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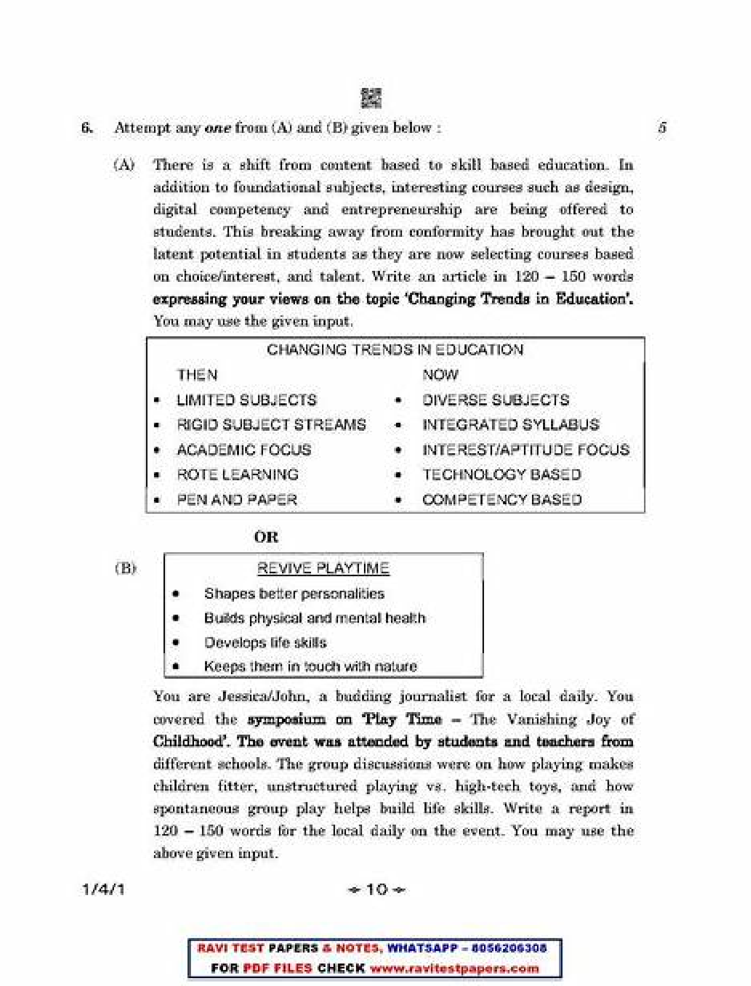

6. Attempt any *one* from (A) and (B) given below : 5

(A) There is a shift from content based to skill based education. In addition to foundational subjects, interesting courses such as design, digital competency and entrepreneurship are being offered to students. This breaking away from conformity has brought out the latent potential in students as they are now selecting courses based on choice/interest, and talent. Write an article in 120 – 150 words **expressing your views on the topic 'Changing Trends in Education'.** You may use the given input.

CHANGING TRENDS IN EDUCATION	
THEN	NOW
• LIMITED SUBJECTS	• DIVERSE SUBJECTS
• RIGID SUBJECT STREAMS	• INTEGRATED SYLLABUS
• ACADEMIC FOCUS	• INTEREST/APTITUDE FOCUS
• ROTE LEARNING	• TECHNOLOGY BASED
• PEN AND PAPER	• COMPETENCY BASED

OR

(B) REVIVE PLAYTIME

- Shapes better personalities
- Builds physical and mental health
- Develops life skills
- Keeps them in touch with nature

You are Jessica/John, a budding journalist for a local daily. You covered the **symposium on 'Play Time – The Vanishing Joy of Childhood'. The event was attended by students and teachers from** different schools. The group discussions were on how playing makes children fitter, unstructured playing vs. high-tech toys, and how spontaneous group play helps build life skills. Write a report in 120 – 150 words for the local daily on the event. You may use the above given input.

1/4/1 ~ 10 ~

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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.

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The 24/7 support system is there for the students to assist them in the right way and solve their real issues quickly. The Microsoft Dynamics 365 Customer Experience Analyst can be used instantly after buying it from us. Free demos and up to 1 year of free updates are also available at SITE. Buy the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) Now and Achieve Your Dreams With Us!

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q144-Q149):

NEW QUESTION # 144
Your organization is using Dynamics 365 Sales to track its sales pipeline, and you have implemented sales forecasting using the out-of-the-box sample forecast configuration.
The vice president of sales wants the forecast to categorize lost deals using the more detailed opportunity status code reasons of "Cancelled" and "Outsold." You need to enable the detailed categorization requested by the vice president of sales.
Which two actions should you take? Each answer presents part of a solution. (Choose two.) NOTE: Each correct selection is worth one point.

- A. Add the detailed lost reasons to the msdyn_forecastinstance status code option set.
- B. Add the detailed lost reasons to the opportunity forecast category option set.
- C. Update the field mappings in the Opportunity Forecast Category Mapping Process workflow.
- D. Create a new cloud flow to map opportunity state code to forecast category.

