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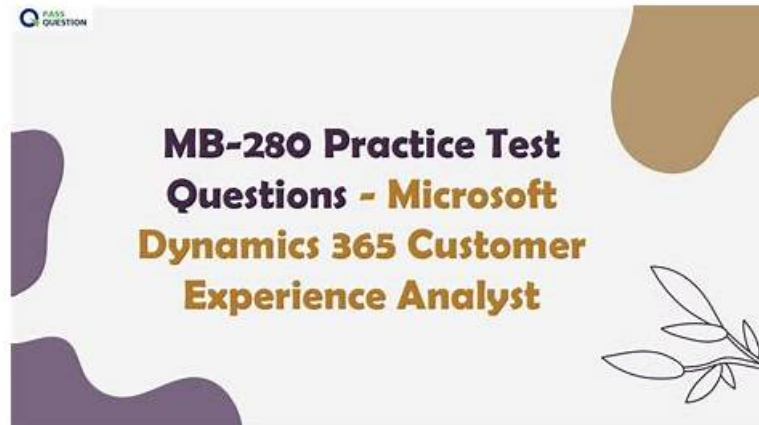
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We all know that Microsoft Dynamics 365 Customer Experience Analyst (MB-280) exam dumps are an important section of the MB-280 exam that is purely based on your skills, expertise, and knowledge. So, we must find quality MB-280 Questions that are drafted by industry experts who have complete knowledge regarding the MB-280 Certification Exam and can share the same with those who want to clear the MB-280 exam. The best approach to finding Microsoft Dynamics 365 Customer Experience Analyst (MB-280) exam dumps is to check the Actualtests4sure that is offering the MB-280 practice questions.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q134-Q139):

NEW QUESTION # 134
A company sends its salespeople to trade shows to meet potential customers. One day after the trade shows, the salespeople currently send a follow-up email manually to the potential customers they met. They would like a task to remind them to call the potential customers a week after that.
You need to increase the follow-up rate for salespeople after a tradeshow.
Which actions should you take? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:
Reference:
Ensure That the Process Applies Only to Tradeshow Leads: Use segments
Segments are used to filter leads based on specific criteria. By using segments, you can ensure that the automated sequence is

triggered only for leads generated from trade shows.

This action targets the automation specifically at the tradeshow leads, ensuring that other leads are not inadvertently included in this process.

Ensure Proper Timing of Activities: Set relative due date

Setting a relative due date allows you to define a timeframe between actions in the sequence. For example, the follow-up call task can be scheduled for one week after the initial email.

This ensures that tasks are executed with the correct timing, aligning with the desired schedule of following up with potential customers one week after the first contact.

By implementing sequences to automate follow-ups, using segments to filter for tradeshow-specific leads, and setting relative due dates for timely task execution, the company can optimize its post-tradeshow follow-up process and enhance the likelihood of successful customer engagement.

NEW QUESTION # 135

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 are a. Arrange the five actions in the correct order.

Answer:

Explanation:

NEW QUESTION # 136

A bakery uses Dynamics 365 Sales. All loaves of bread sold at the bakery are priced the same. Special bread flavors are developed regularly.

You need to add a new flavor to the product catalog.

What should you do for each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Reference:

Steps to Create a Product Property:

Go to Sales > Product Catalog > Products.

Open the existing product (bread) and navigate to Product Properties.

Add a new property (flavor) and define the possible values (e.g., new flavors).

Save and publish the product with the updated properties.

Scenario 2: Changing an Order to a New Bread Flavor in an Opportunity

When a customer wants to change their order to a new flavor within an existing opportunity, the selected product in the opportunity can be updated to reflect the new flavor.

Since flavors are configured as product properties, you can select the specific flavor for the opportunity product directly without needing to recreate or delete the product from the opportunity.

This approach leverages product properties, ensuring that the change is streamlined and does not require re-adding or modifying the core product.

Steps to Select a New Flavor in the Opportunity Product:

Open the specific opportunity record in Dynamics 365.

Navigate to the product line items and select the bread product.

In the product properties, update the flavor to the new option as required.

Save the changes to ensure the opportunity reflects the new flavor selection.

These actions allow the bakery to manage new flavors flexibly within their product catalog and seamlessly adjust opportunities to accommodate flavor changes, enhancing customer satisfaction and operational efficiency.

NEW QUESTION # 137

Your sales team lacks important information on the Opportunity Close form.
You need to update the form.
Which out-of-the-box role must you have?

- A. Global administrator
- B. System customizer
- C. Sales manager
- D. System administrator

Answer: D

Explanation:
To update the Opportunity Close form in Dynamics 365 Sales, you need a role that allows modification of system entities, including the Opportunity entity and its associated forms. The System administrator role provides full access to all customization features in Dynamics 365, including modifying forms, fields, and layouts.

NEW QUESTION # 138
BDM1 has returned from vacation and needs to catch up on their scheduled tasks and activities.
Which two items can BMD1 select to see a reminder card for the meeting BDM2 scheduled in the assistant? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:

NEW QUESTION # 139
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