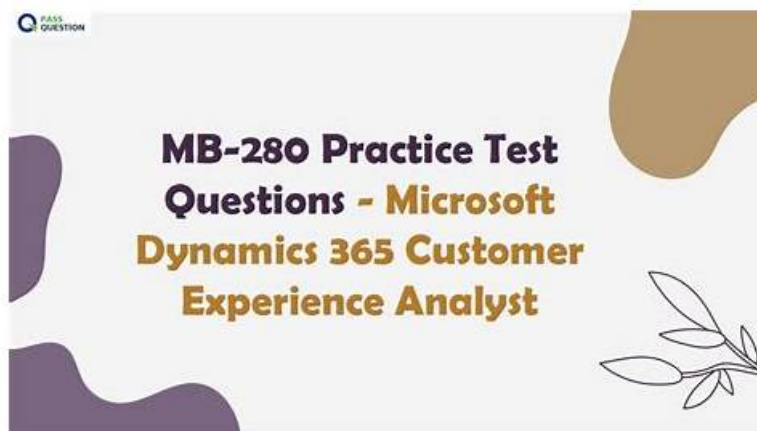


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### Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 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>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>

Topic 4	<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>
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## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q52-Q57):

### NEW QUESTION # 52

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege.

To which security role should you assign User1?

- A. Sales team member
- B. Forecast manager
- C. Vice president of sales
- D. Sequence manager

**Answer: C**

Explanation:

Correct:

\* Salesperson [Preferred]

\* Vice president of sales [Too much privilege compared to Salesperson. It is the second best option to be used if Salesperson is not an option] Incorrect:

\* Forecast manager [Too limited]

\* System customizer [Too limited]]

Users who have full permission to customize the environment. Users with this role have organization-level access to custom entities and user-level access to system entities.

Access includes but not limited to

reate, read, write, delete, and customizations across all features in the application.

\* Sales team member [Too limited]

\* Sequence manager [Too limited]

\* Vice president of sales [Too much privilege compared to Salesperson]

Users who typically manage the sales organization for several business units or the entire organization Access includes but not limited to Same permissions as the Sales Manager, except that their scope of access is broader.

Note 1:

\* Sales Manager

Users who manage a team of sellers and are responsible for the team's performance. They're also responsible for creating and managing products, setting sales targets, and projecting sales forecasts.

Access includes but not limited to

Access to product management, sales management, sales forecasting, and goal management, along with the privileges of the Salesperson role.

Note 2:

The principle of least privilege means granting the user only the minimum permissions necessary to perform their tasks. In this case, to allow User1 to assign salespeople to sales territories, the Salesperson role typically includes privileges related to managing sales processes, such as territories, while limiting access to broader system functions like those available to a Vice President of Sales or System Customizer.

The System Customizer and Vice President of Sales roles would grant more permissions than necessary, which would violate the principle of least privilege. The Sales Team Member role is typically too limited for assigning salespeople to sales territories, which requires more specific access.

### NEW QUESTION # 53

Drag and Drop Question


Your organization believes sales representatives can gain a lot of value from generative AI support in their daily tasks.

A group of early adopters has been identified and grouped into an Entra user group named "AI Early Adopters." You need to install Copilot for Sales in Microsoft Outlook in order to deploy it to this group.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer

area. Arrange the three actions in the correct order.


Actions	Order
As an administrator, go to Dynamics 365 <b>Settings</b> section and select <b>Solutions</b> .	
Access AppSource, search for and select <b>Copilot for Sales</b> .	
Select Save configuration to save your settings.	
Confirm you wish to deploy Copilot for Sales and then choose the "AI Early Adopters" user group.	
Read and accept the permissions for the app, confirm the deployment settings are correct, and select <b>Finish deployment</b> .	



**Answer:**

Explanation:

Actions	Order
As an administrator, go to Dynamics 365 <b>Settings</b> section and select <b>Solutions</b> .	
Select Save configuration to save your settings.	
	Access AppSource, search for and select <b>Copilot for Sales</b> .
	Confirm you wish to deploy Copilot for Sales and then choose the "AI Early Adopters" user group.
	Read and accept the permissions for the app, confirm the deployment settings are correct, and select <b>Finish deployment</b> .



