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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<ul style="list-style-type: none">• 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.
Topic 3	<ul style="list-style-type: none">• 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	<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.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions

(Q88-Q93):

NEW QUESTION # 88

You have enabled Dynamics 365 App for Outlook for your sales team.

Users report that they are dissatisfied that they must track the emails manually, so you propose folder-level tracking.

You need to enable folder-level tracking in your environment in order for your users to configure the rules.

Which three actions should you perform in sequence before saving your changes? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Actions	Order
<input type="checkbox"/> Select Server Profiles.	
<input type="checkbox"/> Turn tracking "On."	
<input type="checkbox"/> Disable Use tracking token.	
<input type="checkbox"/> Access Environment Settings in the Power Platform Admin Center.	
<input type="checkbox"/> Select Email Tracking settings.	
<input type="checkbox"/> Enable Use folder-level tracking from Exchange folders.	

Answer:

Explanation:

Actions	Order
<input type="checkbox"/> Select Server Profiles.	
<input type="checkbox"/> Turn tracking "On."	
<input type="checkbox"/> Disable Use tracking token.	
<input type="checkbox"/> Access Environment Settings in the Power Platform Admin Center.	<input type="checkbox"/> Access Environment Settings in the Power Platform Admin Center.
<input type="checkbox"/> Select Email Tracking settings.	<input type="checkbox"/> Select Email Tracking settings.
<input type="checkbox"/> Enable Use folder-level tracking from Exchange folders.	<input type="checkbox"/> Enable Use folder-level tracking from Exchange folders.

Reference:

Select Email Tracking Settings:

Within the environment settings, go to Email Tracking settings. This area contains the configuration options for email tracking, including methods for tracking emails automatically or manually, and where folder-level tracking can be configured.

Enable Use Folder-Level Tracking from Exchange Folders:

Once in the Email Tracking settings, enable the Use folder-level tracking from Exchange folders option. This feature allows users to automatically track emails by moving them into designated folders in their mailbox. It removes the need for manual tracking, as moving an email to a tracked folder automatically links it to Dynamics 365.

After enabling this setting, save the changes to activate folder-level tracking across the environment.

By following these steps, folder-level tracking will be enabled, allowing users to configure tracking rules based on specific folders in their Exchange mailboxes, streamlining the email tracking process within Dynamics 365.

NEW QUESTION # 89

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

Answer: B

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

create, 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 # 90

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet 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.

A company's IT department has a .CSV file stored on one of their Shared Documents folders within their Microsoft SharePoint sites. The data from the .CSV file is ingested into Dynamics 365 Customer Insights - Data.

The file contains a row header and columns of different types, such as quantities and prices. The file also contains some rows with a high proportion of nulls.

You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Transform the first row to be used as headers, and remove any special characters or spaces from header row. Remove rows with missing primary keys and name the query. Select Next and your data is now ready for unification.

Does this meet the goal?

- A. NO
- B. Yes

Answer: A

Explanation:

Correct:

* Transform the first row to be used as headers. Define column types to be the appropriate field types and name the query. Create a full name and fill address columns by merging the appropriate columns if they exist. Select Next and your data is now ready for unification.

The proposed solution effectively prepares the data for unification in Dynamics 365 Customer Insights - Data.

Here's how each step contributes to meeting the goal:

Transform the first row to be used as headers: This step is necessary to define the column names, which is critical for accurate data

interpretation.

Define column types to be the appropriate field types: Specifying the correct data types for each column ensures that the data will be processed correctly during unification, maintaining data integrity.

Create a full name and full address columns by merging the appropriate columns if they exist: This step enhances the dataset by consolidating relevant information into single columns, which can simplify data usage and improve data quality. Merging columns helps ensure that users can easily access essential information without navigating through multiple fields.

Select Next: This indicates that the data transformation steps are completed and the dataset is ready for the unification process.

Incorrect:

* Define column types to be appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns, if they exist. Select Next and your data is now ready for unification.

Does not address the problem with null values.

* Remove any rows where the primary key is missing, delete any leading or trailing zeros on the primary key, and name the query.

Select Next and your data is now ready for unification.

Problem not related to the primary key.

* Transform the first row to be used as headers, and remove any special characters or spaces from header row.

