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Microsoft MB-280 認定試験の出題範囲：

トピック	出題範囲
トピック 1	<ul style="list-style-type: none">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.
トピック 2	<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.
トピック 3	<ul style="list-style-type: none">Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
トピック 4	<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.
トピック 5	<ul style="list-style-type: none">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.

>> MB-280無料ダウンロード <<

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Microsoft Dynamics 365 Customer Experience Analyst 認定 MB-280 試験問題 (Q39-Q44):

質問 #39

You are a Dynamics 365 Sales system customizer.

Salespeople report that they cannot search for open and closed opportunities using the search tool in the Quick Find View.

You need to configure the search tool to show the open and closed opportunities in the Customize the System area.

Which three actions should you perform in sequence? To answer, move the three appropriate actions from the list of actions to the answer are a. Arrange the three actions in the correct order.

ACTIONS

- Open the Main View.
- Expand the Opportunity entity.
- Delete the filter criteria Status "Equals Open."
- Change the filter criteria to Status "Does Not Equal Open."
- Open the Quick Find View.

ANSWER AREA

Microsoft

<input type="checkbox"/> Open the Quick Find View.
<input type="checkbox"/> Delete the filter criteria Status "Equals Open."
<input type="checkbox"/> Change the filter criteria to Status "Does Not Equal Open."

正解:

解説:

Actions	Answer Area
<input type="checkbox"/> Open the Main View.	<input type="checkbox"/> Open the Quick Find View.
<input type="checkbox"/> Expand the Opportunity entity.	<input type="checkbox"/> Delete the filter criteria Status "Equals Open."
<input type="checkbox"/> Delete the filter criteria Status "Equals Open."	<input type="checkbox"/> Change the filter criteria to Status "Does Not Equal Open."
<input type="checkbox"/> Change the filter criteria to Status "Does Not Equal Open."	
<input type="checkbox"/> Open the Quick Find View.	

質問 #40

Your organization works with larger customers (accounts) that can have a single holding and then many subsidiaries through different levels in a parent-child relationship.

The chief commercial officer wants the sales team to start creating different account plans for each individual subsidiary.

You need to create a new custom account plan table so that records can have the same parent-child relationships as the account records. The relationships must be able to be visualized in a hierarchy.

Which four actions should you perform in sequence before saving and publishing your changes? To answer, move the four appropriate actions from the list of actions to the answer are a. Arrange the four actions in the correct order.

Actions

- Create a N:N self-referential relationship and mark the relationship as hierarchical.
- Create a new Card form and select this as the default card.
- Create a new Quick View form and select this as the default form.
- Create a new account plan table.
- Open the advanced Relationship settings.
- Create a 1:N self-referential relationship and mark the relationship as hierarchical.
- Go to the Hierarchy Settings grid view.

Order

正解:

解説:

Actions

- Create a N:N self-referential relationship and mark the relationship as hierarchical.
- Create a new Card form and select this as the default card.
- Create a new Quick View form and select this as the default form.
- Create a new account plan table.
- Open the advanced Relationship settings.
- Create a 1:N self-referential relationship and mark the relationship as hierarchical.
- Go to the Hierarchy Settings grid view.

Order

- Create a new account plan table.
- Create a 1:N self-referential relationship and mark the relationship as hierarchical.
- Open the advanced Relationship settings.
- Go to the Hierarchy Settings grid view.

Reference:

Create a 1

Self-Referential Relationship and Mark It as Hierarchical:

Establish a self-referential relationship within the Account Plan table where one record can be linked to another within the same table. Choose a 1 relationship type, where one parent account plan can have multiple subsidiary account plans.

Mark this relationship as hierarchical to enable visual representation of the hierarchy. This is essential for tracking parent-subsidiary structures in a hierarchical view.

Open the Advanced Relationship Settings:

After setting up the hierarchical relationship, go to the Advanced Relationship Settings. This allows you to fine-tune options related to cascading behavior, which will control how changes in parent records impact related child records.

Go to the Hierarchy Settings Grid View:

Finally, navigate to the Hierarchy Settings to configure the visualization settings for this relationship. The Hierarchy Settings will enable you to define how the hierarchy is displayed, allowing users to see the parent-child relationships clearly.

