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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• Configure and Customize Dataverse and Model-Driven Apps: 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.
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	• 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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In the era of information explosion, people are more longing for knowledge, which bring up people with ability by changing their thirst for knowledge into initiative and "want me to learn" into "I want to learn". As a result thousands of people put a premium on obtaining MB-280 certifications to prove their ability. With the difficulties and inconveniences existing for many groups of people like white-collar worker, getting a MB-280 Certification may be draining. Therefore, choosing a proper MB-280 exam guide can pave the path for you which is also conductive to gain the certification efficiently. So why should people choose us? There are several advantages about our MB-280 latest practice dumps for your reference.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q134-Q139):

NEW QUESTION # 134
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 are a. Arrange the five actions in the correct order.
□

Answer:

Explanation:
□

NEW QUESTION # 135
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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 configure forecasts for a clothing manufacturer.
A salesperson updates an opportunity and wants to refresh the forecast
You need to show the salesperson how to refresh the forecast.
Solution: Update the Opportunity Forecast Category Mapping process.
Does this meet the goal?

- A. No
- B. Yes

Answer: A

Explanation:
Correct:
* Recalculate the forecast
Incorrect:
* Recalculate the opportunity.
* Update the Opportunity Forecast Category Mapping process.
Open the Opportunity Forecast Category Mapping Process workflow. You can customize or deactivate the workflow according to your organization's requirements.
Note:
Example of forecast recalculation methods
Let's understand the different methods with an example. Consider a scenario where you have a forecast with 4 quarterly periods and an annual period.
Assume that you're currently in Q4. The following table shows when and how the forecast data is updated for different scenarios and

periods.
--
Dynamics 365 Sales, Recalculate forecasts manually
You want the forecast data to be up-to-date to make informed decisions. Forecast data is automatically recalculated at regular intervals. However, you can trigger a manual recalculation when you want to recalculate the forecast data immediately. You can also trigger a manual recalculation for past and future periods as they aren't automatically recalculated.
Recalculate and refresh forecast data manually
1. Open the forecast. Verify the Last updated timestamp on the command bar to know when the forecast was last recalculated successfully.
2. Select Recalculate data.
A notification appears at the top of the screen, confirming the recalculation. Recalculation happens in the background, and you can continue to work while recalculation is in progress.
3. After the application recalculates the forecast data, a notification appears to refresh the data.
On the notification, select Refresh page.

NEW QUESTION # 136

An organization wants to synchronize their emails, appointments, and tasks with Dynamics 365.
They also want to enable auto-tracking for specific emails. What configurations should be applied? (Select THREE)

- A. Enable Auto-Tracking
- B. Create Business Process Flows
- C. Configure Data Export Profiles
- D. Set up Server-Side Sync
- E. Configure Mailbox Records

Answer: A,D,E

NEW QUESTION # 137

You are working in Dynamics 365 Sales. You turn on the visibility of the Dynamics 365 Sales records in the channel.
A user working with leads is unable to pin the view into Microsoft Teams.
You need to identify the issue.
What should you do?

- A. Disable the Turn on the linking of Dynamics 365 records to Microsoft Teams channels option.
- B. Add users to the correct security role.
- C. Enable the Turn on Enhanced Microsoft Teams Integration option.
- D. Enable the External links within Teams option.
- E. Add users to the Teams channel.

Answer: C

Explanation:
For users to pin views of Dynamics 365 Sales records in Microsoft Teams, Enhanced Microsoft Teams Integration must be enabled. This feature allows users to seamlessly work with Dynamics 365 records within Teams and ensures proper synchronization between the two platforms.

NEW QUESTION # 138

A large construction company uses Dynamics 365 Sales to manage their sales pipeline.
All future jobs are logged in the system as opportunities. Depending on the type of work, some opportunities close faster, and others take longer due to dependency on the third-party vendors.
The sales team does NOT currently use the "On hold" option, as it does NOT provide enough details.
When working with open opportunities, the sales manager wants to know whether opportunities are pending permits or require asbestos removal. You need to ensure that a salesperson can only select the "Pending Permits" or "Asbestos Removal" option when working with their opportunities to indicate the deal is taking longer.
What should you do?

- A. Edit the statuscode column: add "Pending Permits" to the "Open" status reason values, and rename "On hold" to "Asbestos

Removal. "
- B. Edit the statecode column: rename the "Open" status value to "Asbestos Removal" and add a new "Pending Permits" status value.
- C. Edit the statecode column: rename the "On hold" status to "Asbestos Removal" and add a new "Pending Permits" status value.
- D. Edit the statuscode column: add "Asbestos Removal" and "Pending Permits" status values to the "Open" status reasons.

Answer: D

Explanation:
Statuscode in Dynamics 365 Sales refers to the reason or sub-status of the current state (like Open, Closed, etc.). The best approach is to add new values to the "Open" status reason (statuscode), such as "Pending Permits" and "Asbestos Removal," which gives the salesperson more granular detail about why the opportunity is taking longer without changing the core workflow of the sales process.
Statecode controls the overall state (e.g., Open, Won, Lost) and is not suitable for such detailed tracking. Renaming or adding values to the statecode column (as suggested in other options) would not provide the desired level of detail, as the statecode should stay consistent with the standard open/ closed statuses.

NEW QUESTION # 139

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Getting the Microsoft MB-280 certification exam is necessary in order to get a job in your desired tech company. Success in the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) certification exam gives you an edge over the others because you will have certified skills. The Microsoft MB-280 certification exam badge will make a good impression on the interviewer. Most of the people planning to attempt the MB-280 Exam are confused that how will they prepare and pass MB-280 exam with good grades. Many don't find real MB-280 exam questions and face loss of money and time.

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