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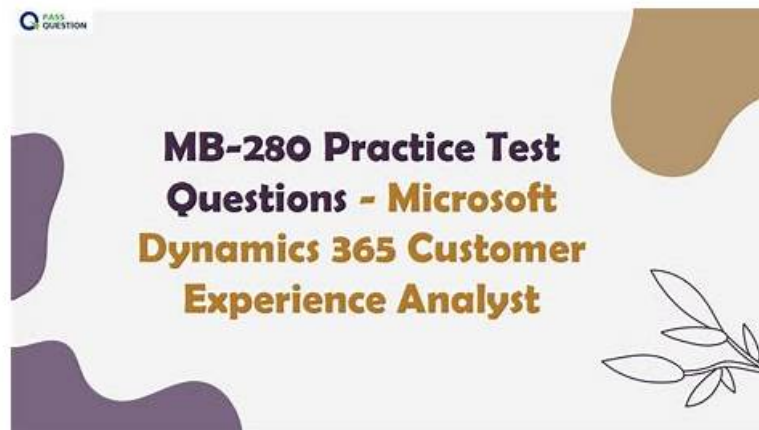

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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 3	• 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 4	• 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 5	• 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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MB-280 Practice Engine - Test MB-280 Questions Answers

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions

(Q44-Q49):

NEW QUESTION # 44

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

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
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 # 45

One of the data sources being ingested into Dynamics 365 Customer Insights - Data is Microsoft Dataverse.
During the unification process, you need to identify the primary key.
Which three data types can you use as a primary key attribute? Each correct answer presents a complete solution. (Choose three.)
NOTE: Each correct selection is worth one point.

- A. String
- B. Integer
- C. Boolean
- D. Whole Number
- E. GUID

Answer: A,D,E

Explanation:
In Dynamics 365 Customer Insights, during the unification process, the primary key must be unique for each record. The following data types can serve as a primary key:
Whole Number: Whole numbers are frequently used as primary keys, particularly when generated as sequential values.
String: Strings can be used as primary keys, especially when they represent unique values, such as codes or identification numbers.
GUID: A Globally Unique Identifier (GUID) is commonly used as a primary key in systems like Microsoft Dataverse, ensuring a unique value for each record.
Other options like Integer are not typically used independently of the Whole Number data type, and Boolean values cannot serve as primary keys since they can only have two possible values (True/False), which would not meet the uniqueness requirement for

identifying records.

NEW QUESTION # 46
The remote sales workforce of your organization has been using the integrated Teams chat to collaborate internally. To save time, you indicate to the sales leader that suggested contacts can be displayed when a seller starts a new connected chat.
The sales leader asked you to configure the ability to use suggested contacts.
Which three users can you use as a rule for suggesting contacts? Each correct answer presents a complete solution. Choose three.
NOTE: Each correct selection is worth one point.

- A. The system user who updated a timeline activity on the initiating record.
- B. The user assigned as your manager on your system user record.
- C. The Created By of the initiating record.
- D. The Last Modified By of the initiating record.
- E. The Record Owner of your linked business unit.
- F. The Record Owner of the initiating record.

Answer: B,C,F

Explanation:
Manager on System User Record:
Suggested contacts in Teams can include users directly linked to the individual starting the chat. The manager assigned on the user's system record can be a suggested contact, as this is a common relationship that suggests frequent communication.
Record Owner of the Initiating Record:
The owner of the record being discussed or acted upon is also likely to be a suggested contact. This is because the owner has primary responsibility for the record and would commonly need to be consulted or informed about actions related to it.
Created By of the Initiating Record:
If the user is the Created By for a record, they are associated with its initial setup or creation. As a result, they may be suggested when actions on that record are taken since they are familiar with its origins.
Reference:
These selections align with the rules typically used for suggesting contacts in integrated Teams chats, ensuring relevant parties are automatically suggested based on record associations and user relationships.

NEW QUESTION # 47
You are a Dynamics 365 Sales administrator. You create a forecast by using the forecast category layout shown in the exhibit:
Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.
NOTE: Each correct selection is worth one point.

Answer:

Explanation:
Reference:
Deleting the Lost Column from the Forecast:
To remove a column entirely, such as the Lost column, you should adjust the Forecast configuration. This configuration setting allows you to add or remove columns from the forecast grid.
Modifying Forecast configuration affects the structural aspects of the forecast, such as which columns are included, based on what is necessary for reporting and analysis.
By utilizing the Layout column settings for renaming columns and the Forecast configuration for adding or removing columns, you can tailor the forecast layout to meet specific business requirements, ensuring the forecast view is both relevant and easy for users to interpret.

NEW QUESTION # 48
A large construction company uses Dynamics 365 Sales to manage their sales pipeline.
All future jobs are logged in the system as opportunities. Depending on the type o(work, some opportunities close faster, and others take longer due to dependency on the third-party vendors.
The sales team does NOT currently use the "On hold* option, as it does NOT provide enough details.
When working with open opportunities, the sales manager wants to know whether opportunities are pending permits or require

asbestos removal.
You need to ensure that a salesperson can only select the "Pending Permits" or "Asbestos Removal" option when working with their opportunities to indicate the deal is taking longer.
What should you do?

- A. Edit the statecode column: rename the "On hold" status to "Asbestos Removal" and add a new 'Pending Permits" status value.
- B. Edit the statuscode column: add "Asbestos Removal" and 'Pending Permits" status values to the "Open" status reasons.
- C. Edit the statuscode column: add "Pending Permits" to the "Open" status reason values, and rename "On hold" to "Asbestos Removal."
- D. Edit the statecode column: rename the "Open" status value to "Asbestos Removal" and add a new "Pending Permits" status value.

Answer: B

Explanation:
Understanding the Statuscode and Statecode Columns:
In Dynamics 365 Sales, opportunities have two primary columns related to their status: statecode and statuscode.
The statecode defines the primary state of an opportunity (e.g., Open, Won, Lost).
The statuscode provides more granular reasons associated with each primary state. For example, within the "Open" state, you can have various reasons such as "In Progress," "On Hold," etc.
Reference:
Modifying Status Reasons for Open Opportunities:
The construction company wants to indicate when opportunities are delayed due to specific external factors. To accommodate this, they need specific status reasons like "Pending Permits" and "Asbestos Removal." By adding these as status reasons under the "Open" state, you enable sales team members to select these options directly from their current status options.
Steps to Add New Status Reasons to Open Opportunities:
Navigate to Solution: Go to the Dynamics 365 Sales app, then to Settings > Customizations > Customize the System.
Locate the Opportunity Entity: In the default solution, find and expand the "Entities" list, then select "Opportunity." Edit Statuscode Values: Within the "Opportunity" entity, select "Fields," then find and edit the statuscode field. Here, you can add new options under the "Open" status. Add "Pending Permits" and "Asbestos Removal." Publish the Changes: After adding and saving the new status reasons, publish the changes so that they are available to users.
Verifying Custom Status Reason Visibility:
Ensure the new options are available on the Opportunity form for selection.
Test by opening an Opportunity and confirming that the "Pending Permits" and "Asbestos Removal" options are available under the Open status reasons.
By following these steps, the sales team can now use specific status reasons to indicate why certain opportunities are delayed, providing clearer visibility into the sales pipeline's status.

NEW QUESTION # 49
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