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### Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Configure and Customize Dataverse and Model-Driven Apps:</b> This section covers the ability of Dynamics 365 Sales Professionals in the configuration and customization of Dataverse and model-driven apps to meet business needs.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Demonstrate Dynamics 365 Customer Insights Capabilities:</b> 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>• <b>Implement the Dynamics 365 App for Outlook:</b> This section emphasizes the integration of Dynamics 365 with Outlook to enhance productivity and streamline sales processes for Dynamics 365 Sales Professionals.</li></ul>

## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q108-Q113):

### NEW QUESTION # 108

You have added the timeline control to the Pet main form, then saved and published your changes. You need to configure the timeline to display related Pet activities as required by Terra Flor a. Which two actions should you perform? Each correct answer presents a complete solution. Choose two, NOTE: Each correct selection is worth one point.

- A. In the Record types of the timeline settings, uncheck the Posts option.
- B. In the Notes area of the timeline settings, uncheck the Remove notes title when authoring option.
- C. In the Activity area of the timeline settings, remove all activity types, except for Task, Email and Phone Call.
- D. In the Record types of the timeline settings, uncheck the Notes option.
- E. In the Record types of the timeline settings, uncheck the Activities option.

**Answer: A,C**

Explanation:

The timeline control in Dynamics 365 allows users to view and interact with activities, notes, and posts associated with a record. To meet Terra Flora's requirements for displaying specific activities, you need to customize the timeline to show only certain activity types.

Removing All Other Activity Types Except Task, Email, and Phone Call (Option B):

According to Terra Flora's requirements, only Tasks, Emails, and Phone Calls should appear in the timeline for Pet records.

Therefore, removing all other activity types ensures that only the relevant activities are shown. This customization is achieved in the timeline settings by unchecking unnecessary activity types.

Unchecking the Posts Option (Option C):

Since Terra Flora specified that posts should not appear on the timeline, you should uncheck the Posts option under the Record types settings in the timeline configuration. This action removes posts from the view, aligning with Terra Flora's requirement to exclude posts from the Pet records timeline.

Other Options

Unchecking Notes (Option A) would prevent users from adding or viewing notes, which Terra Flora requires.

Unchecking the Activities Option (Option D) would disable all activities on the timeline, which does not meet Terra Flora's needs as they require Task, Email, and Phone Call activities.

Option E deals with the display format of notes but does not restrict their visibility, which does not align with the requirement to exclude posts specifically.

Reference from Microsoft Documentation:

For configuring and customizing the timeline control, refer to [Customize a timeline control in Dynamics 365](#) documentation for detailed steps on modifying timeline settings and activity visibility.

### NEW QUESTION # 109

A company manufactures widgets. Widgets can be sold in the following ways:

Unit	Base unit	Description
Box		Contains 2 widgets
Case	Box	Contains 12 boxes
Pallet	Case	Contains 12 cases

The company discovers that customers want to buy widgets individually.

You need to add a unit named Each.

What should you do?

- A. Set Each as the primary unit.
- B. Make Each the base unit for all units.
- C. Create the unit Each with Box as the base unit.
- D. Update the unit Box with Each as the base unit

**Answer: B**

Explanation:

In Dynamics 365 Sales, unit groups define how products are sold in different quantities. The base unit is the smallest unit of measure in a unit group. Since customers now want to buy widgets individually, the smallest unit (Each) should be set as the base unit for all

other units (Box, Case, and Pallet).

### NEW QUESTION # 110

A company implements Dynamics 365 Sales.

The company has the following requirements:

- Employees must have quarterly goals. The goals must calculate all deals won by quarter for each goal.
- Managers must be able to look at the goals and calculations at any time.

The solution must use goal features WITHOUT customization.

You need to create the calculation.

What should you configure?

- A. Goal metric
- B. Rollup table
- C. Rollup query
- D. Drill-down table

**Answer: C**

Explanation:

Dynamics 365 Sales, Define and track your sales goals

Define rollup queries

Rollup queries are used to define the records that should be included in the goal rollup. Rollup queries are created for each goal rollup field. For example, you could create a goal metric that measures all invoices closed within a specific period. You could then create a rollup query to show invoices that are owned by a person, or raised for customers in a territory.

Goals roll up from the bottom of the goal hierarchy to the top, with Dynamics 365 rolling child goal totals into their parent goal totals.

Goals at the top of a hierarchy reflect a summation of all the goals in the organization.

You can only query one entity type in a query, but the query builder helps you make a query as simple or as complex as you need.

As you fine-tune your query, you can test the results.

### NEW QUESTION # 111

You are a Dynamics 365 Sales administrator. You configure a forecast template that uses the Forecast category as a starting point for a layout for the sales team. The sales manager wants the value of the Lost column to come from the Total Detail Amount instead of the default value because the revenue is always driven by the items. You need to make the change. What should you do?

- A. Edit the existing forecast, remove the Lost column, and add a new calculated column.
- B. Create a new forecast, remove the Lost column, and add a new calculated column.
- C. Edit the existing forecast and update the Amount column in the layout.
- D. Create a new forecast and update the Amount column in the layout.

**Answer: C**

Explanation:

Since the sales manager wants the Lost column in the forecast to reflect the Total Detail Amount, which is item-driven, you should update the Amount column in the existing forecast layout.

By editing the existing forecast and changing the source for the Amount column to the Total Detail Amount, you can ensure the forecast accurately reflects item-based revenue calculations without needing to create a new forecast or add calculated columns.

Reference: Microsoft Documentation - Configure Forecasts in Dynamics 365 Sales

### NEW QUESTION # 112

Drag and Drop Question

You are implementing Dynamics 365 Sales at a new organization. All users will be using the Sales Hub app.

You need to assign the appropriate out-of-the-box security roles.

Using the principle of least access, which roles should you assign? To answer, move the appropriate roles to the correct users. Each role may be used once, more than once, or not at all.


You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Roles	Answer Area	Role
Salesperson	 <b>User</b> Retail assistant - Creates and updates accounts and contacts, but cannot edit the product catalog.	<input type="text"/>
Sales manager	Executive - Adds notes to accounts and contacts.	<input type="text"/>
Sales team member	Territory manager - Conducts forecasting and oversees product management.	<input type="text"/>
Vice president of sales		

**Answer:**

Explanation:

Roles	Answer Area	Role
	 <b>User</b> Retail assistant - Creates and updates accounts and contacts, but cannot edit the product catalog.	Salesperson
	Executive - Adds notes to accounts and contacts.	Sales team member
	Territory manager - Conducts forecasting and oversees product management.	Sales manager
Vice president of sales		

Explanation:

Retail assistant - Salesperson

The retail assistant can create and update accounts and contacts but cannot edit the product catalog. The Salesperson role provides access to manage accounts and contacts but does not include permissions for product catalog management.

Executive - Sales team member

The executive only adds notes to accounts and contacts. The Sales team member role has minimal access and is appropriate for a user who only needs to add notes.

Territory manager - Sales manager

The territory manager is responsible for forecasting and product management, which aligns with the Sales manager role, as it includes permissions for managing forecasts and overseeing sales activities.

### NEW QUESTION # 113

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