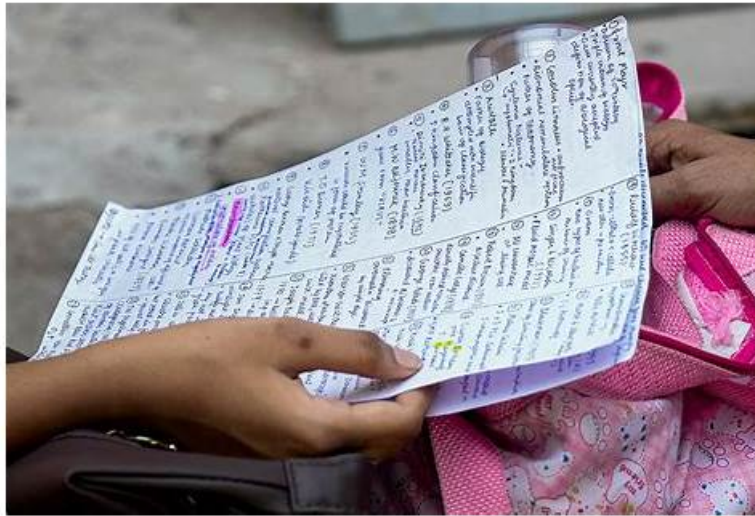


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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> 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 2	<ul style="list-style-type: none"> 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.
Topic 3	<ul style="list-style-type: none"> Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 4	<ul style="list-style-type: none"> 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.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q92-Q97):

NEW QUESTION # 92

You use business process flows for all Dynamics 365 opportunities.

Some opportunities are closed before business process flow durations are calculated.

You need to ensure that business process flow duration values are calculated.

Solution: Create a flow to update the Status Reason of the business process flow table record to "Finished" and the Status to "Inactive" when the opportunity is won.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

* Creating a flow to update the Status Reason of the business process flow table record to "Finished" and the Status to "Inactive" upon opportunity closure ensures that the business process flow is marked as complete. This triggers the calculation of duration values.

* This solution explicitly handles the process completion state, which guarantees that the business process flow duration is recorded even if the opportunity is won prematurely.

NEW QUESTION # 93

You created and published lead scoring models in the Dynamics 365 Customer Insights - Journeys application.

Your marketing team members inform you that they are NOT able to view the lead scoring insights. You confirm the lead scoring models are published and are Live.

You need the marketing team to be able to view the lead scoring insights.

What should you do?

- A. Assign the Lead Score Viewer security role to the users.
- B. Set all leads to Active state to capture the insights.
- C. Set automatic lead scores cleanup to No to capture the scoring.
- D. Re-publish the lead scoring models to allow the system to capture the insights.

Answer: A

Explanation:

To view lead scoring insights in Dynamics 365 Customer Insights - Journeys, users need the appropriate permissions granted by a specific security role. The Lead Score Viewer security role provides users with the necessary access to see lead scoring insights. Without this role, the marketing team will not have visibility into the lead scores, even if the models are published and live.

NEW QUESTION # 94

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 query
- B. Rollup table
- C. Goal metric

- D. Drill-down table

Answer: A

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.

Incorrect:

Not B: Define rollup fields

Rollup fields are used to calculate the actual and in-progress values for a goal metric.

Not D: Set goal metrics

Goal metrics let you define how a goal will be measured. For example, a sales team's performance can be measured based on the number of leads they get or the revenue amount.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/sales/goals-overview>

NEW QUESTION # 95

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

Answer: A

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.

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Reference:

<https://learn.microsoft.com/en-us/dynamics365/sales/goals-overview>

NEW QUESTION # 96

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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 configure forecasts for a clothing manufacturer.

A salesperson updates an opportunity and wants to refresh the forecast.

You need to show the salesperson how to refresh the forecast.

Solution: Update the Opportunity Forecast Category Mapping process.

Does this meet the goal?

- A. No
- B. Yes

Answer: A

Explanation:

Correct:

* Recalculate the forecast

Incorrect:

* Recalculate the opportunity.

* Update the Opportunity Forecast Category Mapping process.

Open the Opportunity Forecast Category Mapping Process workflow. You can customize or deactivate the workflow according to your organization's requirements.

Note:

Example of forecast recalculation methods

Let's understand the different methods with an example. Consider a scenario where you have a forecast with 4 quarterly periods and an annual period.

Assume that you're currently in Q4. The following table shows when and how the forecast data is updated for different scenarios and periods.

--

Dynamics 365 Sales, Recalculate forecasts manually

You want the forecast data to be up-to-date to make informed decisions. Forecast data is automatically recalculated at regular intervals. However, you can trigger a manual recalculation when you want to recalculate the forecast data immediately. You can also trigger a manual recalculation for past and future periods as they aren't automatically recalculated.

Recalculate and refresh forecast data manually

1. Open the forecast. Verify the Last updated timestamp on the command bar to know when the forecast was last recalculated successfully.

2. Select Recalculate data.

A notification appears at the top of the screen, confirming the recalculation. Recalculation happens in the background, and you can continue to work while recalculation is in progress.

3. After the application recalculates the forecast data, a notification appears to refresh the data.

On the notification, select Refresh page.

NEW QUESTION # 97

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