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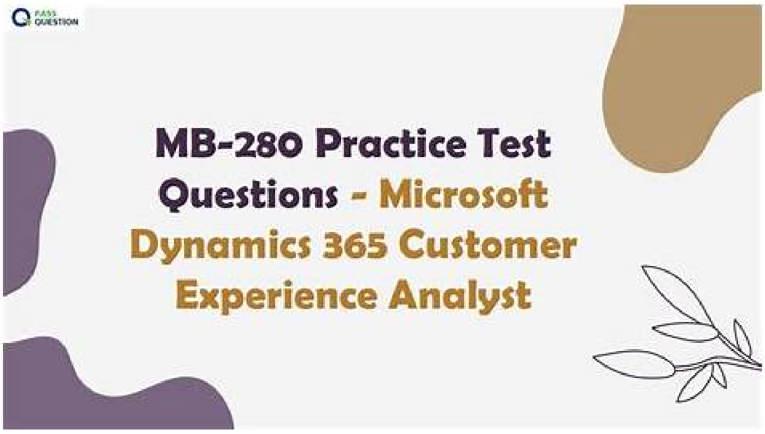

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Our MB-280 practice exams lower the likelihood of failing and are optimal for self-evaluation. You can access the web-based Microsoft Dynamics 365 Customer Experience Analyst (MB-280) practice exam online without having to install any software. All browsers and operating systems support our web-based MB-280 Practice Test. Every Windows computer supports our desktop Microsoft MB-280 practice exam software, enabling you to prepare for the MB-280 test without an active internet connection. You can customize the time and types of these Microsoft Questions.

Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 2	• 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 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	• 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 5	• 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.

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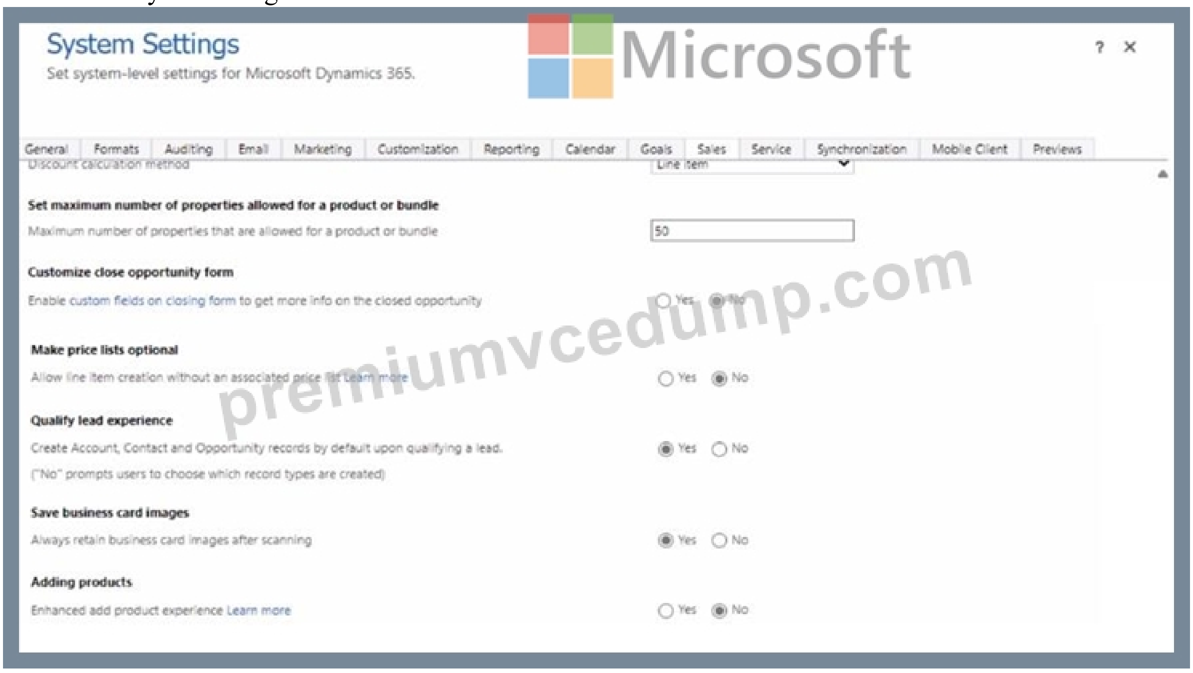
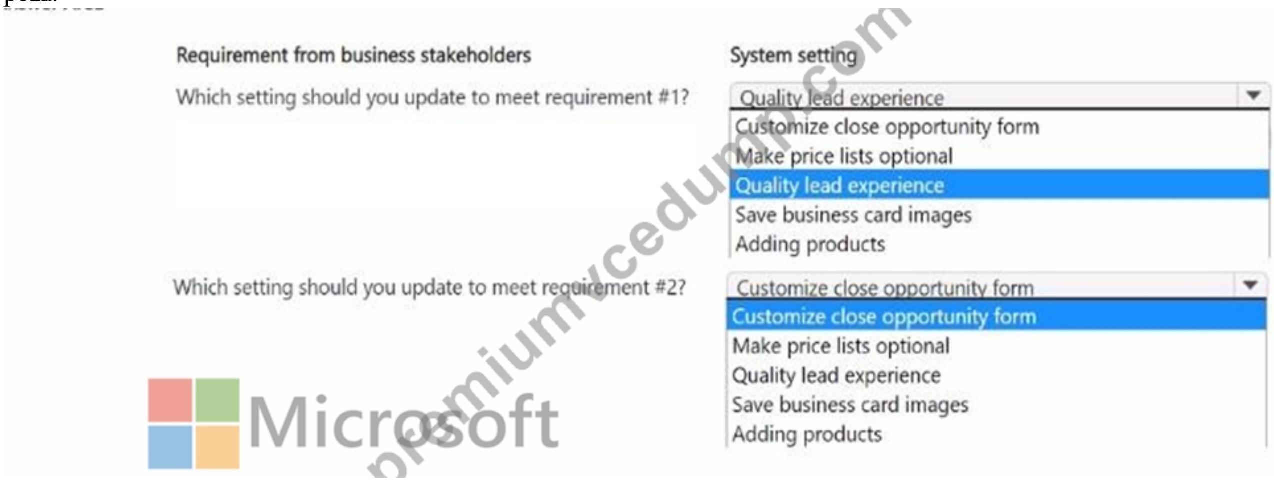
Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q128-Q133):

