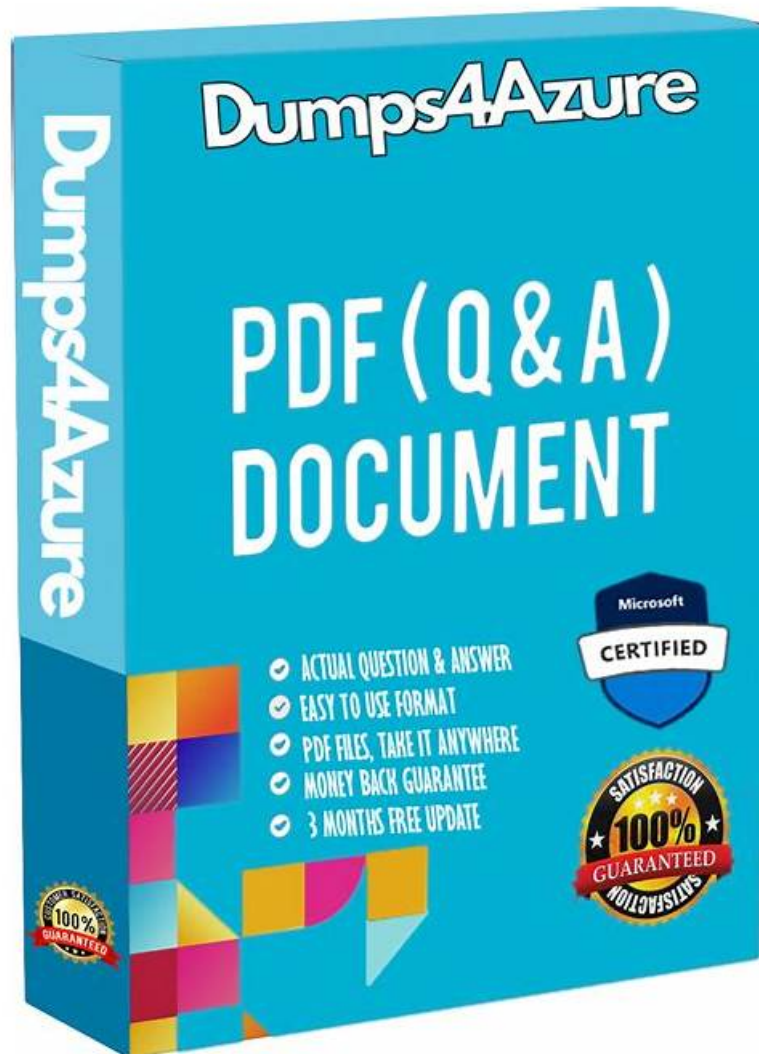# Dumps Microsoft MB-280 PDF & MB-280 PDF Questions

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q147-Q152):

NEW QUESTION # 147
The sales team wants to see a timeline of related activities and notes on a custom Dynamics 365 Sales form.
You need to add a timeline control to the form,
Which five actions should you perform in sequence? To answer, move the five appropriate actions from the list of actions to the answer are a. Arrange the five actions in the correct order.

Answer:

Explanation:

Actions

- Add all tables you want to be visible in the timeline.
- Choose a table in the solution you want to edit.
- Save.
- Open the form from the table you want to add the control to.
- Configure the control.
- Select the area you want to add component to.
- Choose the timeline from components list and add to the section you want.
- Save and publish.