Remove rows with missing primary keys and name the query. Select Next and your data is now ready for unification.

Does not address the problem with null values.

* Transform the first row to be used as headers, define column types to be the appropriate field types and name the query. Select Next and your data is now ready for unification.

Solution removes all rows with null values, which can lead to significant data loss, especially if those rows contain important information.

It may compromise data quality by eliminating rows, which can impact analysis and insights.

* Transform the first row to be used as headers, remove rows that contain null values, and name the query.

Select Next and your data is now ready for unification.

While the solution includes transforming the first row to be used as headers and naming the query, the step of removing rows that contain null values is problematic.

Removing all rows with null values can lead to significant data loss, particularly if those rows contain relevant information.

NEW QUESTION # 91

You are the Dynamics 365 administrator at an organization that uses both Dynamics 365 Customer Insights - Journeys and Dynamics 365 Sales.

You have configured Customer Insights - Journeys to create leads from web form submissions. You also allow your sales users to create leads using the user interface.

Your organization has recently hosted an event at a conference.

* You have a Customer Insights - Journeys web form to capture leads immediately at the conference.

* You expect sales users to enter lead information for prospects they meet at the event in the week after the conference.

You need to keep your data clean while also capturing all the valid leads from the event. What should you do?

- A. Go to the classic editor and remove Create permissions from the security group for sales users.
- B. Go to The settings area in Customer Insights - Journeys and ensure the default form matching strategy is selected.
- C. Go to the form in Customer Insights - Journeys and update the form so that it can either create new leads or update existing leads.
- **D. Go to business management settings and enable duplicate detection on leads based on email.**

Answer: D

Explanation:

* Requirement Analysis:

* The organization is collecting lead data from two sources: a web form created in Customer Insights - Journeys and manual entries by sales users. This setup could lead to duplicate entries if a lead is submitted through the web form and then entered manually by a sales user afterward.

* To ensure data integrity and avoid duplication, it is essential to implement a mechanism that identifies and manages duplicates automatically.

* Solution - Enabling Duplicate Detection:

* In Dynamics 365, duplicate detection can be configured to alert users or prevent the creation of records that already exist based on certain criteria (such as email).

* By enabling duplicate detection based on email addresses, the system will compare incoming lead data with existing records and prompt users if a duplicate is identified. This feature will ensure that leads collected from different sources are not duplicated unnecessarily.

* Steps to Enable Duplicate Detection for Leads Based on Email:

* Navigate to Settings > Data Management > Duplicate Detection Rules in Dynamics 365.

* Create a new Duplicate Detection Rule for the Lead entity. Specify that the system should check for duplicate records based on the email field.

* Publish the rule and ensure it is activated.

* After activation, this rule will prompt users whenever a duplicate email is detected, either from the Customer Insights - Journeys web form or manual entry by sales users.

Reference: Microsoft Documentation - Configure Duplicate Detection Rules in Dynamics 365 Benefits of Using Duplicate Detection: This approach does not restrict users from creating leads but ensures that duplicate entries are flagged, allowing users to review and decide whether to proceed.

It maintains data cleanliness by preventing unnecessary duplicates while ensuring all valid leads are captured from different sources. By implementing this solution, the organization can effectively manage potential duplicate leads, keeping the data clean and accurate across both Customer Insights - Journeys and Dynamics 365 Sales.

NEW QUESTION # 92

You have opportunities that have values in multiple currencies. You manually update currency exchange rates once per month. You need to ensure that currency values are accurately reported. When is the new currency exchange rate applied to the opportunity records?

- A. When an opportunity changes the status reason.
- B. When the calculate rollup field system job for the msdyn_projectteam table runs.
- C. When the calculate rollup field system job for the account table runs.
- D. When an opportunity changes the status.

Answer: A

Explanation:

* In Dynamics 365 Sales, currency exchange rates are applied to opportunity records when specific triggers occur. These exchange rates are updated manually on a periodic basis (e.g., once a month) to reflect current currency values.

* Exchange rates are recalculated for an opportunity when there is a change in the status reason (e.g., from open to won or lost). This trigger ensures that the most recent exchange rate is used when key changes occur in the opportunity lifecycle, maintaining accurate currency reporting.

NEW QUESTION # 93

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