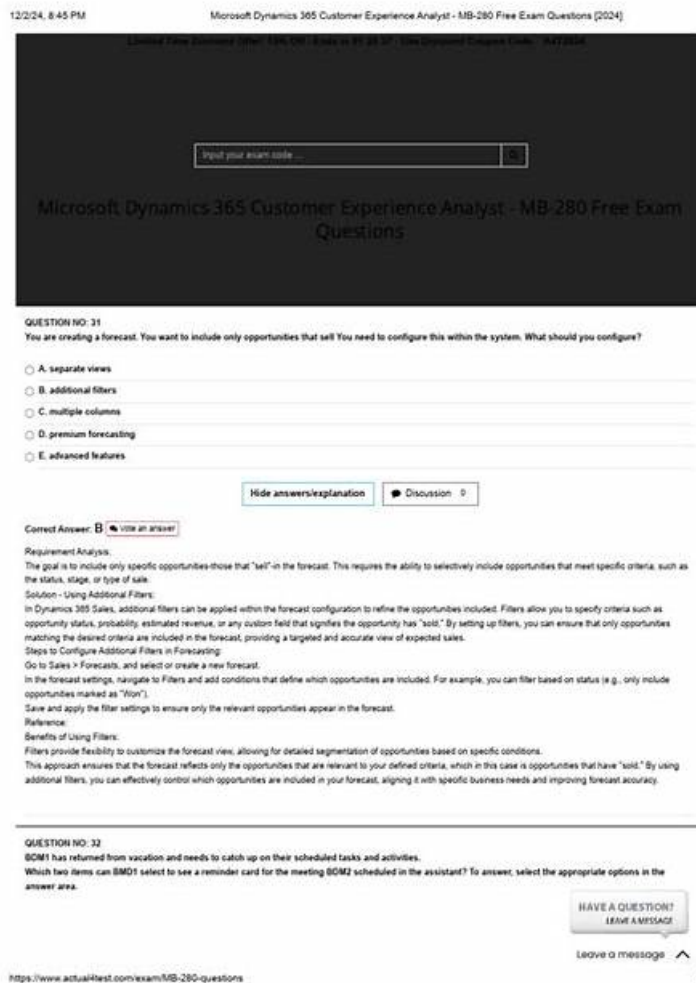


# Valid Microsoft Dynamics 365 Customer Experience Analyst braindumps pdf & MB-280 valid dumps



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## Microsoft MB-280 Exam Syllabus Topics:

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

Topic 3	<ul style="list-style-type: none"> <li>• <b>Implement the Dynamics 365 App for Outlook:</b> This section emphasizes the integration of Dynamics 365 with Outlook to enhance productivity and streamline sales processes for Dynamics 365 Sales Professionals.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Demonstrate Dynamics 365 Customer Insights Capabilities:</b> This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Implement Dynamics 365 Sales:</b> This section focuses on the essential processes for setting up and managing Dynamics 365 Sales effectively for Dynamics 365 Sales Professionals.</li> </ul>

>> **MB-280 Exam Online** <<

## **Pass Guaranteed Quiz 2026 Microsoft MB-280: Microsoft Dynamics 365 Customer Experience Analyst First-grade Exam Online**

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### **Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q34-Q39):**

#### **NEW QUESTION # 34**

A company is implementing the Dynamics 365 Sales mobile app.

The company requires setup of several push notifications for sellers who use the app.

You need to create the push notifications.

Which feature should you use?

- A. Classic Dataverse workflow
- B. Plug-in
- **C. Cloud flow**

**Answer: C**

Explanation:

To create push notifications for users of the Dynamics 365 Sales mobile app, you should use Cloud flows (part of Microsoft Power Automate). Cloud flows can automate notifications based on certain triggers or conditions, allowing you to send push notifications to mobile app users effectively.

#### **NEW QUESTION # 35**

A company uses Microsoft SharePoint document management in Dynamics 365 Sales to store contracts.

The company wants only the contracts team to have access to the documents. The contracts team has a custom security role.

You need to restrict privileges to secure the documents.

What should you do?

- A. Create a new group in the SharePoint site.
- B. Update privileges in the Dynamics 365 Sales security role of the contract team.
- **C. Update the users list in the SharePoint site.**
- D. Create a new security role in Dynamics 365 Sales.

**Answer: C**

Explanation:

\* Since the company uses Microsoft SharePoint for document storage, access to documents is controlled through SharePoint permissions rather than Dynamics 365 security roles.

\* To restrict document access to only the contracts team, you should update the users list in the SharePoint site where the documents are stored. This involves configuring SharePoint permissions to ensure that only the contracts team (or a specific SharePoint group associated with them) has access to the document library where contracts are stored.

### NEW QUESTION # 36

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

**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 # 37

BDM1 has returned from vacation and needs to catch up on their scheduled tasks and activities.

Which two items can BDM1 select to see a reminder card for the meeting BDM2 scheduled in the assistant?

To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

□

**Answer:**

Explanation:

□

Explanation:

\* Show As

\* Visualize this view

To catch up on scheduled tasks and activities, BDM1 can use specific features in the Dynamics 365 Sales Hub interface. Here's how they work in this scenario:

\* Show As:

\* The "Show As" option allows users to change the view of their current page. BDM1 can use this feature to switch to a timeline or agenda view, which can help display upcoming activities, tasks, and reminders in a format that may highlight pending actions, like the meeting scheduled by BDM2.

\* When in the appropriate view, reminder cards for tasks and meetings can surface based on relevance and priority.

\* Visualize this view:

\* The "Visualize this view" option helps BDM1 to see an overview of upcoming tasks, scheduled meetings, and associated records in a graphical format.

\* This visualization can be particularly useful for identifying key upcoming events like the meeting BDM2 scheduled, as it provides a clear summary of upcoming activities, aiding in prioritization and catch-up efforts.

Microsoft Dynamics 365 References:

\* Using assistant cards in Dynamics 365 Sales

\* Configuring views and visualizations in Dynamics 365

By selecting these options, BDM1 can effectively access and view the assistant card related to the scheduled meeting, facilitating a quick catch-up on all pending activities.

### NEW QUESTION # 38

Drag and Drop Question

You are implementing Dynamics 365 Sales at a new organization. All users will be using the Sales Hub app.

You need to assign the appropriate out-of-the-box security roles.

Using the principle of least access, which roles should you assign? To answer, move the appropriate roles to the correct users. Each role may be used 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 selection is worth one point.

**Answer:**

Explanation:

Explanation:

Retail assistant - Salesperson

The retail assistant can create and update accounts and contacts but cannot edit the product catalog. The Salesperson role provides access to manage accounts and contacts but does not include permissions for product catalog management.

Executive - Sales team member

The executive only adds notes to accounts and contacts. The Sales team member role has minimal access and is appropriate for a user who only needs to add notes.

Territory manager - Sales manager

The territory manager is responsible for forecasting and product management, which aligns with the Sales manager role, as it includes permissions for managing forecasts and overseeing sales activities.

### NEW QUESTION # 39

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