NEW QUESTION # 128
You are configuring Dynamics 365 Sales as part of a new implementation at your organization. Your organization has Sales Professional licensing.
Your organization sells over 100 different types of products across different divisions. A lot of selling occurs at conferences where sellers meet prospects and gather business cards to create leads.
After reviewing the requirements from your business stakeholders, you identify that:
1. Sellers sometimes only want to convert leads gathered at events to contacts before they start tracking any deals with that contact.
2. Sellers must be given multiple different options for specifying the final status of deals they have been tracking.
Your current System Settings is as follows:



Use the drop-down menus to select the answer choice that answers each question. NOTE: Each correct selection is worth one point.

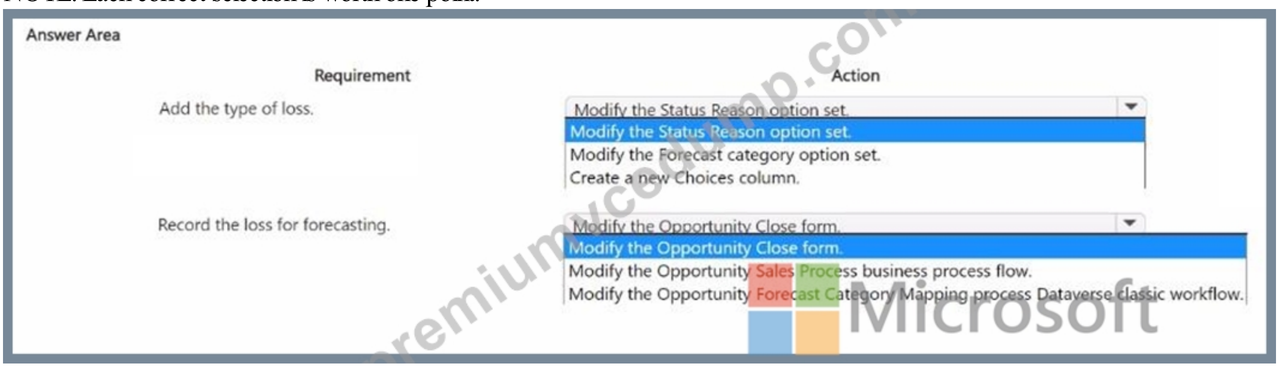


Answer:

