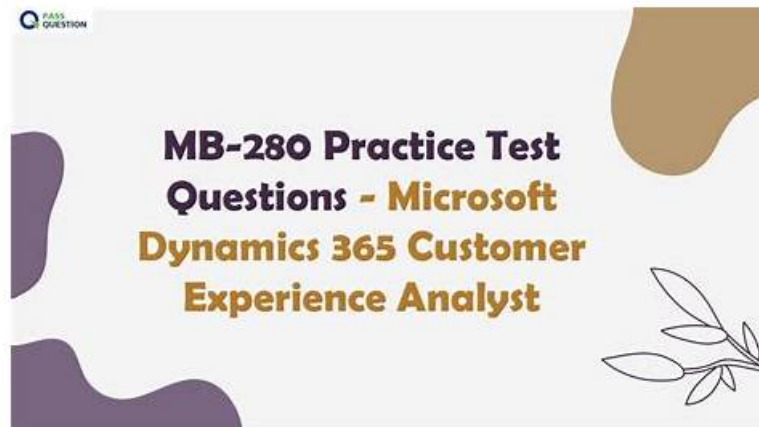


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## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q143-Q148):

### NEW QUESTION # 143

You have enabled Dynamics 365 App for Outlook for your sales team.

Users report that they are dissatisfied that they must track the emails manually, so you propose folder-level tracking.

You need to enable folder-level tracking in your environment in order for your users to configure the rules.

Which three actions should you perform in sequence before saving your changes? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Actions	Order
Select Server Profiles.	
Turn tracking "On."	
Disable Use tracking token.	
Access Environment Settings in the Power Platform Admin Center.	
Select Email Tracking settings.	
Enable Use folder-level tracking from Exchange folders.	

**Answer:**

**Explanation:**

Actions	Order
Select Server Profiles.	
Turn tracking "On."	
Disable Use tracking token.	
Access Environment Settings in the Power Platform Admin Center.	
Select Email Tracking settings.	
Enable Use folder-level tracking from Exchange folders.	

**Reference:**

**Select Email Tracking Settings:**

Within the environment settings, go to Email Tracking settings. This area contains the configuration options for email tracking, including methods for tracking emails automatically or manually, and where folder-level tracking can be configured.

**Enable Use Folder-Level Tracking from Exchange Folders:**

Once in the Email Tracking settings, enable the Use folder-level tracking from Exchange folders option. This feature allows users to automatically track emails by moving them into designated folders in their mailbox. It removes the need for manual tracking, as moving an email to a tracked folder automatically links it to Dynamics 365.

After enabling this setting, save the changes to activate folder-level tracking across the environment.

By following these steps, folder-level tracking will be enabled, allowing users to configure tracking rules based on specific folders in their Exchange mailboxes, streamlining the email tracking process within Dynamics 365.

#### NEW QUESTION # 144

You are a Dynamics 365 Sales administrator. You are setting up a product catalog.

You need to configure the base unit group.

Which quantity or measurement should you configure?

- A. the most frequently used to sell the service
- B. the highest needed to sell the product or service
- C. the lowest needed to sell the product or service
- D. the least frequently used to sell the service

**Answer: A**

**Explanation:**

When configuring the base unit group in a product catalog within Dynamics 365 Sales, it is essential to set the base unit to reflect the most frequently used quantity or measurement for selling the product or service. This ensures that the unit is aligned with typical sales transactions, making it easier for sales teams to manage and sell products effectively.

Choosing the most frequently used unit helps streamline sales processes and reporting, allowing for consistency across transactions.

#### NEW QUESTION # 145

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

**Answer: C,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 # 146

You manage a Dynamics 365 Sales environment where users can only view and edit their own records.

User2 is assisting with User1's opportunities while User1 is on vacation. User1 remains the owner of User1's opportunities.

User2 has reported that they CANNOT update User1's opportunities.

You need to diagnose the issue.

What should you do?

- A. Instruct User2 to follow the record.
- B. Ensure User2 is added to the Sales team.
- C. Ensure User2 is granted the Stakeholder role.
- D. Ensure the record is shared with User2.

**Answer: B**

Explanation:

Correct:

\* Ensure User2 is added to the Sales team.

In Dynamics 365 Sales, a user within the Sales team can update another user's opportunities, but it depends on their security roles and privileges. If a user has the necessary permissions, they can edit and update opportunities owned by other users.

Incorrect:

\* Ensure the record is assigned to User2.

\* Ensure the record is shared with User2.

\* Ensure User2 is added to an Access team.

\* Ensure User2 is added to the Owner team.

\* Ensure User2 is granted the Stakeholder role.

A user with the Stakeholder role in Dynamics 365 Sales cannot directly update another user's opportunities, even if they are the owner of those opportunities. The Stakeholder role primarily defines a relationship with an opportunity (e.g., influencing it, providing expertise), not the ability to manage its core record data. To update another user's opportunities, the user would need a security role that grants write access to the Opportunity entity, and potentially also the ability to work with records owned by other users.

\* Instruct User2 to follow the record.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/sales/security-roles-for-sales>

#### NEW QUESTION # 147

You are using a forecast template.  
You must configure the forecast by territory.  
You need to configure the forecast parameters.  
Which parameter should you configure?

- A. Rollup table
- B. Hierarchy table
- **C. Hierarchy relationship**
- D. Top of hierarchy

**Answer: C**

Explanation:

Define a forecast model

Define the entities that must be used to generate the forecast.

1. In the General step of the Forecast configuration page, define the fields that should be used for the forecast.

[Steps 2 to 6 omitted]

7. Select a Rollup to hierarchy relationship.

This step establishes a relationship between the rollup and hierarchy entities. Each forecast template starts with a default rollup to hierarchy relationship:

Template	Rollup to hierarchy relationship	Description
Org chart forecast	Opportunity > Owner (User) > User	The forecast hierarchy is defined based on the organizational hierarchy.
Product forecast	Opportunity Product > Existing Product (Product) > Product	The forecast hierarchy is defined based on the product hierarchy.
Territory forecast	Opportunity > Account (Account) > Territory (Territory) > Territory	The forecast hierarchy is defined based on the territory hierarchy.

Choose different values to support your organization's specific requirements if needed.

Note: Select a template

The fastest way to create a forecast is to use a template. The template that you select defines how the forecast groups data.

On the Forecast configurations page, select one of the following templates:

Org chart forecast: Rollup columns and projections are based on your organization's reporting structure. This template uses the Manager field of the User entity for the hierarchy.

Product forecast: Rollup columns and projections are based on the product hierarchy.

\*-> Territory forecast: Rollup columns and projections are based on the sales territory hierarchy.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/sales/define-general-properties-scheduling-forecast>

## NEW QUESTION # 148

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While attempting the exam, take heed of the clock ticking, so that you manage the Microsoft MB-280 Questions in a time-efficient way. Even if you are completely sure of the correct answer to a question, first eliminate the incorrect ones, so that you may prevent blunders due to human error.

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