

First-class MB-280 Preparation Materials: Microsoft Dynamics 365 Customer Experience Analyst, Deliver You the High-quality Exam Dumps



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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">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	<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 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 5	<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.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q55-Q60):

NEW QUESTION # 55

A company manually assigns leads to salespeople.

The sales manager requires automated lead assignment rules. An administrator enables the feature. However, you are unable to access the Assignment rules area.

You need to request access from the administrator.

Which security role should you request?

- A. Vice President of Sales
- B. Sales Manager
- C. Sequence Manager**
- D. Playbook Manager

Answer: C

Explanation:

Dynamics 365 Sales, Create and activate assignment rules

You can create and manage sequences and assignment rules through navigating to 'Personal Settings' area if users have sequence manager role.

NEW QUESTION # 56

BDM1 logs into the Sales Hub on June 3, 2024. BDM1 opens the assistant from the navigation bar.

Which two open opportunities will BDM1 see mentioned in the close date coming soon reminder cards? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Open Northwind Opportunities*								
Pipeline value	\$3,975,000.00	Number of deals in pipeline	5	Won amount	N/A	Number of won deals	0	Lost amount
Topic	Potential Customer	Est. close ... ↑	Est. revenue	Contact	Account	Probab...	Rating	En
<input type="checkbox"/> London Office	Northwind Traders	6/4/2024	\$1,000,000.00	Client Contact1	Northwind Traders	75	Warm	
<input type="checkbox"/> Toronto Office	Northwind Traders	6/12/2024	\$400,000.00	Client Contact2	Northwind Traders	75	Warm	
<input type="checkbox"/> Mexico City Office	Northwind Traders	6/18/2024	\$475,000.00	Client Contact1	Northwind Traders	90	Warm	
<input type="checkbox"/> Seattle Office	Northwind Traders	6/19/2024	\$1,000,000.00	Client Contact2	Northwind Traders	50	Warm	

Answer:

Explanation:

Open Northwind Opportunities*								
Pipeline value	\$3,975,000.00	Number of deals in pipeline	5	Won amount	N/A	Number of won deals	0	Lost amount
Topic	Potential Customer	Est. close ... ↑	Est. revenue	Contact	Account	Probab...	Rating	En
<input type="checkbox"/> London Office	Northwind Traders	6/4/2024	\$1,000,000.00	Client Contact1	Northwind Traders	75	Warm	
<input type="checkbox"/> Toronto Office	Northwind Traders	6/12/2024	\$400,000.00	Client Contact2	Northwind Traders	75	Warm	
<input type="checkbox"/> Mexico City Office	Northwind Traders	6/18/2024	\$475,000.00	Client Contact1	Northwind Traders	90	Warm	
<input type="checkbox"/> Seattle Office	Northwind Traders	6/19/2024	\$1,000,000.00	Client Contact2	Northwind Traders	50	Warm	

NEW QUESTION # 57

Your sales team lacks important information on the Opportunity Close form

You need to update the form.

Which out-of-the-box role must you have?

- A. System customizer
- B. System administrator
- C. Global administrator
- D. Sales manager

Answer: B

Explanation:

To update the Opportunity Close form in Dynamics 365 Sales, you need a role that allows modification of system entities, including the Opportunity entity and its associated forms. The System administrator role provides full access to all customization features in Dynamics 365, including modifying forms, fields, and layouts.

NEW QUESTION # 58

Hotspot Question

Both your sales and marketing teams use Dynamics 365 applications to conduct campaigns with customers.

Leadership has asked for sales and marketing campaigns to have parent campaigns applied so the combined success of sales and marketing efforts can be measured, along with each division's own success. They want the campaign hierarchy to be clear to users so they can see a "Parent Campaign" relationship. Any actions taken on parent records should automatically be taken on child records.

You need to update table relationships to enable the requirements using the minimum amount of configuration steps.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct match is worth one point.

Answer Area

One-to-many

X

Choose the **Related table** from which to create your relationship lookup. [Learn more](#)

Current (One)

Table *

Campaign

Related (Many)