Explanation:

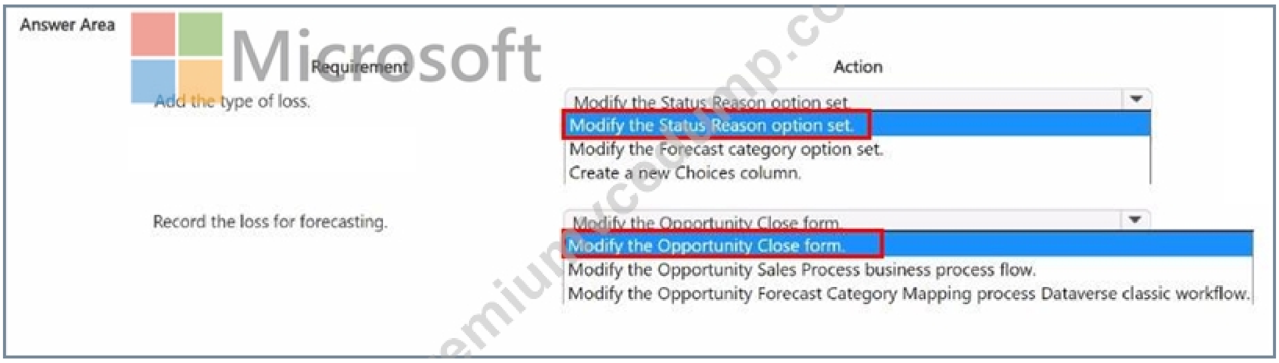
Reference:
Steps to Configure the Quality Lead Experience Setting:
Navigate to Settings > Administration > System Settings.
Go to the Sales tab.
Set Qualify lead experience to "Yes" to allow flexibility in lead conversion.
Requirement #2
The requirement states that sellers need different options for specifying the final status of deals.
The Customize close opportunity form setting allows customization of the form where users specify the status reason when closing an opportunity.
By enabling this, you can provide multiple status options, helping sellers specify various outcomes for closed deals (e.g., different statuses for won or lost deals).
Steps to Configure the Customize Close Opportunity Form Setting:
Navigate to Settings > Administration > System Settings.
Go to the Sales tab.
Set Customize close opportunity form to "Yes" to allow adding specific status options when an opportunity is closed.
By setting these configurations, Dynamics 365 Sales will support both the need for flexible lead qualification and provide detailed status options for opportunity closures, aligning with the organization's requirements.

NEW QUESTION # 129
A company is using Dynamics 365 Sales to track their sales pipeline.
Sales managers require their forecasting to include reasons why opportunities were lost, including losses to competitors.
You need to configure the sales process WITHOUT using custom code.
What should you do? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:

Explanation:

