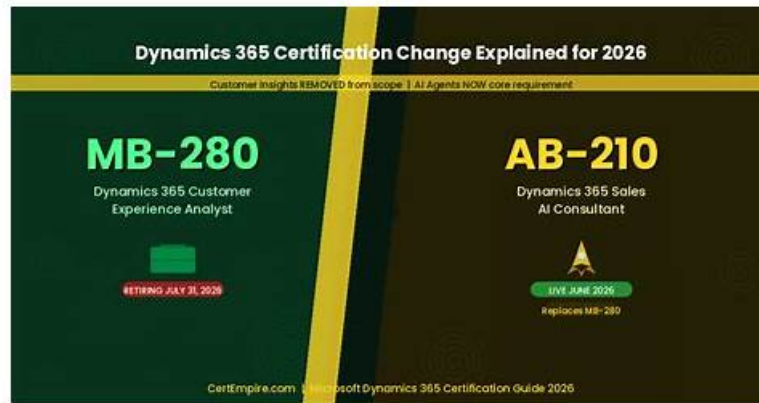


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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions

(Q75-Q80):

NEW QUESTION # 75

DRAG DROP

A company uses Dynamics 365 Sales to manage product lines.

You need to set up the product catalog, including the ability for sellers to apply quantity discounts.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them 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:

Explanation:

The correct order of actions to set up a product catalog, including the ability for sellers to apply quantity discounts, is as follows:

- * Create units.
- * Add products.
- * Create price lists.
- * Add price list items.
- * Create discount lists.

*** Create Units:**

* Start by defining units (e.g., each, box, dozen) for your products. Units specify how products are measured and sold, which is essential for setting pricing and discounts.

* This step ensures that all products have consistent units of measure before adding them to the catalog.

Reference: Microsoft Documentation - Set Up Units in Dynamics 365 Sales Add Products:

After units are created, add products to the catalog. Each product will have an associated unit and a description that defines it within the catalog.

Ensure products are added with complete details to enable proper pricing and discounting later.

Reference: Microsoft Documentation - Create and Manage Products

Create Price Lists:

Next, create price lists that define the pricing for products. Price lists can be specific to regions, customer types, or other criteria and

are essential for associating products with prices.

A price list is necessary for assigning product prices, enabling you to link prices with discount lists in the subsequent steps.

Reference: Microsoft Documentation - Set Up Price Lists

Add Price List Items:

Add price list items to assign specific products to price lists and set their prices. This links each product with its pricing based on the price list created earlier.

It allows flexibility to have different pricing structures for the same product across multiple price lists if needed.

Reference: Microsoft Documentation - Add Price List Items

Create Discount Lists:

Finally, create discount lists to apply quantity discounts on products. Discount lists define percentage or flat rate discounts based on purchase quantities, which can then be applied when products are added to sales orders or quotes.

This step ensures that sellers can apply quantity-based discounts, meeting the requirement for the product catalog setup.

Reference: Microsoft Documentation - Create and Configure Discount Lists By following these steps in the specified order, you can set up a product catalog that includes units, products, price lists, price list items, and discount lists, allowing sellers to manage product pricing and apply quantity discounts effectively.

NEW QUESTION # 76

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:

The screenshot shows the 'System Settings' window for Microsoft Dynamics 365. The 'Sales' tab is active. The 'Discount calculation method' is set to 'Line Item'. The 'Set maximum number of properties allowed for a product or bundle' is set to 50. The 'Customize close opportunity form' is set to 'No'. The 'Make price lists optional' is set to 'No'. The 'Qualify lead experience' is set to 'Yes'. The 'Save business card images' is set to 'Yes'. The 'Adding products' is set to 'No'. The Microsoft logo is visible at the bottom right of the window.

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

Answer Area

Requirement from business stakeholders
Which setting should you update to meet requirement #1?

Which setting should you update to meet requirement #2?

System setting

Quality lead experience
Customize close opportunity form
Make price lists optional
Quality lead experience
Save business card images
Adding products

Customize close opportunity form
Customize close opportunity form
Make price lists optional
Quality lead experience
Save business card images
Adding products

Answer:

Explanation:

Requirement from business stakeholders
Which setting should you update to meet requirement #1?