Explanation:

Reference:

<https://learn.microsoft.com/en-us/microsoft-sales-copilot/install-viva-sales-as-an-integrated-app>

#### NEW QUESTION # 54

You need to enable the Dynamics 365 App for Outlook for the sales team.

You need to perform the prerequisite actions before you can add the app for all users.

Which two actions should you perform? Each correct answer presents part of the solution. Choose two.

NOTE: Each correct selection is worth one point.

- A. Enable mailboxes.
- B. Add the Dynamics 365 App for Outlook security role.
- C. Add the Dynamics 365 App to Outlook desktop app.
- D. Enable sending on behalf of other users setting.

**Answer: A,B**

Explanation:

\* Enable Mailboxes:

To use the Dynamics 365 App for Outlook, each user's mailbox must be enabled for server-side synchronization. This ensures that emails, appointments, and tasks can sync between Outlook and Dynamics 365.

Without enabling the mailboxes, the synchronization won't be functional, making it a critical prerequisite.

Reference:

\* Add the Dynamics 365 App for Outlook Security Role:

Users need to be assigned the Dynamics 365 App for Outlook security role to access the app. This role grants the necessary permissions to interact with Dynamics 365 through Outlook.

Assigning this role ensures that users have the correct access rights to use the app within their Outlook environment.

#### NEW QUESTION # 55

A company sells telephones. The company has a list of telephone colors that customers can choose. For one month, the company wants to sell a red phone at a special price. You need to set up the red phone for the sales team. How should you configure the product and price list items? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Configuration
Allow the sales team to select the red phone.	<input type="checkbox"/> Create a red telephone product. <input type="checkbox"/> Revise the telephone product. <input type="checkbox"/> Override the properties of the telephone. <input type="checkbox"/> Overwrite the properties of the telephone.
Allow the sales team to select special pricing for the red phone.	<input type="checkbox"/> Create a price list item for the telephone. <input type="checkbox"/> Create a price list item for the red phone product. <input type="checkbox"/> Update the existing price list item for the telephone. <input type="checkbox"/> Update the telephone default price list to a price list that lasts one month.

**Answer:**

**Explanation:**

Requirement	Configuration
Allow the sales team to select the red phone.	<input checked="" type="checkbox"/> Create a red telephone product. <input type="checkbox"/> Revise the telephone product. <input type="checkbox"/> Override the properties of the telephone. <input type="checkbox"/> Overwrite the properties of the telephone.
Allow the sales team to select special pricing for the red phone.	<input checked="" type="checkbox"/> Create a price list item for the red phone product. <input type="checkbox"/> Create a price list item for the telephone. <input type="checkbox"/> Update the existing price list item for the telephone. <input type="checkbox"/> Update the telephone default price list to a price list that lasts one month.

**NEW QUESTION # 56**

Drag and Drop Question

You are implementing Dynamics 365 Sales for a beverage company. The company sells drinks by individual cans, by the dozen, or by the case of 48 cans as follows:

- There are three flavors: strawberry, vanilla, and chocolate.
- Each can costs \$5.00.
- A dozen cans cost \$55.00.
- Each case has four dozen cans and costs \$200.00.
- A combination case includes a dozen cans of each flavor and costs \$160.00.
- Purchases of four or more cases receive an extra 10 percent off the price.

You need to set up the product catalog.

Which components should you use? To answer, move the appropriate components to the correct entry descriptions. You may use each component 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 selection is worth one point.

Components	Answer Area
Products	Entry description
Price Lists	Component
Discount Lists	Drink flavors list
Unit Groups	Four or more cases
	Combination case
	One can

**Answer:**

Explanation:

Components	Answer Area
	Entry description
	Component
	Drink flavors list
	Four or more cases
	Combination case
	One can

Explanation:

Drink flavors list - Products

Since the company sells drinks in different flavors (strawberry, vanilla, and chocolate), these are set up as Products in the product catalog.

Four or more cases - Discount Lists

A Discount List applies when a customer purchases four or more cases and receives a 10% discount.

Combination case - Price Lists

A Price List defines the pricing structure, including the special \$160.00 price for a combination case.

One can - Unit Groups

## NEW QUESTION # 57

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