

# MB-280 Übungsfragen: Microsoft Dynamics 365 Customer Experience Analyst & MB-280 Dateien Prüfungsunterlagen



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Ich kann mein Leben und Arbeit jetzt nicht ertragen. Ich hoffe auf eine andere bessere Arbeit. Sind Sie der ähnlichen Meinung? Aber, wie kann ich bessere Arbeit bekommen? Lieben Sie IT? Wollen Sie durch IT-Zertifizierungsprüfungen Ihre Fähigkeit beweisen? Wenn ja, nehmen Sie vielleicht an den IT-Zertifizierungsprüfungen teil. Es ist sehr wichtig, MB-280 Zertifizierung zu bekommen, wenn Sie großen Erfolg in diesem Bereich machen wollen. Damit können Sie neue Chancen für Ihre Karriere schaffen. Wissen Sie Microsoft MB-280 Prüfung? Die MB-280 Zertifizierung kann es erleichtern, dass Sie einen Job finden wollen. Aber fühlen Sie es sehr schwierig, die MB-280 Prüfung zu bestehen? Es macht nichts, weil Sie die MB-280 Prüfungsmaterialien von EchteFrage benutzen können.

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### Microsoft MB-280 Prüfungsplan:

Thema	Einzelheiten
Thema 1	<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>
Thema 2	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Thema 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

- **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.

## Microsoft Dynamics 365 Customer Experience Analyst MB-280 Prüfungsfragen mit Lösungen (Q127-Q132):

### 127. Frage

The sellers at your organization are keen to adopt generative AI capabilities and use them efficiently.

They have been editing Contact records directly in Copilot for Sales and have now provided feedback that they would be more productive if they could also edit Account records directly in Copilot for Sales.

However, the vice president of sales does NOT want the sellers to be able to edit the "Revenue Forecast" field in Copilot for Sales. You need to enable these requirements.

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

#### Antwort:

Begründung:

Reference:

By following these steps, you enable the sellers to edit Account records in Copilot for Sales while restricting access to the "Revenue Forecast" field, ensuring both productivity and compliance with organizational policies.

### 128. Frage

The assistant to the sales leader has some questions on how delegation works when using the Dynamics 365 App for Outlook. They want to know how columns are populated when an email is tracked.

You need to explain the behavior of the tracked email messages, in particular, what is set as the owner of the tracked email from a delegated mailbox.

What should you convey?

- A. System (as it is promoted by server-side synchronization).
- B. The delegate user.
- C. The owner of the linked contact that sent the email.
- **D. The primary mailbox owner.**

#### Antwort: D

Begründung:

When an email is tracked in Dynamics 365 from a delegated mailbox, the primary mailbox owner is set as the owner of the tracked email. This means that if an assistant sends or tracks an email on behalf of another user, the email's ownership will reflect the primary mailbox owner rather than the delegate.

This behavior ensures that activities are correctly associated with the user who owns the mailbox, aligning with the ownership structure in Dynamics 365.

Reference: Microsoft Documentation - Delegate Access and Email Tracking in Dynamics 365

### 129. Frage

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

#### Antwort: A,D

Begründung:

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.

### 130. Frage

You are the Dynamics 365 Sales administrator at a technology firm that sells to other businesses.

The sales team recently created specific statuses when developing leads.

You need to add additional options for the sales team to select after they have had an initial conversation with a lead.

Which component should you configure on the lead table?

- A. Update details on the Product relationship.
- **B. Add new options to the Status Reason column.**
- C. Add new options to the Status column.
- D. Update details on the Opportunity relationship.

**Antwort: B**

### 131. Frage

A company has three business units. User privileges are set to ensure that users can only see records owned by their own business units.

If a contact is needed for all business units, one contact record must be created for each business unit. A contact is considered a duplicate if the First , Last Name, Email or Preferred Phone, and Business Unit columns match.

Name

You must ensure that duplicate records are NOT created for contacts.

You need to create the duplicate detection rules.

Which two filters should you configure? Each correct answer is part of the complete solution.

(Choose two.)

NOTE: Each correct selection is worth one point.

- **A. First Name and Last Name and Email and Business Unit**
- B. First Name and Last Name and Owner
- C. First Name and Last Name and Email
- **D. First Name and Last Name and Preferred Phone and Business Unit**
- E. First Name and Last Name and Preferred Phone

**Antwort: A,D**

Begründung:

First Name, Last Name, and Business Unit must be match in both filter.

Additionally Preferred Phone in one of the filters.

Also Email in the other filter.

### 132. Frage

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