Which setting should you update to meet requirement #2?

System setting

Quality lead experience
Customize close opportunity form
Make price lists optional
Quality lead experience
Save business card images
Adding products

Customize close opportunity form
Customize close opportunity form
Make price lists optional
Quality lead experience
Save business card images
Adding products

Reference:

Steps to Configure the Quality Lead Experience Setting:
Navigate to Settings > Administration > System Settings.
Go to the Sales tab.

Set Quality lead experience to "Yes" to allow flexibility in lead conversion.

Requirement #2 Explanation:

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 # 77

You created and published lead scoring models in the Dynamics 365 Customer insights - Journeys application.

Your marketing team members inform you that they are NOT able to view the lead scoring insights. You confirm the lead scoring models are published and are Live.

You need the marketing team to be able to view the lead scoring insights.

- A. Set automatic lead scores cleanup to No to capture the scoring.
- B. Set all leads to Active state to capture the insights.

- C. Re-publish the lead scoring models to allow the system to capture the insights.
- **D. Assign the Lead Score Viewer security role to the users.**

Answer: D

Explanation:

- * For team members to view lead scoring insights, they must have appropriate permissions, specifically the Lead Score Viewer role in Dynamics 365 Customer Insights - Journeys.
- * Even though the lead scoring models are published and live, without the correct security role, users will not have access to view the insights.
- * Assigning the Lead Score Viewer role ensures that the users have the necessary access rights to review the lead scoring insights generated by the models.

NEW QUESTION # 78

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet 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 use business process flows for all Dynamics 365 opportunities.

Some opportunities are closed before business process flow durations are calculated.

You need to ensure that business process flow duration values are calculated.

Solution: On the last stage of the business process flow, select Finish.

Does this meet the goal?

- **A. No**
- B. Yes

Answer: A

Explanation:

Correct:

* Create a flow to update the Status Reason of the business process flow table record to "Finished" and the Status to "Inactive" when the opportunity is won.

Creating a flow to update the Status Reason of the business process flow record to "Finished" and the Status to "Inactive" when the opportunity is won will effectively meet the goal of ensuring that business process flow duration values are calculated.

By marking the business process flow as "Finished," you indicate that the flow has completed its execution, allowing the system to finalize any calculations related to duration before transitioning to an inactive state. This approach ensures that the necessary data is captured and calculated properly, allowing you to accurately report on the durations associated with the business process flow.

NEW QUESTION # 79

DRAG DROP

You are implementing Dynamics 365 Sales for a beverage company.

The company sells drinks by individual cans, by the dozen, or by the case of 48 cans as follows:

There are three flavors: strawberry, vanilla, and chocolate.

Each can costs \$5.00.

A dozen cans cost \$55.00.

Each case has four dozen cans and costs \$200.00.

A combination case includes a dozen cans of each flavor and costs \$160.00.

Purchases of four or more cases receive an extra 10 percent off the price.

You need to set up the product catalog.

Which components should you use? To answer, move the appropriate components to the correct entry descriptions. You may use each component once, more than once, or not at all. You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Components	Answer Area	Component
Products	Entry description	
Price Lists	Drink flavors list	
Discount Lists	Four or more cases	
Unit Groups	Combination case	
	One can	

Answer:

Explanation:

Components	Answer Area	Component
Products	Entry description	Products
Price Lists	Drink flavors list	Discount Lists
Discount Lists	Four or more cases	Price Lists
Unit Groups	Combination case	Unit Groups
	One can	

Explanation:

Components	Answer Area	Component
Products	Entry description	Products
Price Lists	Drink flavors list	Discount Lists
Discount Lists	Four or more cases	Price Lists
Unit Groups	Combination case	Unit Groups
	One can	

NEW QUESTION # 80

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Hence, memorizing them will help you get prepared for the Microsoft MB-280 examination in a short time. The product of RealVCE comes in PDF, desktop practice exam software, and Microsoft Dynamics 365 Customer Experience Analyst (MB-280) web-based practice test. To give you a complete understanding of these formats, we have discussed their features below.

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