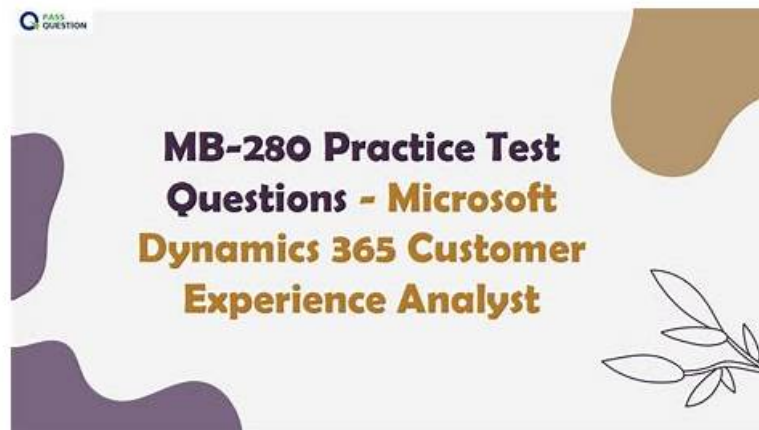


Quiz 2026 Microsoft Unparalleled Exam MB-280 Forum



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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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.
Topic 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.

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2026 Microsoft MB-280: Valid Exam Microsoft Dynamics 365 Customer Experience Analyst Forum

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q58-Q63):

NEW QUESTION # 58

You need to satisfy the founder's requirements for displaying the custom image within the app.

Where should you upload the image?

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

Answer: B

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 # 59

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 # 60

You are a Dynamics 365 Sales administrator. You set the fiscal year to begin in January.

A sales manager needs a monthly forecast for the next three years that starts in August of the next year.

You need to configure the forecast using the fewest number of forecasts.

How should you configure each requirement? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

☐

Answer:

Explanation:

☐

NEW QUESTION # 61

An organization wants to synchronize their emails, appointments, and tasks with Dynamics 365.

They also want to enable auto-tracking for specific emails. What configurations should be applied? (Select THREE)

- A. Create Business Process Flows
- **B. Set up Server-Side Sync**
- **C. Enable Auto-Tracking**
- **D. Configure Mailbox Records**
- E. Configure Data Export Profiles

Answer: B,C,D

NEW QUESTION # 62

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.

Answer:

Explanation:

□ 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

NEW QUESTION # 63

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