

# Top MB-280 Latest Braindumps Pdf Free PDF | Efficient Valid MB-280 Test Answers: Microsoft Dynamics 365 Customer Experience Analyst



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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>Implement Security and Customizations in Dynamics 365 Sales:</b> This section addresses the implementation of security measures and customization options within Dynamics 365 Sales for Dynamics 365 Sales Professionals.</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>
Topic 4	<ul style="list-style-type: none"><li>• <b>Extend and Enhance Dynamics 365 Sales Capabilities:</b> 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.</li></ul>

Topic 5	<ul style="list-style-type: none"> <li>• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.</li> </ul>
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## Valid MB-280 Test Answers & Valid MB-280 Exam Syllabus

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### Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q47-Q52):

#### NEW QUESTION # 47

You use opportunities in Dynamics 365 Sales.

Opportunities that were closed as lost frequently come back and are eventually won.

You need to be able to track these occurrences and have insight into the process.

What happens during the reopen and close process? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area	Scenario	Result
A lost opportunity is reopened.		<input type="checkbox"/> The Opportunity Close record is deleted.
		<input type="checkbox"/> The Opportunity Close record changes status to Inactive.
		<input type="checkbox"/> The Opportunity Close record changes status to In Progress.
The same opportunity is closed as won.		<input type="checkbox"/> The current Opportunity Close record updates with the new close details and status of completed.
		<input type="checkbox"/> A new Opportunity Close record is created with the new close details and status of completed.

#### Answer:

#### Explanation:

Answer Area	Scenario	Result
A lost opportunity is reopened.		<input type="checkbox"/> The Opportunity Close record is deleted.
		<input type="checkbox"/> The Opportunity Close record changes status to Inactive.
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The same opportunity is closed as won.		<input type="checkbox"/> The current Opportunity Close record updates with the new close details and status of completed.
		<input type="checkbox"/> A new Opportunity Close record is created with the new close details and status of completed.

### NEW QUESTION # 48

#### Drag and Drop Question

Your organization introduced a new loyalty solution that exposes the loyalty profile and related point transactions in an Azure SQL Database.

You need to ensure the new loyalty data is imported from the Azure SQL Database into Dynamics 365 Customer Insights ?Data and refreshed incrementally.

Which five actions should you perform in sequence within Customer Insights ?Data before selecting Save to complete the creation?

To answer, move the five appropriate actions from the list of actions to the answer area. Arrange the five actions in the correct order.

#### Answer:

Explanation:

Explanation:

Step 1: Create a new data source based on Microsoft Power Query

To configure Dynamics 365 Customer Insights - Data, first bring in source data for processing.

Customer Insights - Data provides several types of data connectors to connect to and ingest data from a broad set of sources.

Customer Insights - Data, Connect to a Power Query data source

Power Query with data source Azure SQL Database supports incremental refresh.

Step 2: Select the data source and tables to ingest

Connect to Azure SQL database from Power Query Desktop

To connect to an Azure SQL database from Power Query Desktop, take the following steps:

1. Select Azure SQL database in the get data experience. The get data experience in Power Query Desktop varies between apps
2. In SQL Server database, provide the name of the server and database (optional).
3. Select either the Import or DirectQuery data connectivity mode.

[Steps omitted]

7. In Navigator, select the database information you want [Step 2], then either select Load to load the data or Transform Data [Step 3] to continue transforming the data in Power Query Editor.

The screenshot shows the Microsoft Power Query Navigator interface. On the left, a list of tables is displayed under the 'HumanResources' database. The 'HumanResources.Employee' table is selected. The main area shows a preview of the 'HumanResources.Employee' table with the following columns: BusinessEntityID, NationalIDNumber, LoginID, OrganizationNode, OrganizationLevel, and JobTitle. The data is as follows:

BusinessEntityID	NationalIDNumber	LoginID	OrganizationNode	OrganizationLevel	JobTitle
1	295847284	adventure-works\ken0		null	Chief Executive Officer
2	245797967	adventure-works\terri0	/1/	1	Vice President of Sales
3	509647174	adventure-works\roberto0	/1/1/	2	Engineering Manager
4	112457891	adventure-works\rob0	/1/1/1/	3	Senior Sales Representative
5	695256908	adventure-works\gail0	/1/1/2/	3	Design Engineer
6	998320692	adventure-works\jossef0	/1/1/3/	3	Design Engineer
7	134969118	adventure-works\dylan0	/1/1/4/	3	Resales Manager
8	611994146	adventure-works\diane1	/1/1/4/1/	4	Resales Representative
9	456797903	adventure-works\gigi0	/1/1/4/2/	4	Resales Representative
10	879342154	adventure-works\michael6	/1/1/4/3/	4	Resales Representative
11	974026903	adventure-works\ovidio0	/1/1/5/	3	Senior Sales Representative
12	480168528	adventure-works\thierry0	/1/1/5/1/	4	Territory Sales Representative
13	486228782	adventure-works\janice0	/1/1/5/2/	4	Territory Sales Representative
14	42487730	adventure-works\michael8	/1/1/6/	3	Senior Sales Representative
15	56920285	adventure-works\sharon0	/1/1/7/	3	Design Engineer

Step 3: Complete the transformation steps and select Next,

Step 4: In the Set up incremental refresh dialog box, select Set up to open the Incremental refresh settings.

