
- D. Using the natural language feature allows marketers to build segments using simple words to specify what audience they want to target.

Answer: D

Explanation:
The query assist feature in Dynamics 365 Customer Insights - Journeys utilizes natural language processing, which enables marketers to create segments using intuitive language. This allows users to specify their targeting criteria in a more user-friendly way, making it easier for those without extensive technical skills to define and build audience segments effectively.

NEW QUESTION # 58
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Questions

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