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The Microsoft MB-280 exam material is getting updated on a daily basis according to the real Microsoft MB-280 exam questions so that the students don't face any issues while preparing themselves for the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) certification exam and pass it with ease. We guarantee our customers that they will pass MB-280 exam on the first try with our given MB-280 exam material.

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	• 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	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 4	• 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 5	• 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 (Q48-Q53):

NEW QUESTION # 48
Hotspot Question
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:

Explanation:
Add a new flavor: Create a price list item
This action allows you to define the price for the new flavor within the product catalog.
Change an order: Select the new bread flavor in the opportunity product This action directly addresses changing the opportunity to include the new flavor.

NEW QUESTION # 49
Drag and Drop Question
You are a Dynamics 365 Sales system customizer.
Salespeople report that they cannot search for open and closed opportunities using the search tool in the Quick Find View.
You need to configure the search tool to show the open and closed opportunities in the Customize the System area.
Which three actions should you perform in sequence? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Actions	Answer Area
Open the Main View.	
Expand the Opportunity entity.	
Delete the filter criteria Status "Equals Open."	
Change the filter criteria to Status "Does Not Equal Open."	
Open the Quick Find View.	Microsoft

Answer:

Explanation:

Actions	Answer Area
Open the Main View.	Open the Quick Find View.
Expand the Opportunity entity.	Delete the filter criteria Status "Equals Open."
	Change the filter criteria to Status "Does Not Equal Open."

Explanation:
1. Open the Quick Find View.
The Quick Find View controls what records are shown when users search for opportunities.
2. Delete the filter criteria Status "Equals Open."
The current filter is restricting search results to only open opportunities.
3. Change the filter criteria to Status "Does Not Equal Open."
This ensures that both open and closed opportunities are included in search results.

NEW QUESTION # 50
Drag and Drop Question
Your sales team has now managed to get all the email communication in place and want to take it a step further by implementing SMS channel.
You need to configure an SMS provider.
Which four actions should you perform in sequence? To answer, move the four appropriate actions from the list of actions to the answer area. Arrange the four actions in the correct order.

Actions | Order

Actions column:
- Publish all customizations.

Order column:
- In **General Settings**, create a new SMS provider.
- Add a unique phone number to Dynamics 365 Sales.
- Enter SMS provider-specific values.
- Sign in to your Sales app and change the area to **App Settings**.

Answer:

Explanation:

Actions

- Publish all customizations.

Order

- In **General Settings**, create a new SMS provider.
- Sign in to your Sales app and change the area to **App Settings**.
- Enter SMS provider-specific values.
- Add a unique phone number to Dynamics 365 Sales.

Explanation:

Step 1: In General Settings, create a new SMS provider

First: Sign up and create an account with the SMS provider of your choice.

Step 2: Sign in to your sales app and change the area to App Settings.

Dynamics 365 Sales, Configure SMS provider

Set up the SMS provider in Dynamics 365 Sales

To set up the SMS provider number in Dynamics 365 Sales:

1. Sign in to your sales app, and in the lower-left corner of the page, go to Change area > App Settings > SMS providers.

[Step 2]

Step 3: Enter SMS provider-specific values

2. From the tool bar, select New.

3. Select the provider. Accept the Microsoft privacy statement and the provider's consent to handle opt-out commands properly.

Then select Next.
4. On the Set up provider page, enter the values depending on the provider you've selected.
Then select Next. [Step 3]
Step 4: Add a unique phone number to Dynamics 365 Sales
5. On the Add phone numbers page, select New phone number.
A pane opens on the right to enter the phone number details.
6. On the Add phone number pane, enter the following details:
Phone number: Specify the SMS number that you purchased from the provider in the
<country_code><phone_number> format; for example, +12345678910. Make sure not to enter blank spaces or special
characters. [Step 4] Note:
The phone number must be unique for Dynamics 365 Sales. Don't include numbers that were used to configure message features in
other Dynamics 365 apps.
[Details omitted]
7. Select Add.
The phone number is added to the list of phone numbers. You can add multiple numbers for different teams and users according to
your organizational requirements.
8. Select Next.
9. On the Review and finish page, review the information that you've provided for the channel and then select Done.

NEW QUESTION # 51
You use the Dynamics 365 Sales mobile app.
Users must receive a push notification when they are assigned to a lead record.
You need to create the push notification.
Which tool should you use?