When you select Incremental Refresh [Step 4], a pop-up window will appear. In this window, select the table [Step 5] that you want to set up for incremental refresh and click the button next to Incrementally refresh this table.

Step 5: Select the tables and provide the required incremental refresh details.

### NEW QUESTION # 49

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.

You recently implemented Dynamics 365 Sales within your organization's sales team. Based on the initial evaluation, adoption is limited as most sales users prefer to work from Microsoft Outlook.

You decide to enable the Dynamics 365 App for Outlook.

You need to perform the various actions required. Each correct action is part of the solution but does NOT solve the problem completely.

Solution: You test the email configuration and enable the mailboxes for the Dynamics 365 App for Outlook designated users.

Does this meet the goal?

- A. No
- B. Yes

**Answer: B**

Explanation:

Correct:

\* : From the email settings in the Advanced settings, you migrate email router data from server- side synchronization to Dynamics 365 app for Outlook.

[See step 1 below. Use Server-side synchronization]

\* You test the email configuration and enable the mailboxes for the Dynamics 365 App for Outlook designated users. [Yes, see step 2 below] Incorrect:

\* Within the system settings and email configuration, you set Process Email Using to Dynamics 365 for Outlook. [No, set this to Server-side synchronization. See step 1 below] Note:

Deploy and install Dynamics 365 App for Outlook

Step 1: Set the default synchronization method

To use Dynamics 365 App for Outlook, you need to set server-side synchronization for your email processing.

1. From your app, go to Settings > Advanced Settings.

2. Go Settings > Administration and then select System Settings.

3. Select the Email tab, and set Process Email Using to Server-Side Synchronization.

Step 2: Test email configuration and enable mailboxes

Enable and test your user mailboxes so they can use Dynamics 365 App for Outlook.

## NEW QUESTION # 50

Drag and Drop Question

You are implementing a new Dynamics 365 Customer Insights - Data environment for your organization.

You complete ingesting the data you need to unify and navigate to the correct page in the Customer Insights - Data application to begin the unification process.

You need to complete the first part of the unification process following best practices.

Which five actions should you perform in sequence? To answer, move the five appropriate actions from the list of actions to the answer area. Arrange the five actions in the correct order.

**Answer:**

Explanation:

#### Actions

Ensure that fields you wish to combine from different tables have a different **Type**, then save the unified customer fields.

Navigate to Insights and create a measure using count aggregation.

#### Order

Select **Get started** under **Customer data**.

Select the tables and attributes containing the data you need for the unification process.

Identify the primary key for each table.

Ensure that attributes you wish to combine from different tables have the same **Type**, then select **Save source fields**.

Confirm the **Type** for each attribute.

#### Explanation:

1. Select Get started under Customer data.

This is the first step to begin the unification process in Customer Insights - Data.

2. Select the tables and attributes containing the data you need for the unification process. After starting, you must choose the tables and attributes that will be used for unification.

3. Identify the primary key for each table.

Each table must have a primary key that uniquely identifies records.

4. Ensure that attributes you wish to combine from different tables have the same Type, then select Save source fields. Before unifying, attributes from different sources must have the same type to ensure proper mapping.

5. Confirm the Type for each attribute.

After selecting source fields, confirming the attribute types ensures data consistency.

#### NEW QUESTION # 51

An organization is using Microsoft Power Query when connecting to data sources in Dynamics 365 Customer Insights - Data.

You need to load contacts to Customer Insights - Data using Power Query.

Which is an appropriate action to take when using Power Query to ingest data?

- A. You must create a separate Power Query data source for each table you wish to ingest.
- **B. You can add additional tables to the data source using Get Data functionality in the Power Query.**
- C. After you save a Power Query data source, you have to manually trigger the initial refresh process.
- D. You can only add additional columns to the dataset in Power Query before the data source is created in Customer Insights - Data.

#### Answer: B

#### Explanation:

When using Power Query in Dynamics 365 Customer Insights - Data, you have the flexibility to add additional tables to your data source through the Get Data functionality. This allows you to manage multiple tables and sources efficiently within a single Power Query environment.

#### NEW QUESTION # 52

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