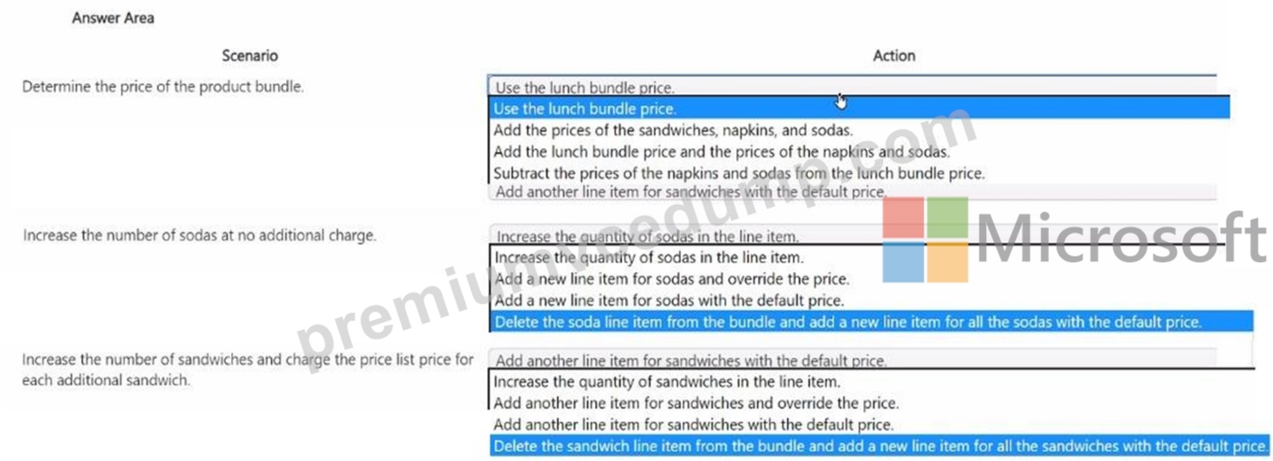


Reference:
Steps to Modify the Status Reason Option Set:
Go to Settings > Customizations > Customize the System.
Locate the Opportunity entity and open its Fields section.
Find and select the statuscode (Status Reason) field.
Add new options to represent specific loss types and save the changes.
Publish the customization to make the new Status Reason options available for users.
Requirement: Record the Loss for Forecasting
Sales managers need to include lost opportunities and their reasons in forecasting. To ensure that this information is captured accurately, modifying the Opportunity Close form will allow users to specify details when marking an opportunity as closed (won or lost).
By customizing the Opportunity Close form, you can include fields that capture detailed information required for forecasting, such as the type of loss and any competitor information. This ensures that loss details are available for analysis and forecasting without needing custom code.
Steps to Modify the Opportunity Close Form:
In the Sales Hub, navigate to App Settings > Close Opportunity Experience.
Customize the Opportunity Close form to include fields that are relevant to capturing loss information, such as adding fields for competitors or reasons.
Save and publish the form to reflect the changes.
By modifying the Status Reason option set and customizing the Opportunity Close form, you enable the sales team to record detailed reasons for lost opportunities, which will support accurate forecasting and analysis, all without using custom code.

NEW QUESTION # 130
You are a Dynamics 365 Sales consultant for a food service company. The company caters meals for client companies.
The company wants to set up a product bundle so that the sales staff does not forget items when they create an opportunity.
The lunch bundle is created at $200.00. It will include the following.

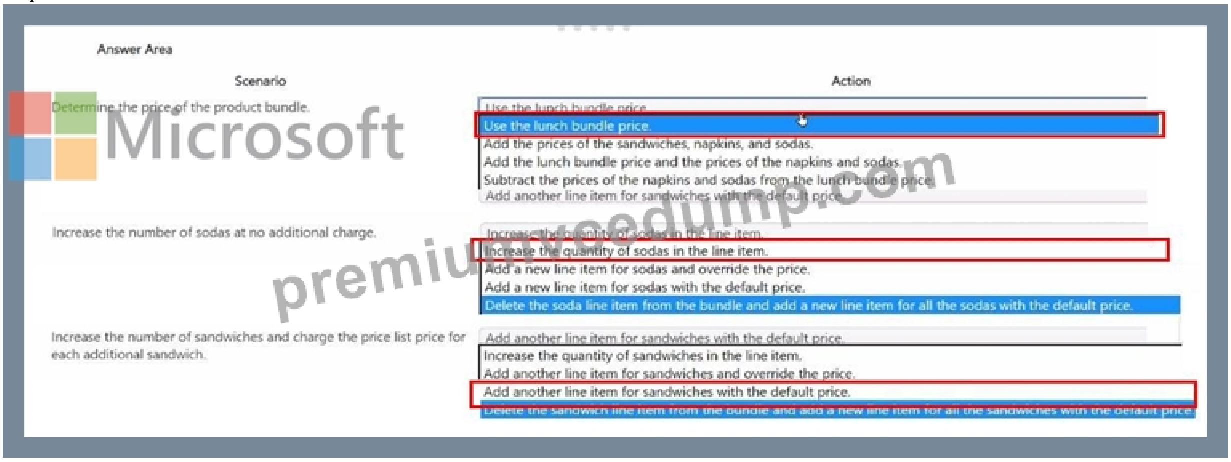
Product	Quantity	Unit Cost	Amount	Configuration
Sandwich	50	$5.00	$250.00	Required
Napkins	50	$0.25	$12.50	Optional
Soda	50	$1.00	$50.00	Optional

