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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	• 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 3	• 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.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q21-Q26):

NEW QUESTION # 21

A company has implemented Dynamics 365 Sales Enterprise. The salespeople often travel to meet customers and require mobile-friendly solutions to various scenarios.

You need to provide a solution for the traveling salespeople.

Which apps should you recommend in each scenario? To answer, move the appropriate apps to the correct scenarios. You may use each app 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 match is worth one point.

Answer:

Explanation:

NEW QUESTION # 22

A sales manager wants to set up goals for all salespeople. The goal measurement is based on the total outgoing calls finished each year. The goals for the fiscal year are based on a calendar year (January - December).

You need to create the rollup query for the goal metrics.

Which option should you select? To answer, select the appropriate options in the answer area.
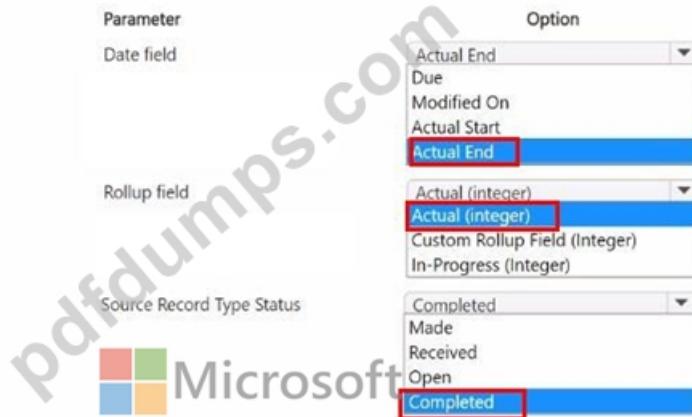
NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Answer Area

Parameter	Option

Date field — Actual End
- Due
- Modified On
- Actual Start
- **Actual End**

Rollup field — Actual (integer)
- **Actual (integer)**
- Custom Rollup Field (Integer)
- In-Progress (Integer)

Source Record Type Status — Completed
- Made
- Received
- Open
- **Completed**

Microsoft

Reference:

Rollup Field - Actual (integer):

The Actual (integer) rollup field is suitable for counting the total number of completed outgoing calls. This setting ensures that each completed call is tallied accurately, providing a straightforward measure of the sales team's activity in terms of call volume.

Using an integer type for the rollup field is appropriate for count-based metrics like this.

Source Record Type Status - Completed:

The Completed status ensures that only calls marked as completed are counted towards the goal. This is crucial for measuring finished activities, as it excludes calls that may still be in progress or have other statuses.

Setting the source record type status to Completed aligns with the requirement to measure only outgoing calls that have been fully executed.

By selecting Actual End as the date field, Actual (integer) for the rollup field, and Completed for the source record type status, you ensure that the goal measurement accurately reflects completed outgoing calls within the specified calendar year timeframe.

NEW QUESTION # 23

You need to ensure the active stage of the business process flow is visible in the view. Which two actions should you perform? Each correct answer presents a complete solution. Choose two. NOTE: Each correct selection is worth one point.

- A. Create a new column on the Pet table named "Onboarding stage" and add it to the Active pets view.
- B. Add columns from the stable to the Active Onboard new pet view.
- C. Add columns from the Pet table to the All Onboard new pet view.
- D. Add a page for the Onboard new pet table to the Sales Professional app.

Answer: A,B

Explanation:

Adding Columns to the Active Onboard New Pet View (Option B):

To display the current active stage of the "Onboard new pet" business process flow, you need to ensure that the Active Onboard new pet view includes relevant columns from the Pet table, specifically those tracking process flow stages.

Creating and Adding a New "Onboarding Stage" Column (Option D):

Creating a column such as "Onboarding stage" on the Pet table helps track the active stage of the onboarding process directly within the view. This allows users to see at a glance which stage each pet is in without navigating away from the main view.

Other Options:

Option A (Adding a page) refers to modifying the app's navigation, which doesn't directly impact the visibility of the business process flow stage.

Option C (All Onboard New Pet View) may not be as relevant if you only need to focus on active onboarding records rather than all records.

Reference from Microsoft Documentation:

For configuring views and columns in Dynamics 365, refer to Create and edit views.

NEW QUESTION # 24

Hotspot Question

A company sends its salespeople to trade shows to meet potential customers. One day after the trade shows, the salespeople currently send a follow-up email manually to the potential customers they met. They would like a task to remind them to call the potential customers a week after that.

You need to increase the follow-up rate for salespeople after a tradeshow.
Which actions should you take? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Requirement	Action
Automate the tradeshow follow-up process.	▼
	Implement sequences.
	Implement work assignments.
	Implement customer journeys.
Ensure that the process applies only to tradeshow leads.	▼
	Use segments.
	Add all leads to a marketing list.
Ensure proper timing of activities.	▼
	Set relative due date.
	Set wait times.

Answer:

Explanation:

Answer Area

Requirement	Action
Automate the tradeshow follow-up process.	▼
	Implement sequences.
	Implement work assignments.
	Implement customer journeys.
Ensure that the process applies only to tradeshow leads.	▼
	Use segments.
	Add all leads to a marketing list.
Ensure proper timing of activities.	▼
	Set relative due date.
	Set wait times.

Explanation:
Automate the tradeshow follow-up process: Implement sequences - This helps automate tasks such as sending follow-up emails and setting reminders for salespeople.
Ensure that the process applies only to tradeshow leads: Use segments - This filters the leads specifically generated from tradeshows, ensuring the process applies only to them.
Ensure proper timing of activities: Set relative due date - This will ensure tasks, such as a follow- up call, are scheduled at appropriate intervals (e.g., a week after the email).

NEW QUESTION # 25
You are a Dynamics 365 Sales administrator. You set the fiscal year to begin in January.
A sales manager needs a monthly forecast for the next three years that starts in August of the next year.
You need to configure the forecast using the fewest number of forecasts.
How should you configure each requirement? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:

NEW QUESTION # 26

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