Once configured, publish the changes so that users can access the hierarchical view within the system.

By following these steps, you will have configured the new custom account plan table with hierarchical visualization, meeting the requirements to manage and display complex parent-child relationships within your Dynamics 365 system.

質問 #41

Hotspot Question

You are customizing a workspace in the sales accelerator.

The workspace must display the industry of a company.

You need to configure the work item appearance for a company.

Which two settings should you modify? To answer, select the appropriate UI element in the answer area.

NOTE: Each correct selection is worth one point.

Workspace configuration

Work item appearance

Customize the way your work items look on your focused view workspace. Learn more

Lock customization ①

Select record type ①

Contacts

Preview ①

Customize ①

Reset to default ② ③

Full name • RI ★

Job Title • Company name

Up next activity 00:00 AM/PM

Full Name ★ + ✉

Job Title + Company Name + ✉

Up next activity 00:00 AM/PM ✉

Switch to admin mode Yes

Save

Cancel

正解:

解説:

Workspace configuration

Work item appearance

Customize the way your work items look on your focused view workspace. Learn more

Lock customization ①

Select record type ①

Contacts

Preview ①

Customize ①

Reset to default ② ③

Full name • RI ★

Job Title • Company name

Up next activity 00:00 AM/PM

Full Name ★ + ✉

Job Title + Company Name + ✉

Up next activity 00:00 AM/PM ✉

Switch to admin mode Yes

Save

Cancel

Explanation:

Box 1: Select record type: Contacts [With the intent to change to Company] Change the record type from Contacts to Company. Dynamics 365 Sales, Customize the appearance of work items

In the Select record type list, select the record type you're customizing work items for.

Box 2: The Pencil icon

Under the Customize section, use the following options to customize:

To change the icon that appears on a work item, select the pencil icon, and then choose one of the following options:

Record image: A photo of the contact, if one is available

Record initials: The contact's first and last initials

Record type: The icon associated with the record type

Activity type: The icon associated with the current activity on the record

質問 # 42

Your organization is using Dynamics 365 Sales to track its sales pipeline, and you have implemented sales forecasting using the out-of-the-box sample forecast configuration.

The vice president of sales wants the forecast to categorize lost deals using the more detailed opportunity status code reasons of "Cancelled" and "Outsold." You need to enable the detailed categorization requested by the vice president of sales.

Which two actions should you take? Each answer presents part of a solution. (Choose two.) NOTE: Each correct selection is worth one point.

- A. Add the detailed lost reasons to the opportunity forecast category option set.
- B. Add the detailed lost reasons to the msdyn_forecastinstance status code option set.
- C. Create a new cloud flow to map opportunity state code to forecast category.
- D. Update the field mappings in the Opportunity Forecast Category Mapping Process workflow.

正解: A、D

解説:

To ensure that the sales forecast categorizes lost deals using more detailed reasons like "Cancelled" and "Outsold," you need to modify how the opportunity status codes are mapped to the forecast categories.

Add the detailed lost reasons to the opportunity forecast category option set. This ensures that the system can recognize and categorize opportunities as "Cancelled" or "Outsold" within the forecast. The forecast category option set must be updated to accommodate the new lost reasons.

Update the field mappings in the Opportunity Forecast Category Mapping Process workflow. This workflow determines how opportunity status codes map to forecast categories. Updating the field mappings ensures that opportunities with "Cancelled" or "Outsold" reasons are correctly classified within the forecast.

質問 #43

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege. To which security role should you assign User1?

- A. System customizer
- B. Vice president of sales
- C. Sales team member
- D. Salesperson

正解: B

解説:

* To assign salespeople to sales territories, the user needs permissions to manage territory assignments, which is typically a higher-level responsibility.

* The Vice president of sales role includes privileges related to managing sales territories, unlike the Sales team member or Salesperson roles, which are more focused on direct sales tasks.

* The System customizer role does not specifically grant territory management permissions and is more focused on customization and configuration tasks.

質問 #44

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