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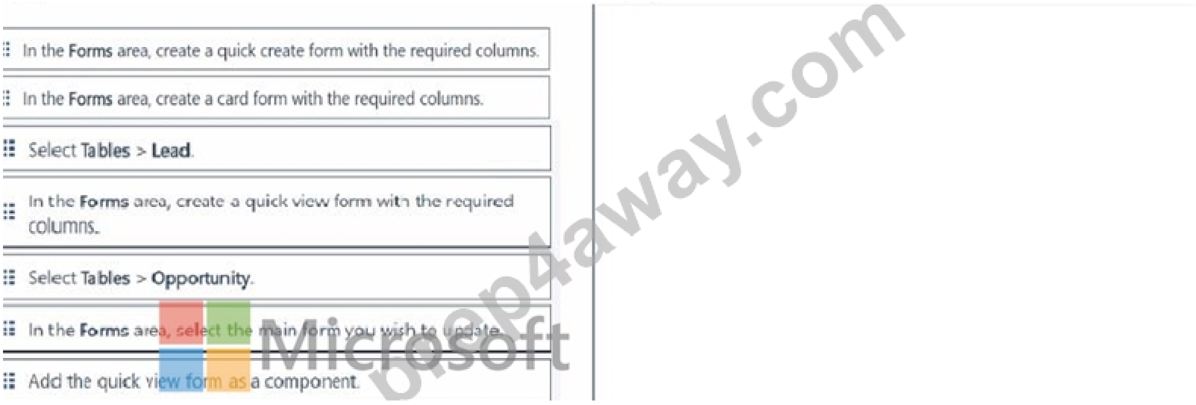
Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
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	• 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 4	• 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 5	• 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.

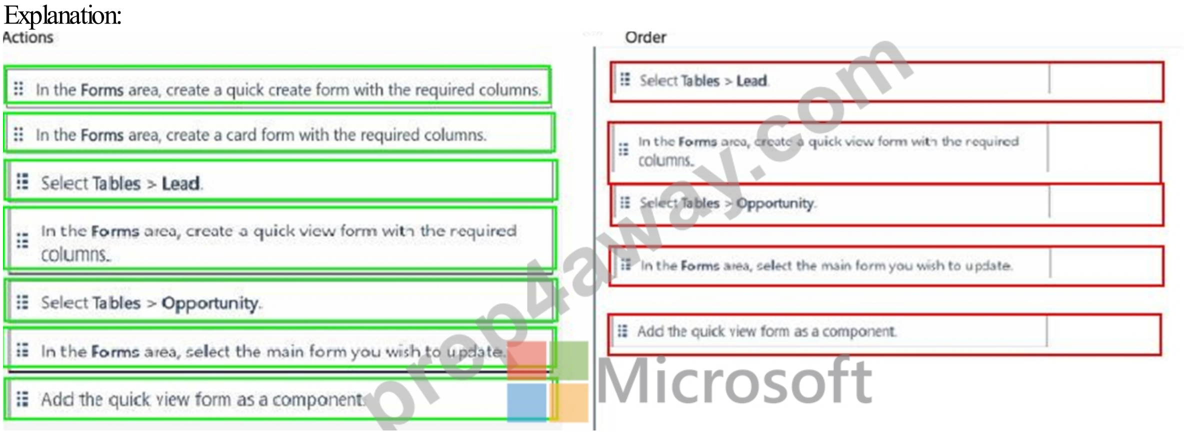
Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q64-Q69):

NEW QUESTION # 64
You are designing the user experience for sales users at your organization for a variety of tasks.
One of the user experience requirements is for sales users to be able to see information from custom attributes created for originating leads for opportunities WITHOUT having to navigate to the Lead record.
You are already signed in to the correct editing application and you now need to configure the user experience in Dynamics 365 Sales to enable this.
Which five actions should you perform in sequence before saving and publishing your changes? To answer, move the five appropriate actions from the list of actions to the answer are a. Arrange the five actions 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:



Reference:
In the Forms Area, Create a Quick View Form with the Required Columns:
Within the Lead table, go to the Forms section and create a Quick View form. The Quick View form will be designed to include the necessary custom attributes from the Lead table.
This step is crucial as the Quick View form will later be embedded in the Opportunity form to provide context about the originating lead.

