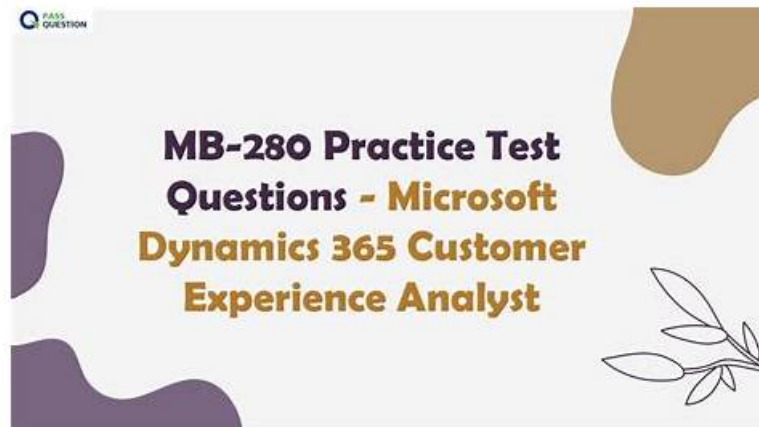


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Microsoft MB-280 Exam Syllabus Topics:

| Topic | Details |
|---------|--|
| Topic 1 | <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 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">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 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. |
| Topic 5 | <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. |

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q20-Q25):

NEW QUESTION # 20

You are a Dynamics 365 Sales administrator. You configure a forecast template that uses the Forecast category as a starting point for a layout for the sales team. The sales manager wants the value of the Lost column to come from the Total Detail Amount instead of the default value because the revenue is always driven by the items. You need to make the change. What should you do?

- A. Create a new forecast, remove the Lost column, and add a new calculated column.
- B. Edit the existing forecast, remove the Lost column, and add a new calculated column.
- **C. Edit the existing forecast and update the Amount column in the layout.**
- D. Create a new forecast and update the Amount column in the layout.

Answer: C

Explanation:

* Since the sales manager wants the Lost column in the forecast to reflect the Total Detail Amount, which is item-driven, you should update the Amount column in the existing forecast layout.

* By editing the existing forecast and changing the source for the Amount column to the Total Detail Amount, you can ensure the forecast accurately reflects item-based revenue calculations without needing to create a new forecast or add calculated columns.

NEW QUESTION # 21

You need to configure search to ensure the administrators can find all records which reference Corgis. Which action must you perform?

- A. Add columns to be searched to the Lookup view for each relevant table.
- B. For all relevant tables, ensure that the Can enable sync to external search index setting is False.
- C. Within system settings, select up to 10 relevant tables.
- **D. Within the solution, ensure all relevant tables are indexed.**

Answer: D

Explanation:

To enable comprehensive search capabilities for administrators to find all records referencing specific terms (such as "Corgis"), it is essential to ensure that all relevant tables are indexed.

In Dynamics 365, configuring search functionality for specific tables involves setting up the tables to be searchable, which can be done by indexing them within the solution.

Indexing relevant tables makes them accessible in the search feature and ensures all fields within those tables can be searched, allowing for quick retrieval of records that reference specific terms.

System settings (Option A) is limited to selecting up to 10 tables and is more about quick search rather than full indexing. The sync to external search index setting (Option C) is for integration with external search tools and does not directly impact internal search capabilities.

Adding columns to the Lookup view (Option D) affects how lookups work but does not influence full-text search results.

Reference from Microsoft Documentation:

For configuring search indexing, refer to Configure relevance search in Dynamics 365 for more information on indexing tables to enhance search capabilities.

NEW QUESTION # 22

You are working in Dynamics 365 Sales. You turn on the visibility of the Dynamics 365 Sales records in the channel.

A user working with leads is unable to pin the view into Microsoft Teams.

You need to identify the issue.

What should you do?

- A. Enable the External links within Teams option.

- B. Add users to the Teams channel.
- **C. Enable the Turn on Enhanced Microsoft Teams Integration option.**
- D. Add users to the correct security role.
- E. Disable the Turn on the linking of Dynamics 365 records to Microsoft Teams channels option.

Answer: C

Explanation:

For users to pin views of Dynamics 365 Sales records in Microsoft Teams, Enhanced Microsoft Teams Integration must be enabled. This feature allows users to seamlessly work with Dynamics 365 records within Teams and ensures proper synchronization between the two platforms.

NEW QUESTION # 23

Drag and Drop Question

A company has implemented Dynamics 365 Sales Enterprise. The salespeople often travel to meet customers and require mobile-friendly solutions to various scenarios.

You need to provide a solution for the traveling salespeople.

Which apps should you recommend in each scenario? To answer, move the appropriate apps to the correct scenarios. You may use each app 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 match is worth one point.

| Apps | Scenario | App |
|---|--|-----|
| Dynamics 365 Sales on the web | Receive push notifications about newly assigned leads. | |
| Dynamics 365 Sales mobile app | View Outlook meetings and appointments. | |
| Dynamics 365 for phones and tablets app | Generate SSRS quotes. | |

Answer:

Explanation:

Apps

| Scenario | App |
|--|---|
| Receive push notifications about newly assigned leads. | Dynamics 365 Sales mobile app |
| View Outlook meetings and appointments. | Dynamics 365 for phones and tablets app |
| Generate SSRS quotes. | Dynamics 365 Sales on the web |

Explanation:

Receive push notifications about newly assigned leads:

App: Dynamics 365 Sales mobile app

The mobile app is designed to provide real-time notifications and push alerts to salespeople while they are on the go.

View Outlook meetings and appointments:

App: Dynamics 365 for phones and tablets app

This app allows salespeople to view, manage, and synchronize their Dynamics 365 data, including meetings and appointments integrated with Outlook.

Generate SSRS quotes:

App: Dynamics 365 Sales on the web

SSRS quotes are typically generated using more robust tools available in the full web version of Dynamics 365 Sales, which provides access to advanced reporting features.

NEW QUESTION # 24

A company created a new table named Locations.

The sales team needs your help to make the Locations table visible in the Sales Hub. What should you do?

- A. Create a Location Group.
- B. Add Location to the App Designer.
- C. Create a Location Sub Area.
- D. Add Location as an Area.

Answer: B

Explanation:

To make a new table, such as Locations, visible in the Sales Hub, you need to modify the app using the App Designer in Dynamics 365. By adding the Locations table to the Sales Hub via the App Designer, you ensure that users in the Sales Hub can access and interact with the Locations data directly within the application.

NEW QUESTION # 25

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