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We at Prep4pass give you the techniques and resources to make sure you get the most out of your exam study. We provide preparation material for the Microsoft Dynamics 365 Customer Experience Analyst exam that will guide you when you sit to study for it. MB-280 updated questions give you enough confidence to sit for the Microsoft exam. If you take enough practice tests on MB-280 Practice Exam software by Prep4pass, you'll be more comfortable when you walk in on Microsoft exam day. So, go with MB-280 exam questions that are prepared under the supervision of industry experts to expand your knowledge base and successfully pass the certification exam on the first attempt.

Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 3	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 4	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.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q93-Q98):

NEW QUESTION # 93

DRAG DROP

You need to configure a new Customer Insights - Journeys form to satisfy the digital sales team lead's request.

Which five required 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.

Actions

- Set the form duplicate records strategy to the audience default strategy.
- Set the form target audience to leads.
- Create a custom matching strategy.
- Create a new form.
- Set the form target audience to contacts.
- Select a form template.
- Set the form duplicate records strategy to the custom form matching strategy.
- Publish the form.

Order

Microsoft

Answer:

Explanation:

actions

- Set the form duplicate records strategy to the audience default strategy.
- Set the form target audience to leads.
- Create a custom matching strategy.
- Create a new form.
- Set the form target audience to contacts.
- Select a form template.
- Set the form duplicate records strategy to the custom form matching strategy.
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Order

- Create a new form.
- Select a form template.
- Set the form target audience to leads.
- Set the form duplicate records strategy to the audience default strategy.
- Publish the form.

Explanation:

Here's the correct sequence to configure a new Customer Insights - Journeys form to handle lead duplicates automatically, as per the requirements:

Create a new form:

Start by creating a new form within Customer Insights - Journeys. This is the initial step to set up a form that will capture new leads.

Select a form template:

Choose a template that best fits the purpose of the form. This provides a structure for the form fields and layout, streamlining the setup process.

Set the form target audience to leads:

Since the form will be capturing lead information, specify that the form's target audience is "leads." This will ensure that the data is processed and stored as lead records.

Set the form duplicate records strategy to the audience default strategy:

Define how duplicate records are managed. First, apply the default duplicate record strategy for leads. This sets an initial strategy for managing duplicates.

Publish the form:

After completing the setup and configuring the necessary options, publish the form to make it available for use.

Additional Context:

The Create a custom matching strategy and Set the form duplicate records strategy to the custom form matching strategy steps are optional and can be used for further refinement if the default strategy does not meet specific requirements for matching leads based on certain criteria.

By following these steps, you ensure the form is configured for capturing leads and manages duplicates effectively based on the default duplicate record strategy.

Microsoft Dynamics 365 References:

Set up a Customer Insights - Journeys form

Duplicate Detection Rules in Dynamics 365

NEW QUESTION # 94

A company uses Microsoft SharePoint document management in Dynamics 365 Sales to store contracts.

The company wants only the contracts team to have access to the documents. The contracts team has a custom security role.

You need to restrict privileges to secure the documents.

What should you do?

- A. Create a new group in the SharePoint site.
- B. Create a new security role in Dynamics 365 Sales.
- C. Update privileges in the Dynamics 365 Sales security role of the contract team.
- **D. Update the users list in the SharePoint site.**

Answer: D

Explanation:

Since the company uses Microsoft SharePoint for document storage, access to documents is controlled through SharePoint permissions rather than Dynamics 365 security roles.

To restrict document access to only the contracts team, you should update the users list in the SharePoint site where the documents are stored. This involves configuring SharePoint permissions to ensure that only the contracts team (or a specific SharePoint group associated with them) has access to the document library where contracts are stored.

Reference: Microsoft Documentation - Manage SharePoint Permissions for Document Management in Dynamics 365

NEW QUESTION # 95

You are configuring offline mode for a model-driven app on a customer project.

You need to ensure that the customer is aware of the capabilities and limitations of offline mode.

Which two facts should you convey? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Appointments will auto-send invites to recipients.
- **B. Users must manually advance offline qualified leads.**
- **C. System views are supported on tables, whereas personal views are unsupported.**
- D. Column-level security is supported.

Answer: B,C

Explanation:

[A] Supported type of views: Only system views and quick views are supported in mobile offline.

Personal views aren't supported.

[B] Qualify a lead: When a lead created in mobile offline is qualified and when the user goes online, the business process stage shows the qualified stage. The user has to manually select Next stage to move to the next stage.

Reference:

<https://learn.microsoft.com/en-us/power-apps/mobile/offline-limitations>

NEW QUESTION # 96

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. Re-publish the lead scoring models to allow the system to capture the insights.
- B. Set all leads to Active state to capture the insights.
- C. Assign the Lead Score Viewer security role to the users.
- D. Set automatic lead scores cleanup to No to capture the scoring.

Answer: C

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.

Reference: Microsoft Documentation - Configure Security Roles for Lead Scoring

NEW QUESTION # 97

A company is implementing the Dynamics 365 Sales mobile app.

The company requires setup of several push notifications for sellers who use the app.

You need to create the push notifications.

Which feature should you use?

- A. Cloud flow
- B. Classic Dataverse workflow
- C. Plug-in

Answer: A

Explanation:

* Understanding the Requirement:

* The company wants to send push notifications to sellers using the Dynamics 365 Sales mobile app. This requires setting up automated notifications triggered by certain events or conditions.

* Solution - Using Cloud Flows:

* Cloud flows in Power Automate are ideal for creating automated workflows that can trigger push notifications based on events in Dynamics 365.

* Power Automate provides connectors for Dynamics 365 Sales and mobile notifications, enabling the setup of push notifications without requiring custom code or plugins.

Reference: Microsoft Documentation - Set Up Cloud Flows with Power Automate Steps to Create a Cloud Flow for Push Notifications:

Go to Power Automate and create a new Cloud Flow.

Set up a trigger based on a Dynamics 365 event (e.g., when a record is created or updated).

Add an action to send a push notification to the user's mobile device.

Customize the notification message and publish the flow to activate the notifications.

Using Cloud Flows in Power Automate enables dynamic push notifications for mobile users, providing timely updates to sales team members based on real-time data changes.

NEW QUESTION # 98

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