Select Tables > Opportunity:
After configuring the Quick View form in the Lead table, navigate to the Opportunity table where you will embed this Quick View form.
In the Forms Area, Select the Main Form You Wish to Update:
Within the Opportunity table, go to the Forms area, and select the Main Form that sales users will use. This is where you will add the Quick View form created from the Lead table.
Add the Quick View Form as a Component:
Finally, add the previously created Quick View form as a component on the Opportunity Main Form. This will enable the embedded display of lead information, allowing users to view lead data directly within the Opportunity form.
Once added, save and publish the form to make the changes effective.
By following these steps, sales users can access lead information within the Opportunity form itself, streamlining their workflow by removing the need to navigate to the Lead record.
New

NEW QUESTION # 65
A company implements Dynamics 365 Sales.
The company has the following requirements:
- Employees must have quarterly goals. The goals must calculate all deals won by quarter for each goal.
- Managers must be able to look at the goals and calculations at any time.
The solution must use goal features WITHOUT customization.
You need to create the calculation.
What should you configure?

- A. Rollup table
- B. Rollup query
- C. Drill-down table
- D. Goal metric

Answer: B

Explanation:
Dynamics 365 Sales, Define and track your sales goals
Define rollup queries
Rollup queries are used to define the records that should be included in the goal rollup. Rollup queries are created for each goal rollup field. For example, you could create a goal metric that measures all invoices closed within a specific period. You could then create a rollup query to show invoices that are owned by a person, or raised for customers in a territory.
Goals roll up from the bottom of the goal hierarchy to the top, with Dynamics 365 rolling child goal totals into their parent goal totals.
Goals at the top of a hierarchy reflect a summation of all the goals in the organization.
You can only query one entity type in a query, but the query builder helps you make a query as simple or as complex as you need.
As you fine-tune your query, you can test the results.

NEW QUESTION # 66
A battery manufacturer wants to sell their batteries in boxes of 12 and cases of 24 boxes.
You need to set up a unit group so that the manufacturer can sell different quantities.
What should you create first?

- A. base unit
- B. primary unit
- C. related unit

Answer: A

Explanation:
In Dynamics 365, when setting up a unit group for products like batteries that will be sold in different quantities (boxes of 12 and cases of 24 boxes), you first need to create a base unit. The base unit serves as the fundamental measurement for the product, which in this case would likely be the individual battery.
Once the base unit is established, you can then create related units, such as:

Primary Unit: This could be the box (12 batteries) for regular sales.
Related Unit: This could be the case (24 boxes).
Setting up the base unit is essential as it defines the foundation for all related units in the unit group.

NEW QUESTION # 67
You have added the timeline control to the Pet main form, then saved and published your changes. You need to configure the timeline to display related Pet activities as required by Terra Flor a. Which two actions should you perform? Each correct answer presents a complete solution. Choose two, NOTE: Each correct selection is worth one point.

- A. In the Activity area of the timeline settings, remove all activity types, except for Task. Email and Phone Call.
- B. In the Record types of the timeline settings, uncheck the Notes option.
- C. In the Record types of the timeline settings, uncheck the Activities option.
- D. In the Notes area of the timeline settings, uncheck the Remove notes title when authoring option.
- E. In the Record types of the timeline settings, uncheck the Posts option.

Answer: A,E

Explanation:
The timeline control in Dynamics 365 allows users to view and interact with activities, notes, and posts associated with a record. To meet Terra Flora's requirements for displaying specific activities, you need to customize the timeline to show only certain activity types.
Removing All Other Activity Types Except Task, Email, and Phone Call (Option B):
According to Terra Flora's requirements, only Tasks, Emails, and Phone Calls should appear in the timeline for Pet records. Therefore, removing all other activity types ensures that only the relevant activities are shown. This customization is achieved in the timeline settings by unchecking unnecessary activity types.
Unchecking the Posts Option (Option C):
Since Terra Flora specified that posts should not appear on the timeline, you should uncheck the Posts option under the Record types settings in the timeline configuration. This action removes posts from the view, aligning with Terra Flora's requirement to exclude posts from the Pet records timeline.
Other Options Explanation:
Unchecking Notes (Option A) would prevent users from adding or viewing notes, which Terra Flora requires.
Unchecking the Activities Option (Option D) would disable all activities on the timeline, which does not meet Terra Flora's needs as they require Task, Email, and Phone Call activities.
Option E deals with the display format of notes but does not restrict their visibility, which does not align with the requirement to exclude posts specifically.
Reference from Microsoft Documentation:
For configuring and customizing the timeline control, refer to Customize a timeline control in Dynamics 365 documentation for detailed steps on modifying timeline settings and activity visibility.

NEW QUESTION # 68
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. System customizer
- B. Sales team member
- C. Salesperson
- D. Vice president of sales

Answer: C

Explanation:
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 # 69

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There is a high demand for Microsoft Dynamics 365 Customer Experience Analyst certification, therefore there is an increase in the number of Microsoft MB-280 exam candidates. Many resources are available on the internet to prepare for the Microsoft Dynamics 365 Customer Experience Analyst exam. Prep4away is one of the best certification exam preparation material providers where you can find newly released Microsoft MB-280 Dumps for your exam preparation.

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