Order

1. Add all tables you want to be visible in the timeline.
2. Open the form from the table you want to add the control to.
3. Choose the timeline from components list and add to the section you want.
4. Configure the control.
5. Save and publish.
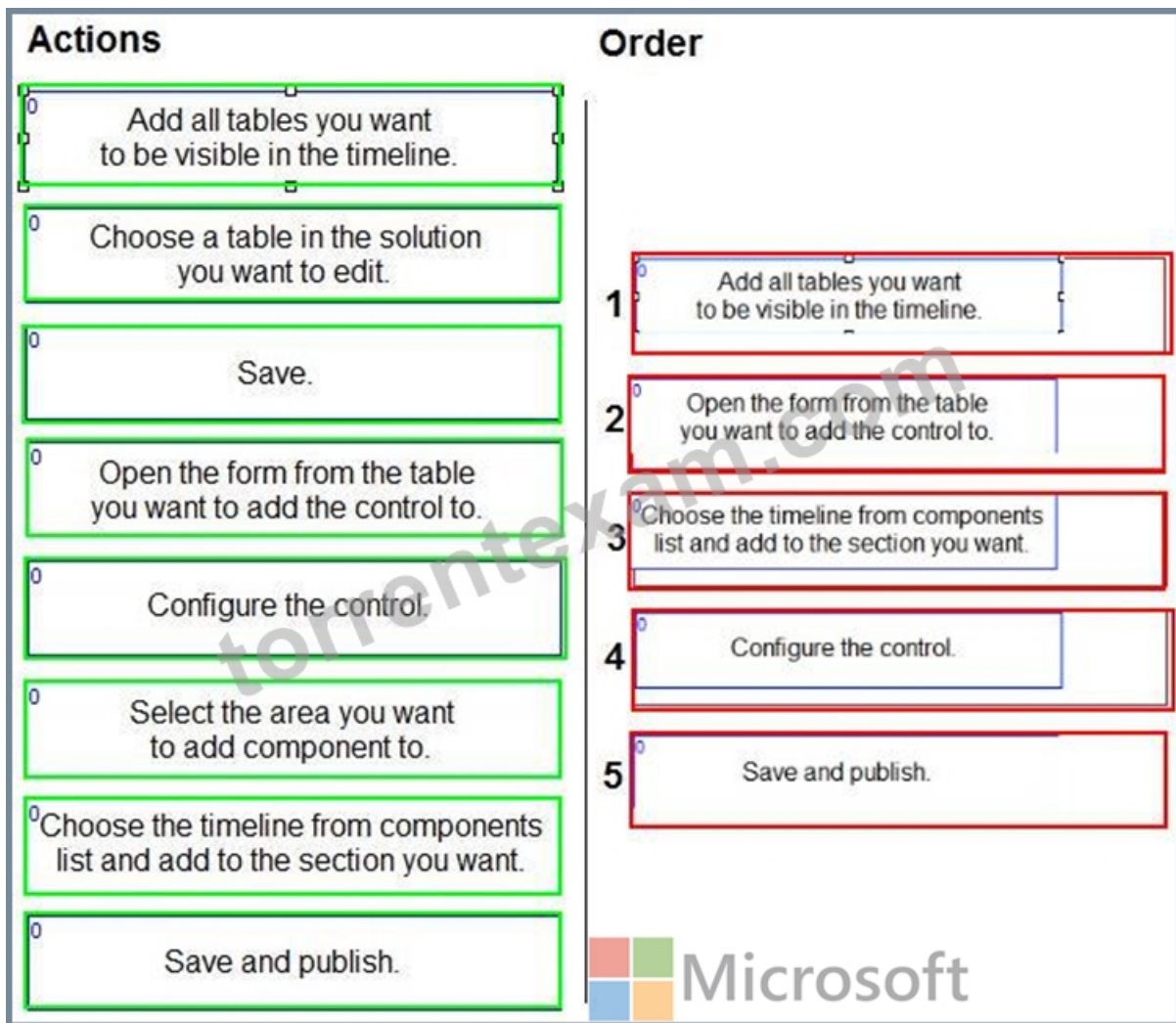
NEW QUESTION # 148

You are working in Dynamics 365 Sales. You turn on the visibility of the Dynamics 365 Sales records in the channel.

A user working with leads is unable to pin the view into Microsoft Teams.

You need to identify the issue.

What should you do?

