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Microsoft **MB-280 Exam Syllabus Topics:**

Topic	Details
Topic 1	• Implement Security and Customizations in Dynamics 365 Sales: This section addresses the implementation of security measures and customization options within Dynamics 365 Sales for Dynamics 365 Sales Professionals.
Topic 2	• Implement the Dynamics 365 App for Outlook: This section emphasizes the integration of Dynamics 365 with Outlook to enhance productivity and streamline sales processes for Dynamics 365 Sales Professionals.
Topic 3	• 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.
Topic 4	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data through Dynamics 365 Customer Insights to drive sales strategies.

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Analyst

We understand your enthusiasm of effective practice materials, because they are the most hopeful tools help us gain more knowledge with the least time to achieve success, and we have been in your shoes. Our MB-280 exam questions can help you achieve that dreams easily. Whatever you want to master about this exam, our experts have compiled into them for your reference. A growing number of exam candidates are choosing our MB-280 Exam Questions, why are you still hesitating? As long as you have make up your mind, our Microsoft Dynamics 365 Customer Experience Analyst study question is available in five minutes, so just begin your review now! This could be a pinnacle in your life.

Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Implement Security and Customizations in Dynamics 365 Sales: This section addresses the implementation of security measures and customization options within Dynamics 365 Sales for Dynamics 365 Sales Professionals.
Topic 2	<ul style="list-style-type: none">Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 3	<ul style="list-style-type: none">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.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q132-Q137):

NEW QUESTION # 132

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution. Determine whether the solution meets 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 configure forecasts for a clothing manufacturer.

A salesperson updates an opportunity and wants to refresh the forecast

You need to show the salesperson how to refresh the forecast.

Solution: Recalculate the forest.

Does this meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

Correct:

* Recalculate the forecast

Incorrect:

* Recalculate the opportunity.

* Update the Opportunity Forecast Category Mapping process.

Note:

Example of forecast recalculation methods

Let's understand the different methods with an example. Consider a scenario where you have a forecast with 4 quarterly periods and an annual period. Assume that you're currently in Q4. The following table shows when and how the forecast data is updated for different scenarios and periods.

Scenario	Current quarter (Q4)	Past quarters	Annual
You updated the estimated revenue of an underlying opportunity from 100,000 to 200,000 on the Forecasts page.	Updated immediately	Updated immediately	Updated immediately
You updated the estimated revenue of an underlying opportunity from 100,000 to 200,000 on the Opportunities page.	Updated at the end of the day	Updated only after a manual recalculation	Updated at the end of the month.
You updated the forecast hierarchy.	Updated at the end of the day	Updated only after a manual recalculation	Updated at the end of the month
You adjusted the forecast value for Q4	Updated immediately	Updated immediately	Updated immediately

Dynamics 365 Sales, Recalculate forecasts manually

You want the forecast data to be up-to-date to make informed decisions. Forecast data is automatically recalculated at regular intervals. However, you can trigger a manual recalculation when you want to recalculate the forecast data immediately. You can also trigger a manual recalculation for past and future periods as they aren't automatically recalculated.

Recalculate and refresh forecast data manually

1. Open the forecast. Verify the Last updated timestamp on the command bar to know when the forecast was last recalculated successfully.
2. Select Recalculate data.