Answer: B,C

Explanation:
To ensure that the sales forecast categorizes lost deals using more detailed reasons like
"Cancelled" and "Outsold," you need to modify how the opportunity status codes are mapped to the forecast categories.
Add the detailed lost reasons to the opportunity forecast category option set This ensures that the system can recognize and categorize opportunities as "Cancelled" or
"Outsold" within the forecast. The forecast category option set must be updated to accommodate the new lost reasons.
Update the field mappings in the Opportunity Forecast Category Mapping Process workflow This workflow determines how opportunity status codes map to forecast categories. Updating the field mappings ensures that opportunities with "Cancelled" or "Outsold" reasons are correctly classified within the forecast.

NEW QUESTION # 145
You manage a Dynamics 365 Sales environment where users can only view and edit their own records.
User2 is assisting with User1's opportunities while User1 is on vacation. User1 remains the owner of User1's opportunities.
User2 has reported that they CANNOT update User1's opportunities.
You need to diagnose the issue.
What should you do?

- A. Ensure User2 is added to the Sales team.
- B. Ensure User2 is added to an Access team.
- C. Ensure the record is assigned to User2.
- D. Ensure User2 is added to the Owner team.

Answer: B

Explanation:
Dynamics 365 Sales uses the Opportunity Sales Access Team template to provide access to the opportunity record to all the users connected under the Sales team connection role category. A salesperson who might not have access to a given opportunity record by their assigned security role privileges can still get access when added as a sales team member from this subgrid. This allows the sales team member users to access and work with the opportunity record in Dynamics 365 on a per-record basis. Similarly, when

an existing sales team member is deleted from the subgrid, the access to the opportunity record granted via the access team template is also removed.
Note: Use access teams and owner teams to collaborate and share information When to use access teams The teams are dynamically formed and dissolved. This typically happens if the clear criteria for defining the teams, such as established territory, product, or volume aren't provided.
The team members require different access rights on the records. You can share a record with several access teams, each team providing different access rights on the record. For example, one team is granted the Read access right on the account and another team, the Read, Write and Share access rights on the same account.
A unique set of users requires access to a single record without having an ownership of the record.
Reference:
https://learn.microsoft.com/en-us/dynamics365/sales/stakeholders-sales-team-members
https://learn.microsoft.com/en-us/dynamics365/customerengagement/on-premises/developer/use-access-teams-owner-teams-collaborate-share-information

NEW QUESTION # 146
You are customizing a workspace in the sales accelerator.
The workspace must display the industry of a company.
You need to configure the work item appearance for a company.
Which two settings should you modify? To answer, select the appropriate UI element in the answer area.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:

NEW QUESTION # 147
Case Study 1 - Contoso Ltd
Background information
Contoso Ltd. has started a new division that provides janitorial services to businesses.
The sales teams for this division are using a dedicated instance of Dynamics 365 Sales.
Contoso Ltd.'s sellers are becoming accustomed to Copilot in Sales and Sales Insights features.
They have identified several desired enhancements.
System configuration
The base currency for all opportunities in the system is US dollars (USD). The administrator has NOT enabled installed premium Sales Insights features. All users have Premium licenses.
Contoso Ltd. uses Exchange Online for email.
Only three default insights cards are turned on:
1. Close date coming soon
2. Meeting today
3. Upcoming meeting
The system administrator has set the following days before notifying me value for the Close date coming soon card to 21 days.
Contoso Ltd. has also just set up Dynamics 365 Customer Insights
- Journeys for marketing automation. No segments or customer journeys have been defined yet.
Dynamics 365 Sales and Customer Insights - Journeys both share the same instance of Microsoft Dataverse.
Copilot in Dynamics 365 Sales settings
The following screenshots show the configured fields for opportunity settings summaries and recent changes in Copilot.
Contoso Ltd. Personnel
Business development managers
Contoso Ltd. has 30 business development managers (BDMs) across its sales teams. Each BDM is responsible for selling janitorial services to new and existing clients. All BDMs are assigned the sales manager security role in Dynamics 365 Sales.
Any BDM can own an opportunity, even if a different BDM owns the client account record. Any other BDMs assigned to work on the opportunity will be included in the opportunity record's sales team. Opportunity records owned by a BDM will never include any additional client stakeholders other than the named contact for the opportunity.
The BDMs have been told to document all client communications in Dynamics 365, but they frequently exchange emails with client contacts through Microsoft Exchange WITHOUT tracking them in Dynamics 365.
Digital sales team
Contoso Ltd. has a digital sales team that comprises 10 junior sales resources who focus on lead qualification and conversion to

opportunities. Members of this team are assigned a single custom security role named Digital seller that is a copy of the standard Salesperson role. View audit history and view audit summary permissions are disabled.
The team currently receives leads from an online form on Contoso Ltd.'s website. Many online lead submissions end up being duplicates, and the team manually reconciles the duplicates by comparing last name, email address, and phone number for all submitted leads.