- A. Add users to the correct security role.
- B. Enable the External links within Teams option.
- C. Enable the Turn on Enhanced Microsoft Teams Integration option.
- D. Disable the Turn on the linking of Dynamics 365 records to Microsoft Teams channels option.
- E. Add users to the Teams channel.

Answer: C

Explanation:

For users to pin views of Dynamics 365 Sales records in Microsoft Teams, Enhanced Microsoft Teams Integration must be enabled. This feature allows users to seamlessly work with Dynamics 365 records within Teams and ensures proper synchronization between the two platforms.

NEW QUESTION # 149

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 are a. Arrange the three actions int he correct order.

Answer:

Explanation:

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 # 150
Case Study 2 - Terra Flora
Background information
Terra Flora, Incorporated is a boutique pet hotel that has been in business for six (6) months. The hotel guests include both dogs and cats.

The founder created the Dynamics 365 Sales Professional environment to grow their network and pipeline. They started out using out-of-the-box capabilities only and using the Sales Professional app only. Only one environment (production) is in use.

The pet hotel is gaining in popularity and the number of bookings is growing. The founder has shifted their focus to customizing their environment to record the information they need to delight their customers by tailoring the experience to their unique pets.

Terra Flora has recently hired a part-time carer for the resident pets. The carer has been granted the Salesperson security role to allow them to record new leads and update customer information.

You are a Dynamics 365 Customer Experience consultant who has been hired to assist Terra Flora with their customizations, resolve issues, and advise on best designs to meet their requirements.

Configurations
Overall configurations
To better understand their four-legged customers, Terra Flora has created a custom Pet table, which is user-owned and related 1-n with the Contact table, which represents the pets' primary owner.

The Pet table has been added to the Sales Professional app sitemap. The table has the following columns, each created WITHOUT making any changes to the advanced options.

Column name	Type	Required
Name	Single line of text	Business required
Type	Choice	Business required
Dietary requirements	Multiple lines of text	Optional
Litter type	Choice	Optional
Breed	Single line of text	Optional
Description	Multiple lines of text	Optional

A pet sub-grid has been added to the Contact main form, using the Active Pets view.

Additionally, Read, Write, and Update, Append, Append To, and Assign access to the Pet table has been added to the Salesperson security role.

"Onboard new pet" business process flow

The founder is creating a business process flow named Onboard new pet to ensure that appropriate information is recorded for all new pets, starting with ensuring the correct litter choices are selected for cats who will be staying at Terra Flora.

When the Onboard new pet business process flow is done, the founder wants to have access to a view that will display all active pets including the and Type columns, as well as the current stage on the Onboard new pet business process flow.

Name

Pet table icon

A custom image .svg file has been created for the Pet table.

Terra Flora wants to ensure this image is displayed alongside the pet page within the app.

Related Pet table activities

Terra Flora wants carers to be able to see their pets' activity history, as well as add new activities related to their pets. They want the following information to appear on their pets' timeline:

- Tasks carers completed or should do.
- E-mails exchanged with pet's owner (customer).
- A record of phone calls.

Other types of activities should NOT appear to users on the Pets forms.

The founder edited the Pet table advanced setting to enable associating Pet records with activities. The founder also added Pet table to the app sitemap that is being used.

Attachments are enabled for the Pet table, including notes and files. But users should NOT see posts in the pet's activity timeline.

Post configuration is NOT enabled for the Pet table.

Logs

Auditing, log access, and read logs have been enabled in the production environment.

Auditing has started on the Terra Flora environment and has been enabled for common entities.

Marketing

Breed galas

To celebrate their upcoming first year in operation, the founder is planning a series of breed galas. The series begins with a Corgi dog breed meet-up gala.

The breed of an owner's pet may be mentioned in many places within the system, including:

1. Emails (subject or body).
2. Notes (including Word documents exports of PDFs uploaded as attachments).
3. Single or multiple lines of text columns on any standard table (including lead, contact and opportunity at minimum).
4. On the Pet table in either the Description or in the Breed columns.