User	Quota	Won	Prediction	Committed Forecast	Committed	Best case	Pipeline	Gap To Quota	Pipeline Coverage
Kenny Smith	\$1,500,000.00	\$1,042,665.00 70 %	\$1,350,488.25 90 %	\$1,642,665.00 110 %	\$600,000.00	\$401,945.00	\$1,226,500.00	\$457,335.00	2.68
Kenny Smith	\$300,000.00	\$142,000.00 47 %	\$363,387.62 121 %	\$29,805.00 10 %	\$97,000.00	\$52,000.00	\$344,500.00	\$158,000.00	2.18
Nicolas Frizzell	\$150,000.00	\$76,320.00 51 %	\$82,299.05 55 %	\$1,320.00 1 %	\$75,000.00	\$20,000.00	\$62,000.00	\$73,680.00	0.84
Dustin Ochs	\$300,000.00	\$121,500.00 41 %	\$325,688.97 109 %	\$256,500.00 86 %	\$135,000.00	\$165,000.00	\$180,000.00	\$178,500.00	1.01
Samuel Chron	\$700,000.00	\$211,000.00 30 %	\$250,910.91 36 %	\$645,500.00 92 %	\$134,500.00	\$78,945.00	\$420,000.00	\$189,000.00	2.22
Stuart Silas	\$450,000.00	\$191,845.00 43 %	\$247,442.10 55 %	\$350,345.00 78 %	\$158,500.00	\$85,000.00	\$220,000.00	\$258,155.00	0.85

A notification appears at the top of the screen, confirming the recalculation. Recalculation happens in the background, and you can continue to work while recalculation is in progress.

3. After the application recalculates the forecast data, a notification appears to refresh the data. On the notification, select Refresh page.

Reference:

<https://learn.microsoft.com/en-us/dynamics365/sales/keep-forecast-data-up-to-date>

<https://learn.microsoft.com/en-us/dynamics365/sales/forecast-recalculation-methods>

NEW QUESTION # 133

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

Answer:

Explanation:

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

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 # 134

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.

A company's IT department has a .CSV file stored on one of their Shared Documents folders within their Microsoft SharePoint sites. The data from the .CSV file is ingested into Dynamics 365 Customer Insights - Data.

The file contains a row header and columns of different types, such as quantities and prices. The file also contains some rows with a high proportion of nulls.

You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Remove any rows where the primary key is missing, delete any leading or trailing zeros on the primary key, and name the query. Select Next and your data is now ready for unification.

Does this meet the goal?

- A. No
- B. Yes

Answer: A

Explanation:

Correct:

* Transform the first row to be used as headers. Define column types to be the appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns if they exist. Select Next and your data is now ready for unification.

The proposed solution effectively prepares the data for unification in Dynamics 365 Customer Insights - Data. Here's how each step contributes to meeting the goal:

Transform the first row to be used as headers: This step is necessary to define the column names, which is critical for accurate data interpretation.

Define column types to be the appropriate field types: Specifying the correct data types for each column ensures that the data will be processed correctly during unification, maintaining data integrity.

Create a full name and full address columns by merging the appropriate columns if they exist: This step enhances the dataset by consolidating relevant information into single columns, which can simplify data usage and improve data quality. Merging columns helps ensure that users can easily access essential information without navigating through multiple fields.

Select Next: This indicates that the data transformation steps are completed and the dataset is ready for the unification process.

Incorrect:

* Define column types to be appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns, if they exist. Select Next and your data is now ready for unification.

Does not address the problem with null values.

* Remove any rows where the primary key is missing, delete any leading or trailing zeros on the primary key, and name the query.

Select Next and your data is now ready for unification.

Problem not related to the primary key.

* Transform the first row to be used as headers, and remove any special characters or spaces from header row. Remove rows with missing primary keys and name the query. Select Next and your data is now ready for unification.

Does not address the problem with null values.

* Transform the first row to be used as headers, define column types to be the appropriate field types and name the query. Select Next and your data is now ready for unification.

Solution removes all rows with null values, which can lead to significant data loss, especially if those rows contain important information.

It may compromise data quality by eliminating rows, which can impact analysis and insights.

* Transform the first row to be used as headers, remove rows that contain null values, and name the query. Select Next and your data is now ready for unification.

While the solution includes transforming the first row to be used as headers and naming the query, the step of removing rows that contain null values is problematic.

Removing all rows with null values can lead to significant data loss, particularly if those rows contain relevant information.

NEW QUESTION # 135

A company manufactures widgets. Widgets can be sold in the following ways:

Unit	Base unit	Description
Box		Contains 2 widgets
Case	Box	Contains 12 boxes
Pallet	Case	Contains 12 cases

The company discovers that customers want to buy widgets individually.

