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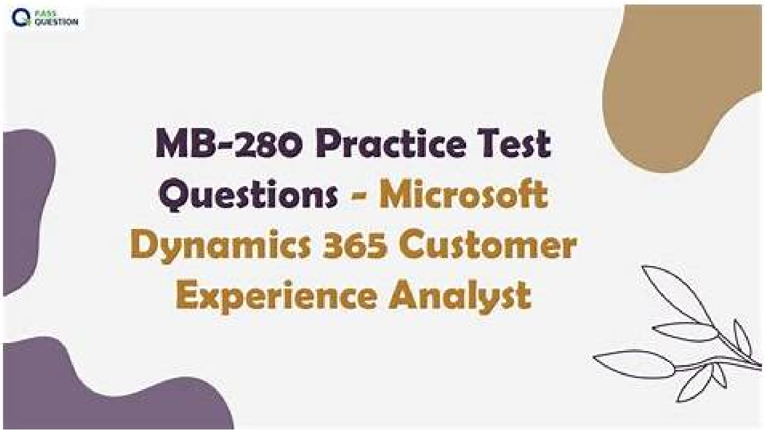

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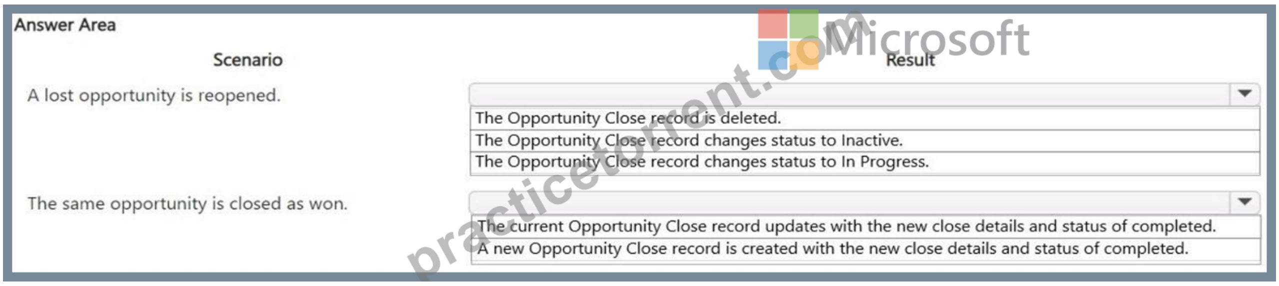
After cracking the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) exam you will receive the credential badge. It will pave your way toward well-paying jobs or promotions in any reputed tech company. At PracticeTorrent have customizable Microsoft MB-280 practice exams for the students to review and improve their preparation. The Microsoft MB-280 Practice Test material product of PracticeTorrent are created by experts with the dedication to help customers crack the Microsoft MB-280 exam on the first attempt.

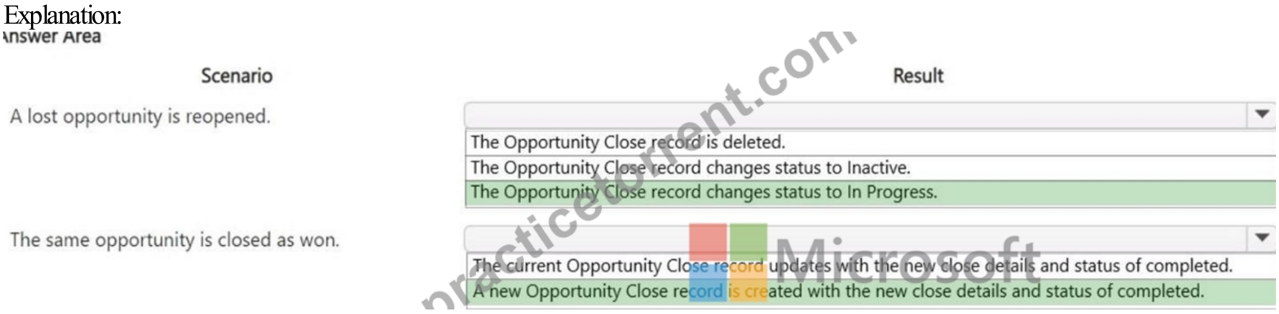
Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q17-Q22):

NEW QUESTION # 17
Hotspot Question
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:



Explanation:
A lost opportunity is reopened - The Opportunity Close record changes status to In Progress.
When a lost opportunity is reopened, the system updates its status to In Progress rather than deleting or inactivating the existing Opportunity Close record. This allows tracking of re- engagement with the opportunity.
The same opportunity is closed as won - A new Opportunity Close record is created with the new close details and status of completed. When the opportunity is closed as won, a new Opportunity Close record is created to maintain historical tracking. This helps in tracking multiple closure attempts, ensuring past losses and final wins are recorded separately.

