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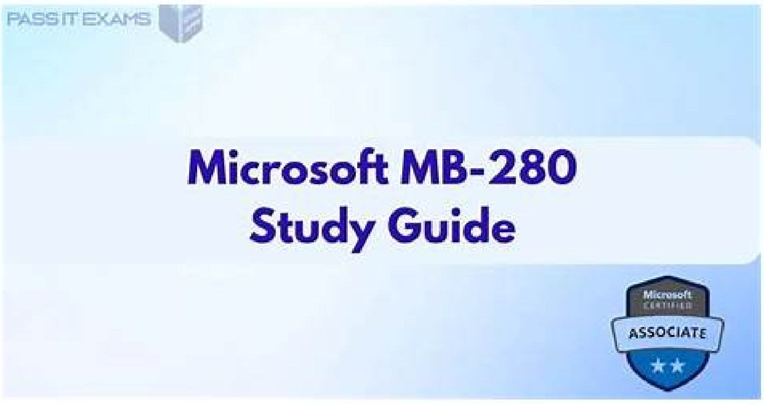

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It is universally accepted that in this competitive society in order to get a good job we have no choice but to improve our own capacity and explore our potential constantly, and try our best to get the related MB-280 certification is the best way to show our professional ability, however, the exam is hard nut to crack and there are so many MB-280 Preparation questions related to the exam, it seems impossible for us to systematize all of the key points needed for the exam by ourselves.

Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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.
Topic 2	• 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	• 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.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q112-Q117):

NEW QUESTION # 112
A company uses Dynamics 365 Sales. The company uses their organizational structure to determine how to aggregate forecasts for each year.
The company divides a business unit into three separate units. Each unit will have a new manager.
You need to update the quotas for each user for the current fiscal year ' s forecast.
Which two actions should you perform? Each correct answer presents part of the solution. Choose two.

NOTE: Each correct selection is worth one point.

- A. Update the target goal amount for each user.
- B. Create and assign users to new resource groups for each manager.
- C. Upload the new quota amounts for each user.
- D. Assign the users to their new managers.
- E. Adjust the forecast values directly.
- F. Create a new relationship between sites.

Answer: A,D

NEW QUESTION # 113
You need to configure the required audit settings.
Which two actions should you perform? Each correct answer presents part of Ihe solution. Choose two.
NOTE: Each correct selection is worth one point.

- A. Enable Audit user access in system settings.
- B. Enable auditing on the Dietary requirements column.
- C. Enable auditing on the Contact tab\e.
- D. Enable auditing on the Pet table.
- E. Enable Start read auditing in system settings.
- F. Enable auditing on the Email address column.

Answer: B,D

NEW QUESTION # 114
In the weeks leading up to the holiday season, the marketing department sets up a new segment- based journey.
The journey sends a marketing email to all wine enthusiasts who meet the following requirements:
1. The wine enthusiasts have a recorded wine order against their
contact record.
2. The wine enthusiasts live in Europe.
You need to ensure that newly added wine enthusiasts also receive this email automatically.
How should you set up the segment?

- A. Create a segment and set the refresh rate to Static Snapshot.
- B. Create a segment using refresh rate: Automatic Refresh.
- C. Create a segment and add contacts through an included members group.
- D. Create a segment and add a group through Behavioral data.

Answer: B

Explanation:
To ensure that newly added wine enthusiasts automatically receive the marketing email, the segment must dynamically update based on contact data. Using Automatic Refresh, the system continuously updates the segment whenever new contacts meet the specified criteria (wine order history and location in Europe). This ensures that all qualifying contacts, including those added after the segment was initially created, are included in the marketing journey.

NEW QUESTION # 115
You need to create a Trend chart.
Which two types of columns can you add to the Trend chart? Each correct answer presents a complete solution. (Choose two.)
NOTE: Each correct selection is worth one point.

- A. Hierarchy related
- B. Simple
- C. Rollup
- D. Calculated

Answer: C,D

Explanation:
Only Roll up and Calculated type columns have the checkbox option for "Show in Trend Chart", for other types of columns (e.g. Quota column which has Simple type) this checkbox option is hidden as shown below:
Note:
Enhanced configuration is available for the Trend chart and Flow chart within Microsoft Dynamics 365 Sales Insights.
Enable Trend chart using the "Show in Trend Chart" checkbox setting:
The Trend chart is now available as a part of the Predictive forecasting feature.
You need to select/deselect the "Show in Trend Chart" checkbox at the time of configuring the specific column inside the forecast configuration.
Navigate to App settings > under Forecast configurations > Open the appropriate "Forecast configuration" record > navigate to the "Layout" step > under the appropriate column (e.g. Won column) > click on the setting icon as highlighted below:
Only Roll up and Calculated type columns have the checkbox option for "Show in Trend Chart", for other types of columns (e.g. Quota column which has Simple type) this checkbox option is hidden as shown below:

NEW QUESTION # 116
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. Update the field mappings in the Opportunity Forecast Category Mapping Process workflow.
- C. Create a new cloud flow to map opportunity state code to forecast category.
- D. Add the detailed lost reasons to the msdyn_forecastinstance status code option set.

Answer: A,B

Explanation:
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.

NEW QUESTION # 117
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