You need to add a unit named Each.

What should you do?

- **A. Make Each the base unit for all units.**
- B. Set Each as the primary unit.
- C. Update the unit Box with Each as the base unit
- D. Create the unit Each with Box as the base unit.

Answer: A

Explanation:

In Dynamics 365 Sales, unit groups define how products are sold in different quantities. The base unit is the smallest unit of measure in a unit group.

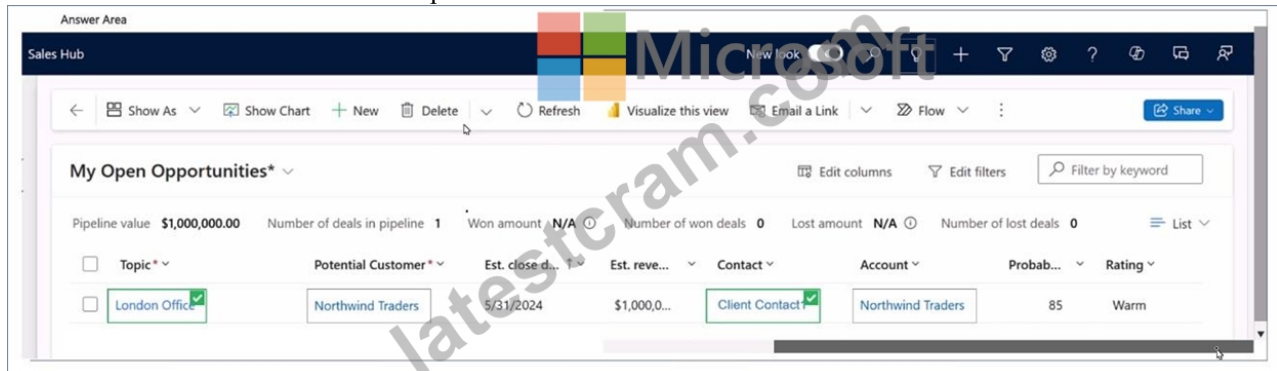
Since customers now want to buy widgets individually, the smallest unit (Each) should be set as the base unit for all other units (Box, Case, and Pallet).

NEW QUESTION # 136

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

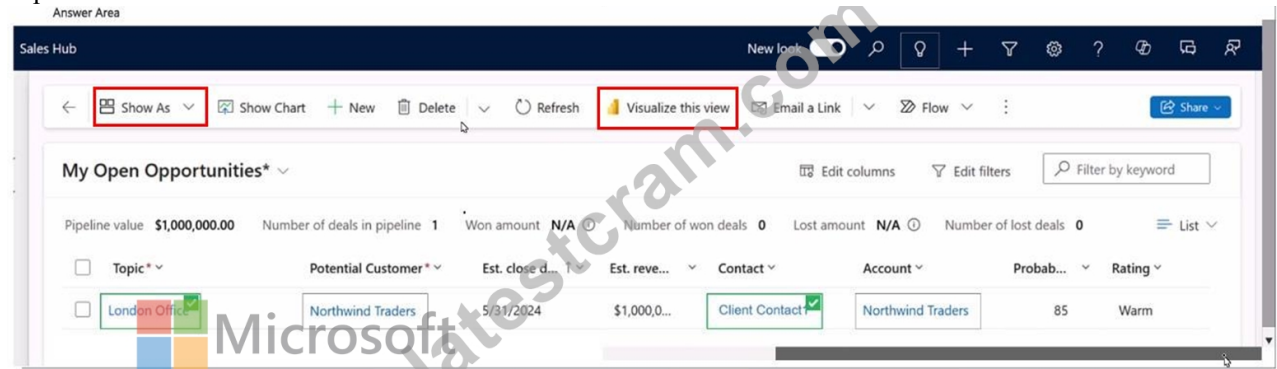
Which two items can BMD1 select to see a reminder card for the meeting BDM2 scheduled in the assistant? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Answer:

Explanation:



NEW QUESTION # 137

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