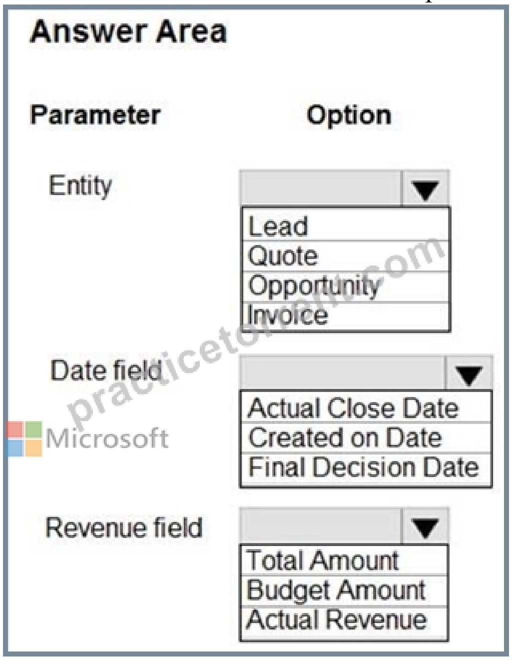
NEW QUESTION # 18
The remote sales workforce of your organization has been using the integrated Teams chat to collaborate internally. To save time, you indicate to the sales leader that suggested contacts can be displayed when a seller starts a new connected chat.
The sales leader asked you to configure the ability to use suggested contacts.
Which three users can you use as a rule for suggesting contacts? Each correct answer presents a complete solution. Choose three.
NOTE: Each correct selection is worth one point.

- A. The Last Modified By of the initiating record.
- B. The Record Owner of the initiating record.
- C. The user assigned as your manager on your system user record.
- D. The Record Owner of your linked business unit.
- E. The Created By of the initiating record.
- F. The system user who updated a timeline activity on the initiating record.

Answer: B,C,E

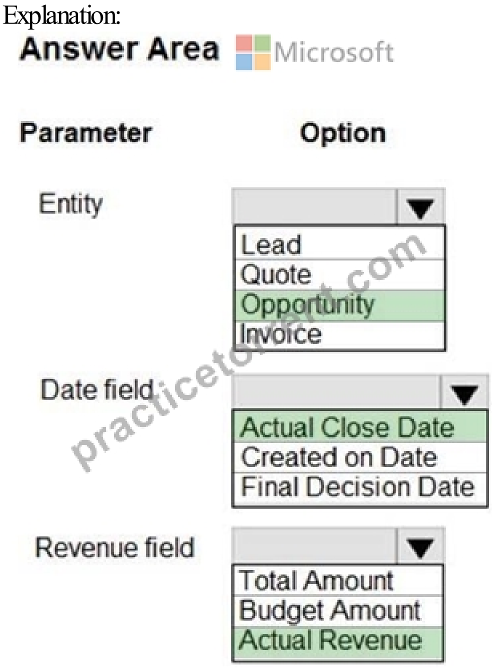
Explanation:
Manager on System User Record:
Suggested contacts in Teams can include users directly linked to the individual starting the chat. The manager assigned on the user's system record can be a suggested contact, as this is a common relationship that suggests frequent communication.
Record Owner of the Initiating Record:
The owner of the record being discussed or acted upon is also likely to be a suggested contact. This is because the owner has primary responsibility for the record and would commonly need to be consulted or informed about actions related to it.
Created By of the Initiating Record:
If the user is the Created By for a record, they are associated with its initial setup or creation. As a result, they may be suggested when actions on that record are taken since they are familiar with its origins.
Reference:
These selections align with the rules typically used for suggesting contacts in integrated Teams chats, ensuring relevant parties are automatically suggested based on record associations and user relationships.

NEW QUESTION # 19
Hotspot Question
A sales manager needs to set up goals in Dynamics 365 Sales for salespeople.
The measurement of goals must be based on the total deal amount upon closing an opportunity.
The fiscal year for the goals must be based on the calendar year.
You need to create the rollup query for the goal metrics.
Which options should you select? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



Answer:

Explanation:



Explanation:
Box 1: Opportunity
Entity
Dynamics 365 Sales, Define goal metric and rollup fields
For each goal metric, you can create up to three rollup field records. Each record can specify actual, in-progress, or custom amount or count. You can use the same source table or difference source tables for all rollup field records. For example, in a goal metric that specifies the Money type, you can use an opportunity table as a source table and Opportunity.ActualValue as a source attribute.
This lets you track the actual money amounts in all opportunities that are closed as "Won". The Opportunity.EstimatedValue can be used to track the revenue that is expected after the opportunity is closed.

Box 2: Actual Close Date
Date field
Specify Rollup Fields
To specify other important rollup information, use the rollup field table.
* RollupField.DateAttribute
The date that is validated against the goal time period, such as Opportunity.ActualCloseDate or Lead.EstimatedCloseDate. A record participates in the goal rollup, if the specified date falls between the start date and the end date for the goal. For example, if an opportunity is closed between the start and end dates for the goal, revenue generated from this opportunity is added to the goal's total revenue; otherwise, it is not included.
Box 3: Actual Revenue
Revenue field
Examples of rollup data are Lead.EstimatedAmount and OpportunityClose.ActualRevenue that can be rolled into the Goal.InProgressMoney and the Goal.ActualMoney rollup fields.

