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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">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	<ul style="list-style-type: none">Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 4	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none"> • 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 (Q19-Q24):

NEW QUESTION # 19

You are creating a pricing list in Dynamics 365 Sales. All prices must end in \$.98.

You need to select the function that establishes this pricing requirement.

What should you use?

- A. Percentage
- B. Pricing Method
- C. Rounding Amount
- D. **Rounding Policy**

Answer: D

Explanation:

In Dynamics 365 Sales, to ensure that all prices end in a specific format, such as \$.98, you should use the Rounding Policy. This function allows you to define how prices should be rounded, including the ability to specify that they should end in particular digits. By setting a rounding policy, you can enforce this pricing requirement consistently across your pricing lists.

NEW QUESTION # 20

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.

A company's IT department has a .CSV file stored on one of their Shared Documents folders within their Microsoft SharePoint sites. The data from the .CSV file is ingested into Dynamics 365 Customer Insights - Data.

The file contains a row header and columns of different types, such as quantities and prices. The file also contains some rows with a high proportion of nulls.

You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Transform the first row to be used as headers. Define column types to be the appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns if they exist. Select Next and your data is now ready for unification.

Does this meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

The proposed solution effectively prepares the data for unification in Dynamics 365 Customer Insights - Data. Here's how each step contributes to meeting the goal:

Transform the first row to be used as headers: This step is necessary to define the column names, which is critical for accurate data interpretation.

Define column types to be the appropriate field types: Specifying the correct data types for each column ensures that the data will be processed correctly during unification, maintaining data integrity.

Create a full name and full address columns by merging the appropriate columns if they exist:

This step enhances the dataset by consolidating relevant information into single columns, which can simplify data usage and improve data quality. Merging columns helps ensure that users can easily access essential information without navigating through multiple fields.

Select Next: This indicates that the data transformation steps are completed and the dataset is ready for the unification process.

NEW QUESTION # 21

You are implementing Dynamics 365 Sales for a company.

Sellers regularly must compare data stored in Sales with an authoritative data source and contact individuals directly from the Sales app.

You need to recommend a solution for the sellers.

Which feature should you recommend?

- A. LinkedIn Sales Insights
- B. server-side synchronization
- **C. LinkedIn Sales Navigator**
- D. assistant

Answer: C

NEW QUESTION # 22

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.

A company's IT department has a .CSV file stored on one of their Shared Documents folders within their Microsoft SharePoint sites. The data from the .CSV file is ingested into Dynamics 365 Customer Insights - Data.

The file contains a row header and columns of different types, such as quantities and prices. The file also contains some rows with a high proportion of nulls.

You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Define column types to be appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns, if they exist. Select Next and your data is now ready for unification.

Does this meet the goal?

- **A. No**
- B. Yes

Answer: A

Explanation:

Correct:

* Transform the first row to be used as headers. Define column types to be the appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns if they exist. Select Next and your data is now ready for unification.

The proposed solution effectively prepares the data for unification in Dynamics 365 Customer Insights - Data. Here's how each step contributes to meeting the goal:

Transform the first row to be used as headers: This step is necessary to define the column names, which is critical for accurate data interpretation.

Define column types to be the appropriate field types: Specifying the correct data types for each column ensures that the data will be processed correctly during unification, maintaining data integrity.

Create a full name and full address columns by merging the appropriate columns if they exist: This step enhances the dataset by consolidating relevant information into single columns, which can simplify data usage and improve data quality. Merging columns helps ensure that users can easily access essential information without navigating through multiple fields.

Select Next: This indicates that the data transformation steps are completed and the dataset is ready for the unification process.

Incorrect:

* Define column types to be appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns, if they exist. Select Next and your data is now ready for unification.

Does not address the problem with null values.

* Remove any rows where the primary key is missing, delete any leading or trailing zeros on the primary key, and name the query.

Select Next and your data is now ready for unification.

Problem not related to the primary key.

* Transform the first row to be used as headers, and remove any special characters or spaces from header row. Remove rows with missing primary keys and name the query. Select Next and your data is now ready for unification.

Does not address the problem with null values.

* Transform the first row to be used as headers, define column types to be the appropriate field types and name the query. Select Next and your data is now ready for unification.

Solution removes all rows with null values, which can lead to significant data loss, especially if those rows contain important information.

It may compromise data quality by eliminating rows, which can impact analysis and insights.

* Transform the first row to be used as headers, remove rows that contain null values, and name the query. Select Next and your data is now ready for unification.

While the solution includes transforming the first row to be used as headers and naming the query, the step of removing rows that contain null values is problematic.

Removing all rows with null values can lead to significant data loss, particularly if those rows contain relevant information.

NEW QUESTION # 23

Hotspot Question

You are working a list of leads in Dynamics 365 Sales.

You have a custom security role that contains the following privileges:

- create and edit user-level privileges on the lead and note entities.
- business unit-level append, append to, and assign privileges on the lead and note entities.
- organization-level share privileges on the lead and note entities.

You need to perform the following actions on leads:

- add notes to leads.
- assign leads to other users.

How should you manage leads? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Microsoft	Privilege
Add notes to leads		<ul style="list-style-type: none">Leads owned by people in your business unit onlyLeads owned by you onlyLeads owned by anyone in your organization
Assign leads to other users		<ul style="list-style-type: none">Leads owned by your business unit and its child business units onlyLeads owned by people in your business unit onlyLeads owned by anyone in your organization

Answer:

Explanation:

Answer Area	Scenario	Privilege
	Add notes to leads	<ul style="list-style-type: none">Leads owned by people in your business unit onlyLeads owned by you onlyLeads owned by anyone in your organization
	Assign leads to other users	<ul style="list-style-type: none">Leads owned by your business unit and its child business units onlyLeads owned by people in your business unit onlyLeads owned by anyone in your organization

Explanation:

Add notes to leads - "Leads owned by you only"

The role has user-level create and edit privileges on the lead and note entities, meaning the user can only create and edit records that

they personally own.

Assign leads to other users - "Leads owned by your business unit and its child business units only" The role has business unit-level assign privileges, which allows the user to assign leads within their own business unit and its child business units but not across the entire organization.

NEW QUESTION # 24

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