- A. Assistant for Microsoft Dynamics 365 Sales
- B. Business process flow
- C. Microsoft Dynamics 365 App for Outlook
- D. Microsoft Power Automate

Answer: D

Explanation:
Dynamics 365 Sales, Create custom push notifications
You create a notification from a flow
When you trigger a push notification from a Power Automate flow, you can send the notification to only one user or security group at
a time.
Note: About push notifications
The Dynamics 365 Sales mobile app supports push notifications that can be created by using the Send push notification V2 action
with the following details:
Mobile app: Select Sales.
Your app: Select the app that you want to set up the notification for.
Recipients Item-1: Enter the user's email or the user's Microsoft Entra ID object ID.
Message: Enter the notification message.
Open app: Select Yes.
Entity: Select which table the notification is for.
Record ID: Enter the record ID. If you don't enter a record ID, the mobile app will open at the home screen when you tap the
notification. If you enter the record ID, the mobile app will open the specified record when you tap the notification.

NEW QUESTION # 52
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.
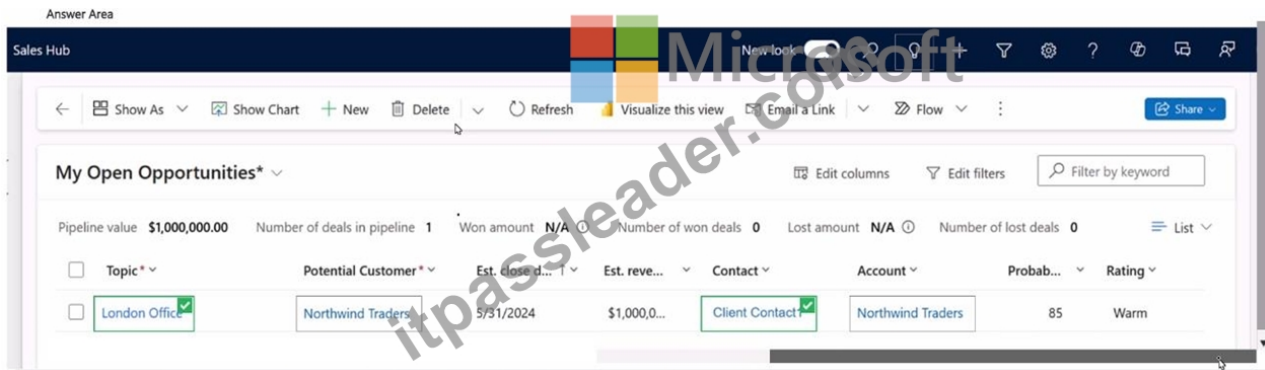
Answer:

Explanation:

NEW QUESTION # 53

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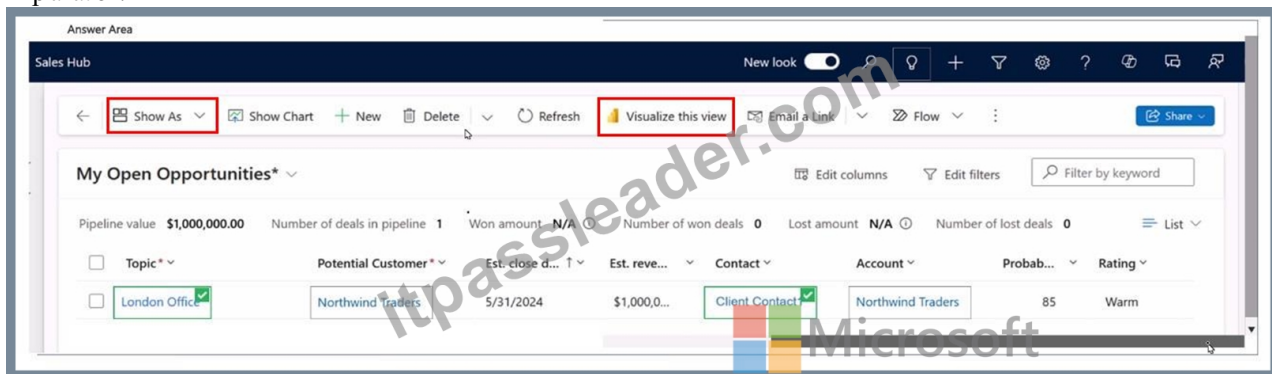Generally speaking, every candidate wants to pass the exam just one time. MB-280 learning materials of us can do that for you. Since we have a professional team to collect and research the latest information for the exam, and therefore the quality can be guaranteed. We offer you free demo for MB-280 Exam Materials to have a try, so that you can know what the complete version is like. Besides, we also pass guarantee and money back guarantee, and if you fail to pass the exam after using MB-280 exam materials of us, we will give you refund.

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