You need to explain how the sales staff should manage the product bundle in the opportunity. What should they do for each scenario? To answer, select the appropriate options in the answer are a. NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Reference:
Increase the Number of Sodas at No Additional Charge: Increase the quantity of sodas in the line item To add sodas without impacting the price, sales staff can simply increase the quantity of sodas in the line item. This approach allows flexibility within the bundle without altering the overall bundle cost, which remains fixed.
Increase the Number of Sandwiches and Charge the Price List Price for Each Additional Sandwich: Add another line item for sandwiches with the default price To charge extra for additional sandwiches, the staff should add another line item for sandwiches. This line item would use the default price from the price list, ensuring that any additional sandwiches beyond the initial bundle are charged accordingly.
This allows the base bundle to remain consistent while additional items are billed separately based on the standard price list.
By following these guidelines, the sales staff can effectively manage the product bundle within opportunities, maintaining pricing consistency while allowing flexibility for additional items as required by the client.

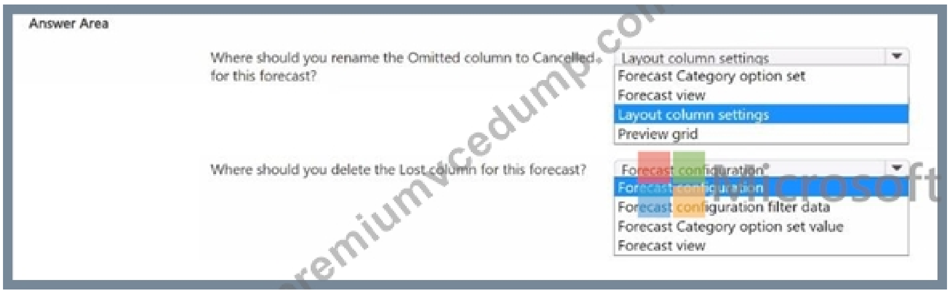
NEW QUESTION # 131
Which entity must be configured before creating a Product Family in Dynamics 365 Sales?

- A. Discount List
- B. Unit Group
- C. Price List
- D. Product Catalog

Answer: B

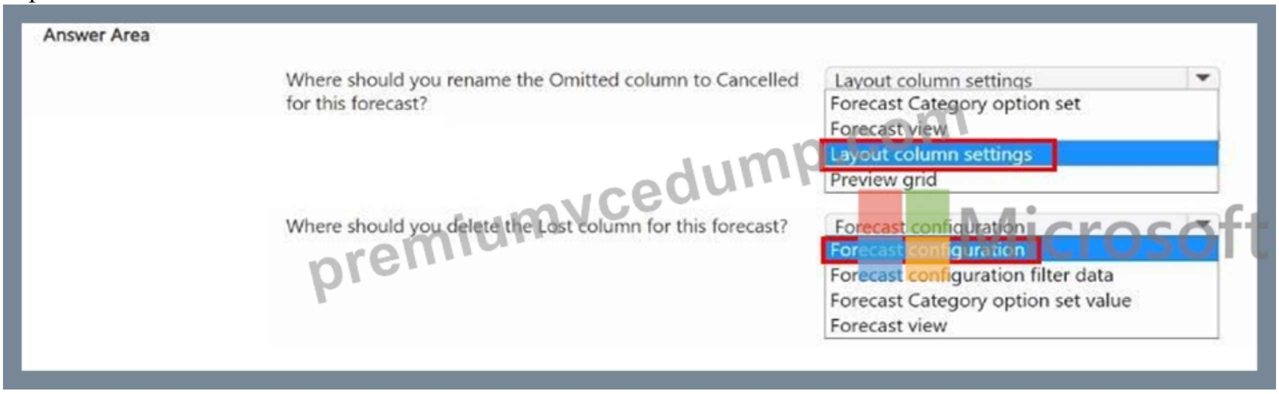
NEW QUESTION # 132
You are a Dynamics 365 Sales administrator. You create a forecast by using the forecast category layout shown in the exhibit:

Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.
NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Reference:
Deleting the Lost Column from the Forecast:
To remove a column entirely, such as the Lost column, you should adjust the Forecast configuration. This configuration setting allows you to add or remove columns from the forecast grid.
Modifying Forecast configuration affects the structural aspects of the forecast, such as which columns are included, based on what is necessary for reporting and analysis.
By utilizing the Layout column settings for renaming columns and the Forecast configuration for adding or removing columns, you can tailor the forecast layout to meet specific business requirements, ensuring the forecast view is both relevant and easy for users to interpret.

NEW QUESTION # 133
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