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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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.
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.

Topic 4	<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.
Topic 5	<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.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q36-Q41):

NEW QUESTION # 36

A company has two departments. Each department uses only custom forms and views designed for each department. Currently, all users can view all forms and views.

The company wants to improve usability for its users.

You need to limit users to only individual department forms and views.

What should you do?

- A. Use security roles.
- B. Use a hierarchy security model.
- C. Create a model-driven app for each department.
- D. Add an area for each department within the site map

Answer: A

Explanation:

In Dynamics 365 Sales, security roles control access to different forms, views, and records. To ensure that each department can only access their respective custom forms and views, you should assign security roles to the forms and views. This allows you to restrict users based on their department so they only see the forms and views relevant to them.

How it works:

- * Edit the form properties # Assign the form to specific security roles.
- * Edit the view properties # Restrict views based on security roles.
- * Ensure users have the correct security roles # Users in Department A will only see their assigned forms and views, and the same applies to Department B.

NEW QUESTION # 37

You have added the timeline control to the Pet main form, then saved and published your changes. You need to configure the timeline to display related Pet activities as required by Terra Flora. Which two actions should you perform? Each correct answer presents a complete solution. Choose two, NOTE: Each correct selection is worth one point.

- A. In the Record types of the timeline settings, uncheck the Activities option.
- B. In the Record types of the timeline settings, uncheck the Notes option.
- C. In the Activity area of the timeline settings, remove all activity types, except for Task, Email and Phone Call.
- D. In the Notes area of the timeline settings, uncheck the Remove notes title when authoring option.
- E. In the Record types of the timeline settings, uncheck the Posts option.

Answer: C,E

Explanation:

* The timeline control in Dynamics 365 allows users to view and interact with activities, notes, and posts associated with a record. To meet Terra Flora's requirements for displaying specific activities, you need to customize the timeline to show only certain activity types.

* Removing All Other Activity Types Except Task, Email, and Phone Call (Option B):

* According to Terra Flora 's requirements, only Tasks, Emails, and Phone Calls should appear in the timeline for Pet records.

Therefore, removing all other activity types ensures that only the relevant activities are shown. This customization is achieved in the timeline settings by unchecking unnecessary activity types.

* Unchecking the Posts Option (Option C):

* Since Terra Flora specified that posts should not appear on the timeline, you should uncheck the Posts option under the Record

types settings in the timeline configuration. This action removes posts from the view, aligning with Terra Flora's requirement to exclude posts from the Pet records timeline.

* Other Options Explanation:

* Unchecking Notes (Option A) would prevent users from adding or viewing notes, which Terra Flora requires.

* Unchecking the Activities Option (Option D) would disable all activities on the timeline, which does not meet Terra Flora's needs as they require Task, Email, and Phone Call activities.

* Option E deals with the display format of notes but does not restrict their visibility, which does not align with the requirement to exclude posts specifically.

References from Microsoft Documentation:

* For configuring and customizing the timeline control, refer to Customize a timeline control in Dynamics 365 documentation for detailed steps on modifying timeline settings and activity visibility.

NEW QUESTION # 38

You are implementing a new Dynamics 365 Customer Insights - Data environment for your organization.

You complete ingesting the data you need to unify and navigate to the correct page in the Customer Insights - Data application to begin the unification process.

You need to complete the first part of the unification process following best practices.

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

□

Answer:

Explanation:

□ Explanation:

□

NEW QUESTION # 39

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

Answer: D

Explanation:

The principle of least privilege means granting the user only the minimum permissions necessary to perform their tasks. In this case, to allow User1 to assign salespeople to sales territories, the Salesperson role typically includes privileges related to managing sales processes, such as territories, while limiting access to broader system functions like those available to a Vice President of Sales or System Customizer.

The System Customizer and Vice President of Sales roles would grant more permissions than necessary, which would violate the principle of least privilege. The Sales Team Member role is typically too limited for assigning salespeople to sales territories, which requires more specific access.

NEW QUESTION # 40

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:

□