Clients

Client tiers

Clients are grouped into tiers based on annual revenue as calculated in a system outside Dynamics 365 Sales. Clients receive different levels of ongoing service and support based on their tier assignment.
Annual revenue values for accounts and corresponding tier values are written to Dynamics 365 through a nightly batch process. Client tier values are only updated when they change, and tier value will always be blank for accounts with no calculated annual revenue.
The tier structure is:
Tier A -- annual revenue greater than or equal to $10,000,000 USD
Tier B -- annual revenue greater than $5,000,000 USD and less than $10,000,000 USD Tier C -- annual revenue greater than $0 USD and less than or equal to $5,000,000 USD The tier label is stored in a custom text field named Client tier (contoso_clienttier) that contains only a single letter or is blank.

Northwind Traders account

There are three BDMs who frequently work together on large opportunities.
BDM1 is the account owner for Northwind Traders, a multinational client.
- BDM1 owns all Northwind Traders opportunities with estimated revenue greater than or equal to
$1,000,000. BMD2 and BDM3 are assisting BDM1 with several opportunities for Northwind Traders in different cities.
- BDM3 owns all other Northwind Traders opportunities. BDM3 is NOT a sales team member for any of the opportunities BDM1 owns.
- BDM2 is a sales team member for all Northwind Traders opportunities.
Client Contact1 is the primary contact for the Northwind Traders' account. There are two other client contacts with whom the Northwind account team regularly engages - Client Contact2 and Client Contact3.

BDM1 and Northwind Traders account

BDM1 has been on vacation for two weeks. During vacation, BDM1 did NOT log into Dynamics
365, and BDM2 made the following updates to several open Northwind Traders opportunities.
BMD2 also scheduled an internal meeting with BMD1 for the day they return to discuss a request from the primary contact for the account. The meeting has the "London office" opportunity as its regarding value.

Desired enhancements

The global sales lead requests the following enhancements:
1. A "Welcome" email should be sent to the primary contact for an account when the account first enters any client tier. This email should only be sent to the primary contact once.
2. Account owners should receive immediate notifications in the assistant in Dynamics 365 Sales when accounts change tiers. The notifications should include the account name and current tier.
3. A "Getting started" email should be sent to the main contact associated with an opportunity when the opportunity status is set to "Won."
1. The email should include a link to a custom onboarding form where the contact can supply information required to start the janitorial services for a given location.
2. If the contact does NOT click any links in the email, a follow-up email should be sent.
4. All emails between BDMs and client contacts should be available for relationship analytics KPIs. Emails sent by other users outside of Dynamics 365 should NOT be included in the KPIs.
The digital sales team lead requests the following enhancements:
1. The ability for team members to use Copilot to summarize changes to lead records.
2. Replace the current online form used by their team to capture new leads. The new form should automatically handle duplicates using the rules the team currently applies manually.

Drag and Drop Question

You need to create and start a new customer journey to send "Welcome" emails to new customers.
Which three actions should you perform in sequence before you publish the journey? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Answer:

Explanation:

Explanation:
1. Create a trigger-based journey that triggers on changes to the contoso_clienttier field. Since the "Welcome" email should be sent when an account first enters any client tier, a trigger-based journey is required. The trigger should activate when the contoso_clienttier field is updated with a value.

2. Select the frequency as a one-time journey where newly added members can start at any time.
A one-time journey with newly added members ensures that each new primary contact will enter the journey when their account first gets assigned a tier.
3. Add the journey steps.
After defining the journey type and trigger, the necessary email steps (sending the "Welcome" email) must be added before publishing.

NEW QUESTION # 148
Drag and Drop Question
The product development team for a toy company creates a new remote-control toy.
You need to create the necessary records and record relationships to sell the product for a newly deployed Dynamics 365 Sales system.
Which five records and/or components should you configure in sequence? To answer, move the five appropriate records and/or components from the list of records and components to the answer area. Arrange the five records and/or components in the correct order.
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Answer:

Explanation:

Explanation:
Step 1: product families
Define your product catalog by organizing your products in a hierarchical structure by creating products and bundles under a product family, defining related products, and adding properties (attributes) to the parent product family so that all the child products and bundles under a product family automatically inherit the properties.
Step 2: products
Step 3: units
How the price for the product is determined for each unit of measure that is defined for that product.
Step 4: price lists
Define product pricing with price lists and price list items
Price lists tell your sales agents what to charge for your products or services. You can create multiple price lists so that you can maintain separate price structures for different regions, sales channels, or sales territories.
Price lists tie the unit, product, and pricing details together, so before you create a price list, make sure the units and products are in place.
Note: Create a Price List Item within a Price List
In the Price List form, select the Price List Items tab, and then select New Price List Item.
In the Price List Item form, fill in the following information:
Product: Select the product for which you're creating this price list.
Unit: Select the unit for the product you're creating this price list for.
Etc,
Step 5: price list items
Price List Item (ProductPriceLevel) table/entity reference (Microsoft Dynamics 365) Information about how to price a product in the specified price level, including pricing method, rounding option, and discount type based on a specified product unit.

NEW QUESTION # 149
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