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Microsoft MB-280 Microsoft Dynamics 365 Customer Experience Analyst 1

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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data through Dynamics 365 Customer Insights to drive sales strategies.

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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 3	• 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.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q145-Q150):

NEW QUESTION # 145
You are running Dynamics 365 Sales for a pharmaceutical company. The hospitals are set up as accounts. The nurses are set up as contacts under each hospital name.
A nurse works for HospitalA and HospitalB part time. You add the nurse as a contact for HospitalA. You realize you can add the nurse as a contact to only one hospital.
You need to ensure that the nurse is associated with both hospitals in the system.
What should you do?

- A. Open the HospitalB record and assign the nurse to a task activity.
- B. Open the contact record for the nurse and create a connection to HospitalB.
- C. Create business units for HospitalA and HospitalB. Open the contact record for the nurse and assign it to a user in HospitalB.
- D. Create an access team that has the nurse as owner. Open the HospitalA account record and assign it to the new team account. Repeat this process for HospitalB.

Answer: B

Explanation:
In Dynamics 365 Sales, a Contact can only have one parent Account by default. Since the nurse works for both HospitalA and HospitalB, you need to associate the nurse with the second hospital without changing the primary account. The best way to achieve this is by creating a connection between the nurse's contact record and HospitalB.
Connections in Dataverse allow you to relate records without changing ownership or structure.
You can define a connection role, such as "Works for," to indicate the nurse's relationship with HospitalB while maintaining the existing link with HospitalA.

NEW QUESTION # 146
Drag and Drop Question
You are designing the user experience for sales users at your organization for a variety of tasks.
One of the user experience requirements is for sales users to be able to see information from custom attributes created for originating leads for opportunities WITHOUT having to navigate to the Lead record.
You are already signed in to the correct editing application and you now need to configure the user experience in Dynamics 365 Sales to enable this.
Which five actions should you perform in sequence before saving and publishing your changes?
To answer, move the five appropriate actions from the list of actions to the answer area. Arrange the five actions in the correct

order.
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Actions	Order
Select **Tables** > **Lead**.	1.
Add the quick view form as a component.	2.
In the **Forms** area, create a quick create form with the required columns.	3.
In the **Forms** area, create a quick view form with the required columns.	4.
Select **Tables** > **Opportunity**.	5.
In the **Forms** area, create a card form with the required columns.	
In the **Forms** area, select the main form you wish to update.	

Answer:

Explanation:

Actions	Order
	1. Select **Tables** > **Lead**.
	2. In the **Forms** area, create a quick view form with the required columns.
In the **Forms** area, create a quick create form with the required columns.	3. Select **Tables** > **Opportunity**.
	4. In the **Forms** area, select the main form you wish to update.
	5. Add the quick view form as a component.
In the **Forms** area, create a card form with the required columns.	

Explanation:
1. Select Tables > Lead: Begin by selecting the table that contains the information you want to display (Lead table).
2. In the Forms area, create a quick view form with the required columns: Create a quick view form for the Lead table to display the necessary lead information.
3. Select Tables > Opportunity: Move to the Opportunity table where you want to display the information.
4. In the Forms area, select the main form you wish to update: Select the main form for the Opportunity table that will display the information.

5. Add the quick view form as a component: Add the previously created quick view form to the Opportunity form to display lead information without navigating away.

NEW QUESTION # 147

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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 configure forecasts for a clothing manufacturer.
A salesperson updates an opportunity and wants to refresh the forecast
You need to show the salesperson how to refresh the forecast.
Solution: Update the Opportunity Forecast Category Mapping process.
Does this meet the goal?

- A. No
- B. Yes

Answer: A

Explanation:
Correct:
* Recalculate the forecast
Incorrect:
* Recalculate the opportunity.
* Update the Opportunity Forecast Category Mapping process.
Open the Opportunity Forecast Category Mapping Process workflow. You can customize or deactivate the workflow according to your organization's requirements.
Note:
Example of forecast recalculation methods
Let's understand the different methods with an example. Consider a scenario where you have a forecast with 4 quarterly periods and an annual period.
Assume that you're currently in Q4. The following table shows when and how the forecast data is updated for different scenarios and periods.
--
Dynamics 365 Sales, Recalculate forecasts manually
You want the forecast data to be up-to-date to make informed decisions. Forecast data is automatically recalculated at regular intervals. However, you can trigger a manual recalculation when you want to recalculate the forecast data immediately. You can also trigger a manual recalculation for past and future periods as they aren't automatically recalculated.
Recalculate and refresh forecast data manually
1. Open the forecast. Verify the Last updated timestamp on the command bar to know when the forecast was last recalculated successfully.
2. Select Recalculate data.
A notification appears at the top of the screen, confirming the recalculation. Recalculation happens in the background, and you can continue to work while recalculation is in progress.
3. After the application recalculates the forecast data, a notification appears to refresh the data.
On the notification, select Refresh page.

NEW QUESTION # 148

A company implements Dynamics 365 Sales.
The company has the following requirements:
- Employees must have quarterly goals. The goals must calculate all deals won by quarter for each goal.
- Managers must be able to look at the goals and calculations at any time.
The solution must use goal features WITHOUT customization.
You need to create the calculation.
What should you configure?

- A. Goal metric
- B. Rollup table
- C. Rollup query
- D. Drill-down table

Answer: C

Explanation:
Dynamics 365 Sales, Define and track your sales goals
Define rollup queries
Rollup queries are used to define the records that should be included in the goal rollup. Rollup queries are created for each goal rollup field. For example, you could create a goal metric that measures all invoices closed within a specific period. You could then create a rollup query to show invoices that are owned by a person, or raised for customers in a territory.
Goals roll up from the bottom of the goal hierarchy to the top, with Dynamics 365 rolling child goal totals into their parent goal totals. Goals at the top of a hierarchy reflect a summation of all the goals in the organization.
You can only query one entity type in a query, but the query builder helps you make a query as simple or as complex as you need. As you fine-tune your query, you can test the results.

NEW QUESTION # 149
The product development team for a toy company creates a new remote-control toy.
You need to create the necessary records and record relationships to sell the product for a newly deployed Dynamics 365 Sales system.
Which five records and/or components should you configure in sequence? To answer, move the five appropriate records and/or components from the list of records and components to the answer are a. Arrange the five records and/or components in the correct order.
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Answer:

Explanation:

NEW QUESTION # 150

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