Additionally, the breed may be referenced in several ways including singular, multiple, shorthand (for example: corgi, corgis, or corgs), and may have been misspelled.

Corgi meet-up gala

The carer needs to be assigned ownership of several Contact records (representing customers that own Corgis) that live nearby so that event flyers can be delivered personally. When the carer is delivering flyers, they need to quickly check the owner and related pet information on their phone.

When the Contact records are assigned to carer, any pets that are related to these contacts via the primary owner relationship should also be assigned to the carer.

The founder has created a business process flow on the Pet table named Corgi meet-up to allow Corgis to be registered as attending the gala. This business process flow is second in the default order on the Pet table. If the carer has a conversation with the owners, the carer is required to add notes to the timeline and complete the first stage of the business process flow.

Issues

Duplicate records

Before the creation of the Pet table, information regarding pets was either added to the owner's Contact record in the form of notes or created as records themselves.

Contact

These Contact records used the name of the pet in the Last Name column and the owner's address in the first set of Address columns.

When these pet Contact records are identified, they are deactivated.

No duplicate detection rules have been published and duplicate pet records are currently present across both the Contact and Pet tables.

Auditing

When a pet's dietary requirements or a Contact's email address is updated, Terra Flora requires the following information to be logged:

1. The user who made the change.
2. The current and previous values of the columns.
3. The time and date of the changes.

Terra Flora also needs to track any exports of records to Microsoft Excel within the compliance center.

Relationship behavior

Recently, a pet owner informed Terra Flora that their pet cat has been rehomed.

After receiving this information, the carer deleted the owner's Contact record from the system, which in turn deleted the Pet record. Shortly after, the new pet owner contacted Terra Flora to book their cat for a stay and was frustrated that Terra Flora had NOT retained a record of their cat's dietary requirements or any of the previous carer notes about the cat.

In such situations, Terra Flora now requires that the owner's Contact record should NOT be allowed to be deleted if any Pet records are related to it via the primary owner look-up column.

Users should be required to update the look-up column to new owner's Contact record or remove the current value first before they can delete the Pet record. If the new owner's Contact record is selected on a pet, any active bookings against the pet should also be updated to the new owner, but previous inactive bookings should NOT be updated.

Business process flows and the Corgi meet-up gala

The founder has recently made an update to the Onboard new pet business flow but now CANNOT activate it.

For the Corgi gala, the founder has asked the carer for help in:

1. completing the registrations that the founder started, and
2. registering more Corgis for the upcoming gala.

When the carer creates new pet records, the carer is UNABLE to see the Corgi meet-up business process flow.

Currently, when the carer checks the owner's record on their phone, the related pet information is difficult to view as they must scroll down to review the information.

You have added the timeline control to the Pet main form, then saved and published your changes.

You need to configure the timeline to display related Pet activities as required by Terra Flora.

Which two actions should you perform? Each correct answer presents a complete solution.

(Choose two.)

NOTE: Each correct selection is worth one point.

- A. In the Record types of the timeline settings, uncheck the Posts option.
- B. In the Activity area of the timeline settings, remove all activity types, except for Task, Email and Phone Call.
- C. In the Record types of the timeline settings, uncheck the Activities option.
- D. In the Record types of the timeline settings, uncheck the Notes option.
- E. In the Notes area of the timeline settings, uncheck the Remove notes title when authoring option.

Answer: A,B

Explanation:

In the Activity area of the timeline settings, remove all activity types, except for Task, Email and Phone Call. - This is necessary to ensure that only the required activities (Tasks, Emails, and Phone Calls) appear on the timeline as per the client's request.

In the Record types of the timeline settings, uncheck the Posts option. - Since the client has specified that they do not want posts to be displayed in the activity timeline, it is important to uncheck the Posts option in the timeline settings.

NEW QUESTION # 151

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

Answer: B,D

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:

NEW QUESTION # 152

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