

# MB-280 - Microsoft Dynamics 365 Customer Experience Analyst Perfect Braindumps Torrent



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## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q69-Q74):

### NEW QUESTION # 69

You are implementing Dynamics 365 Customer Insights - Data as the company's Customer Data Platform. You set up the data sources and start the unification process.

You need to identify the primary table within the Matching conditions page.

Which two criteria should you use to determine the primary table? Each correct answer presents a complete solution. (Choose two.)

NOTE: Each correct selection is worth one point.

- A. Choose the table that has several attributes in common with other tables.
- B. Choose the table with the most complete and reliable profile data about your customers.
- C. Choose the table that has the most related tables.
- D. Choose the Dynamics 365 contact table when this is available as the data source.

**Answer: B,D**

Explanation:

Choose the table with the most complete and reliable profile data about your customers: The primary table should contain the most accurate and complete information to serve as the foundation for matching records across different sources.

Choose the Dynamics 365 contact table when this is available as the data source: The contact table in Dynamics 365 is a logical choice for the primary table when it's available because it likely contains the core customer profile data that can be unified with other data sources.

## NEW QUESTION # 70

You are the Dynamics 365 administrator for a group of financial advisors.

Advisors must use one business process flow to guide them through the standard lead to invoice process.

Each table has the following number of stages and steps:

You need to modify the business process flow to make it valid.

What should you reduce?

- A. number of steps per stages
- **B. total number of steps**
- C. number of tables
- D. total number of stages

### Answer: B

Explanation:

Summary of Data

Each table (Lead, Opportunity, Quote, Order, Invoice) has:

Number of Stages: 10

Number of Steps per Stage: 10

Total Steps Calculation

For the entire process flow involving all tables:

Total Stages: 10 (Lead) + 10 (Opportunity) + 10 (Quote) + 10 (Order) + 10 (Invoice) = 50 stages

Total Steps: 100 (Lead) + 100 (Opportunity) + 100 (Quote) + 100 (Order) + 100 (Invoice) = 500 steps

Requirement for Valid Business Process Flow Dynamics 365 imposes limitations on business process flows, typically regarding the total number of steps and stages involved.

The total number of steps can be a limiting factor for the flow to be valid.

To make the business process flow valid, you should reduce total number of steps.

Reducing the total number of steps (e.g., by decreasing the number of steps per stage or the total number of stages) will help you stay within the limits imposed by Dynamics 365 for business process flows.

## NEW QUESTION # 71

What must be configured before enabling Server-Side Sync for a user's mailbox?

- A. Business Process Flows
- B. Security Role Settings
- C. Marketing Lists
- **D. Mailbox Record**

### Answer: D

## NEW QUESTION # 72

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.

You recently implemented Dynamics 365 Sales within your organization's sales team. Based on the initial evaluation, adoption is limited as most sales users prefer to work from Microsoft Outlook.

You decide to enable the Dynamics 365 App for Outlook.

You need to perform the various actions required. Each correct action is part of the solution but does NOT solve the problem completely.

Solution: From the email settings in the Advanced settings, you migrate email router data from server-side synchronization to Dynamics 365 app for Outlook.

Does this meet the goal?

- **A. Yes**
- B. No

### Answer: A

Explanation:

Correct:

\* : From the email settings in the Advanced settings, you migrate email router data from server- side synchronization to Dynamics 365 app for Outlook.

[See step 1 below. Use Server-side synchronization]

\* You test the email configuration and enable the mailboxes for the Dynamics 365 App for Outlook designated users. [Yes, see step 2 below] Incorrect:

\* Within the system settings and email configuration, you set Process Email Using to Dynamics 365 for Outlook. [No, set this to Server-side synchronization. See step 1 below] Note:

Deploy and install Dynamics 365 App for Outlook

Step 1: Set the default synchronization method

To use Dynamics 365 App for Outlook, you need to set server-side synchronization for your email processing.

1. From your app, go to Settings > Advanced Settings.

2. Go Settings > Administration and then select System Settings.

3. Select the Email tab, and set Process Email Using to Server-Side Synchronization.

Step 2: Test email configuration and enable mailboxes

Enable and test your user mailboxes so they can use Dynamics 365 App for Outlook.

### **NEW QUESTION # 73**

You use opportunities in Dynamics 365 Sales.

Opportunities that were closed as lost frequently come back and are eventually won.

You need to be able to track these occurrences and have insight into the process.

What happens during the reopen and close process? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

### **Answer:**

Explanation:

### **NEW QUESTION # 74**

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