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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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.
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">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.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q126-Q131):

NEW QUESTION # 126

Hotspot Question

A bakery uses Dynamics 365 Sales. All loaves of bread sold at the bakery are priced the same.

Special bread flavors are developed regularly.

You need to add a new flavor to the product catalog.

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

NOTE: Each correct selection is worth one point.

Answer Area

Scenario

Add a new flavor to the product catalog.

Action

Create a unit.
Create a price list item.
Create a product family.
Create a product property.

Update the price list.
Modify and publish the product.
Delete the opportunity product and readd the item.
Select the new bread flavor in the opportunity product.

Answer:

Explanation:

Answer Area

Scenario

Add a new flavor to the product catalog.

An existing opportunity wants to change an order to one of the new bread flavors.



Create a unit.
Create a price list item.
Create a product family.
Create a product property.

Update the price list.
Modify and publish the product.
Delete the opportunity product and readd the item.
Select the new bread flavor in the opportunity product.

Explanation:

Add a new flavor: Create a price list item

This action allows you to define the price for the new flavor within the product catalog.

Change an order: Select the new bread flavor in the opportunity product. This action directly addresses changing the opportunity to include the new flavor.

NEW QUESTION # 127

You use the Dynamics 365 Sales mobile app.

Users must receive a push notification when they are assigned to a lead record.

You need to create the push notification.

Which tool should you use?

- A. Microsoft Dynamics 365 App for Outlook
- **B. Microsoft Power Automate**
- C. Business process flow
- D. Assistant for Microsoft Dynamics 365 Sales

Answer: B

Explanation:

Dynamics 365 Sales, Create custom push notifications

You create a notification from a flow

When you trigger a push notification from a Power Automate flow, you can send the notification to only one user or security group at a time.

Note: About push notifications

The Dynamics 365 Sales mobile app supports push notifications that can be created by using the Send push notification V2 action with the following details:

Mobile app: Select Sales.

Your app: Select the app that you want to set up the notification for.

Recipients Item-1: Enter the user's email or the user's Microsoft Entra ID object ID.

Message: Enter the notification message.

Open app: Select Yes.

Entity: Select which table the notification is for.

Record ID: Enter the record ID. If you don't enter a record ID, the mobile app will open at the home screen when you tap the notification. If you enter the record ID, the mobile app will open the specified record when you tap the notification.

NEW QUESTION # 128

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.

A company's IT department has a .CSV file stored on one of their Shared Documents folders within their Microsoft SharePoint sites. The data from the .CSV file is ingested into Dynamics 365 Customer Insights - Data.

The file contains a row header and columns of different types, such as quantities and prices. The file also contains some rows with a high proportion of nulls.

You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Remove any rows where the primary key is missing, delete any leading or trailing zeros on the primary key, and name the query. Select Next and your data is now ready for unification.

Does this meet the goal?

- A. Yes
- **B. No**

Answer: B

Explanation:

Correct:

* Transform the first row to be used as headers. Define column types to be the appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns if they exist. Select Next and your data is now ready for unification.

The proposed solution effectively prepares the data for unification in Dynamics 365 Customer Insights - Data. Here's how each step contributes to meeting the goal:

Transform the first row to be used as headers: This step is necessary to define the column names, which is critical for accurate data interpretation.

Define column types to be the appropriate field types: Specifying the correct data types for each column ensures that the data will be processed correctly during unification, maintaining data integrity.

Create a full name and full address columns by merging the appropriate columns if they exist:

This step enhances the dataset by consolidating relevant information into single columns, which can simplify data usage and improve data quality. Merging columns helps ensure that users can easily access essential information without navigating through multiple

fields.

Select Next: This indicates that the data transformation steps are completed and the dataset is ready for the unification process.

NEW QUESTION # 129

A company has three business units. User privileges are set to ensure that users can only see records owned by their own business units.

If a contact is needed for all business units, one contact record must be created for each business unit. A contact is considered a duplicate if the First , Last Name, Email or Preferred Phone, and Business Unit columns match.

Name

You must ensure that duplicate records are NOT created for contacts.

You need to create the duplicate detection rules.

Which two filters should you configure? Each correct answer is part of the complete solution.

(Choose two.)

NOTE: Each correct selection is worth one point.

- A. First Name and Last Name and Preferred Phone and Business Unit
- B. First Name and Last Name and Email and Business Unit
- C. First Name and Last Name and Email
- D. First Name and Last Name and Preferred Phone
- E. First Name and Last Name and Owner

Answer: A,B

Explanation:

First Name, Last Name, and Business Unit must be match in both filter.

Additionally Preferred Phone in one of the filters.

Also Email in the other filter.

NEW QUESTION # 130

You need to configure search to ensure the administrators can find all records which reference Corgis. Which action must you perform?

- A. Within system settings, select up to 10 relevant tables.
- B. For all relevant tables, ensure that the Can enable sync to external search index setting is False.
- C. Add columns to be searched to the Lookup view for each relevant table.
- D. Within the solution, ensure all relevant tables are indexed.

Answer: D

Explanation:

To enable comprehensive search capabilities for administrators to find all records referencing specific terms (such as "Corgis"), it is essential to ensure that all relevant tables are indexed.

In Dynamics 365, configuring search functionality for specific tables involves setting up the tables to be searchable, which can be done by indexing them within the solution.

Indexing relevant tables makes them accessible in the search feature and ensures all fields within those tables can be searched, allowing for quick retrieval of records that reference specific terms.

System settings (Option A) is limited to selecting up to 10 tables and is more about quick search rather than full indexing. The sync to external search index setting (Option C) is for integration with external search tools and does not directly impact internal search capabilities.

Adding columns to the Lookup view (Option D) affects how lookups work but does not influence full-text search results.

Reference from Microsoft Documentation:

For configuring search indexing, refer to Configure relevance search in Dynamics 365 for more information on indexing tables to enhance search capabilities.

NEW QUESTION # 131

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