

# 100% Free MB-280–100% Free Latest Braindumps Ebook | Perfect Microsoft Dynamics 365 Customer Experience Analyst Study Guide



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With both MB-280 exam practice test software you can understand the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) exam format and polish your exam time management skills. Having experience with MB-280 exam dumps environment and structure of exam questions greatly help you to perform well in the final Microsoft Dynamics 365 Customer Experience Analyst (MB-280) exam. The desktop practice test software is supported by Windows.

## Microsoft MB-280 Exam Syllabus Topics:

| Topic   | Details  |
|---------|--|
| Topic 1 | <ul style="list-style-type: none"> <li>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.</li> </ul>   |
| Topic 2 | <ul style="list-style-type: none"> <li>Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.</li> </ul>  |
| Topic 3 | <ul style="list-style-type: none"> <li>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.</li> </ul> |
| Topic 4 | <ul style="list-style-type: none"> <li>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.</li> </ul>                                |

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### Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q95-Q100):

#### NEW QUESTION # 95

Drag and Drop Question

Your organization used Gmail previously and had only one Gmail server profile.

You recently moved to Exchange Online and you need to complete the set up for server-side sync with Exchange Online and ensure all mailboxes are working.

Which three actions should you perform in sequence before saving your changes? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

**Answer:**

Explanation:

Explanation:

1. Approve email for all relevant users: In Dynamics 365, before you can sync mailboxes, you need to approve email addresses. This is a mandatory step for users whose mailboxes need to be synchronized.
2. Update all user mailboxes to sync with Exchange Online: Since the organization has moved to Exchange Online, updating the mailboxes to sync with the new email system is the next logical step.
3. Test the email configuration and enable the selected email mailboxes for all relevant users: After the mailboxes have been updated, you need to test the configuration and enable the mailbox for syncing.

#### NEW QUESTION # 96

A company plans to use server-side synchronization to synchronize emails, tasks, and appointments between Microsoft Exchange and Dynamics 365 Sales.

The salespeople want to know when their emails will be synced.

You need to describe the server-side synchronization frequency for the salespeople.

How should you describe the frequency?

- A. dependent on volume
- B. user-defined
- C. equal intervals
- D. constant

**Answer: A**

#### NEW QUESTION # 97

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 recently implemented Dynamics 365 Sales within your organization ' s sales team. Based on the initial evaluation, adoption is limited as most sales users prefer to work from Microsoft Outlook.

You decide to enable the Dynamics 365 App for Outlook.

You need to perform the various actions required. Each correct action is part of the solution but does NOT solve the problem completely.

Action: You test the email configuration and enable the mailboxes for the Dynamics 365 App for Outlook designated users.

Does this meet the goal?

- A. No
- B. Yes

**Answer: B**

Explanation:

Correct:

\* : From the email settings in the Advanced settings, you migrate email router data from server-side synchronization to Dynamics 365 app for Outlook. [See step 1 below. Use Server-side synchronization]

\* You test the email configuration and enable the mailboxes for the Dynamics 365 App for Outlook designated users. [Yes, see step 2 below] Incorrect:

\* Within the system settings and email configuration, you set Process Email Using to Dynamics 365 for Outlook. [No, set this to Server-side synchronization. See step 1 below] Note:

Deploy and install Dynamics 365 App for Outlook

Step 1: Set the default synchronization method

To use Dynamics 365 App for Outlook, you need to set server-side synchronization for your email processing.

1. From your app, go to Settings > Advanced Settings.
2. Go Settings > Administration and then select System Settings.
3. Select the Email tab, and set Process Email Using to Server-Side Synchronization.

Step 2: Test email configuration and enable mailboxes

Enable and test your user mailboxes so they can use Dynamics 365 App for Outlook.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/outlook-app/deploy-dynamics-365-app-for-outlook>

#### NEW QUESTION # 98

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

**Answer: A,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 # 99

You are the Dynamics 365 administrator for a group of financial advisors.

Advisors must use one business process flow to guide them through the standard lead to invoice process.

Each table has the following number of stages and steps:

□ You need to modify the business process flow to make it valid.

What should you reduce?



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