Table *

1 — *

Campaign
Parent campaign
Marketing List
Quick campaign
Campaign Activities

Lookup column display name *

Campaign
Parent campaign
Child campaign
Campaign Hierarchy

Lookup column name *

cr642_

Lookup column requirement *

Optional

Microsoft

Searchable

Hierarchical

> General

✓ Advanced options

Current table display settings

Display option * Use plural name Microsoft

Display area * Details

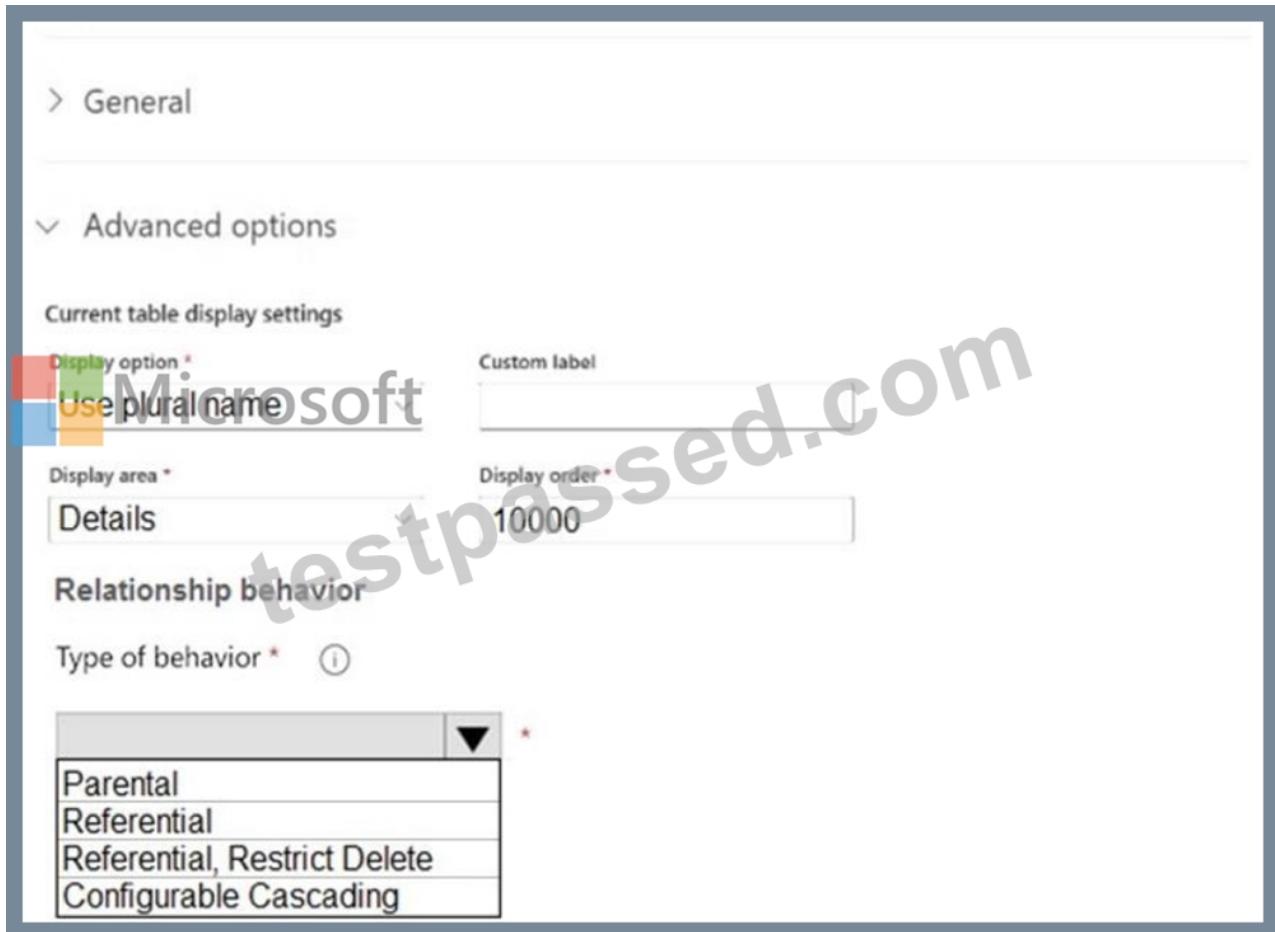
Custom label

Display order * 10000

Relationship behavior

Type of behavior *

Parental
Referential
Referential, Restrict Delete
Configurable Cascading



Answer:

Explanation:

Answer Area

One-to-many X

Choose the **Related table** from which to create your relationship lookup. [Learn more](#)

Current (One)

Table *

Campaign

Related (Many)

Table *

1 — *

Campaign
Parent campaign
Marketing List
Quick campaign
Campaign Activities

Lookup column display name *

Campaign
Parent campaign
Child campaign
Campaign Hierarchy

Lookup column name *

cr642_

Lookup column requirement *

Optional



Microsoft

- Searchable
- Hierarchical

> General

Advanced options

Current table display settings

Display option *

Use plural name

Custom label

Display area *

Details

Display order *

10000

Relationship behavior

Type of behavior *



- Parental
- Referential
- Referential, Restrict Delete
- Configurable Cascading

Explanation:

Box 1: Campaign

Table, Related (Many)

Hierarchical relationships are self-referential one-to-many relationships.

In this case from the Campaign table, to the Campaign table.

Example:

One-to-many

X

Choose the **Related table** from which to create your relationship lookup. [Learn more](#)

Current (One)

Table *

Widget

1 — *

Widget

Hierarchical

✓ General

Relationship name *

cr25d_Widget_cr25d_Widget_cr25d_Widget

Lookup column description



> Advanced options

Done

Cancel

Box 2: Child campaign

Lookup column display name

Self-referential means that the table is related to itself. For example, the account table has a lookup column to associate it with another account table row.

The Parent table is on the 1-side of the 1-M relation, and it refers to Child Campaign with the Lookup column.

Box 3: Configurable Cascading

Relationship behavior, Type of behavior

Any actions taken on parent records should automatically be taken on child records.

When a one-to-many entity relationship exists there are cascading behaviors that can be configured to preserve data integrity and automate business processes.

Note: Parental entity relationships

Each pair of entities that are eligible to have a 1:N relationship can have multiple 1:N relationships between them. Yet only one of

those relationships can be considered a parental entity relationship.

A parental entity relationship is any 1:N entity relationship where one of the cascading options (defined in CascadeType) in the Parental column of the following table is true.

Action	Parental	Not Parental
Delete	Cascade	RemoveLink Restrict
Share	Cascade UserOwned Active	NoCascade
Unshare	Cascade UserOwned Active	NoCascade
Assign	Cascade UserOwned Active	NoCascade
Reparent	Cascade UserOwned Active	NoCascade

NEW QUESTION # 59

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: When closing an opportunity, use the close as won dialog without completing the business process flow. Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

* Using the Close as Won dialog without completing the business process flow does not ensure that the business process flow duration is calculated. The process flow needs to be marked as completed or transitioned to an inactive state for duration values to be captured.

* Simply closing an opportunity as won without completing the flow may bypass the finalization of process flow metrics, hence the goal is not met in this case.

NEW QUESTION # 60

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