NEW QUESTION # 20
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. Add Location to the App Designer.
- B. Create a Location Group.
- C. Add Location as an Area.
- D. Create a Location Sub Area.

Answer: A

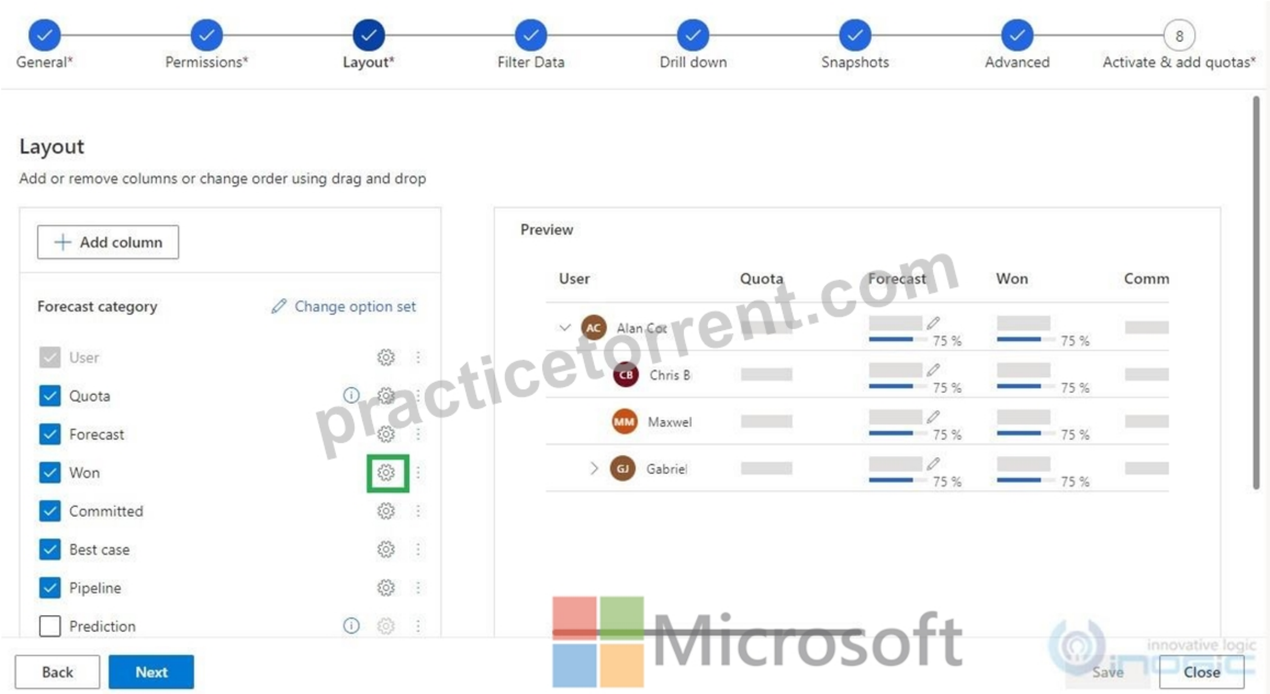
Explanation:
To make a new table, such as Locations, visible in the Sales Hub, you need to modify the app using the App Designer in Dynamics 365. By adding the Locations table to the Sales Hub via the App Designer, you ensure that users in the Sales Hub can access and interact with the Locations data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

NEW QUESTION # 21
You need to create a Trend chart.
Which two types of columns can you add to the Trend chart? Each correct answer presents a complete solution. (Choose two.)
NOTE: Each correct selection is worth one point.

- A. Hierarchy related
- B. Calculated
- C. Rollup
- D. Simple

Answer: B,C

Explanation:
Only Roll up and Calculated type columns have the checkbox option for "Show in Trend Chart", for other types of columns (e.g. Quota column which has Simple type) this checkbox option is hidden as shown below:
Note:
Enhanced configuration is available for the Trend chart and Flow chart within Microsoft Dynamics 365 Sales Insights.
Enable Trend chart using the "Show in Trend Chart" checkbox setting:
The Trend chart is now available as a part of the Predictive forecasting feature.
You need to select/deselect the "Show in Trend Chart" checkbox at the time of configuring the specific column inside the forecast configuration.
Navigate to App settings > under Forecast configurations > Open the appropriate "Forecast configuration" record > navigate to the "Layout" step > under the appropriate column (e.g. Won column) > click on the setting icon as highlighted below:



Only Roll up and Calculated type columns have the checkbox option for "Show in Trend Chart", for other types of columns (e.g. Quota column which has Simple type) this checkbox option is hidden as shown below:

Reference:
https://www.inogic.com/blog/2022/10/enhanced-trend-and-flow-chart-in-sales-forecasting-within-dynamics-365-crm/

NEW QUESTION # 22

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