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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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Customer Experience Analyst exam practice test engine will help you gauge your progress, identify areas of weakness, and master the material.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q67-Q72):

NEW QUESTION # 67

You created and published lead scoring models in the Dynamics 365 Customer insights - Journeys application.

Your marketing team members inform you that they are NOT able to view the lead scoring insights. You confirm the lead scoring models are published and are Live.

You need the marketing team to be able to view the lead scoring insights.

- A. Re-publish the lead scoring models to allow the system to capture the insights.
- B. Set all leads to Active state to capture the insights.
- **C. Assign the Lead Score Viewer security role to the users.**
- D. Set automatic lead scores cleanup to No to capture the scoring.

Answer: C

Explanation:

* For team members to view lead scoring insights, they must have appropriate permissions, specifically the Lead Score Viewer role in Dynamics 365 Customer Insights - Journeys.

* Even though the lead scoring models are published and live, without the correct security role, users will not have access to view the insights.

* Assigning the Lead Score Viewer role ensures that the users have the necessary access rights to review the lead scoring insights generated by the models.

NEW QUESTION # 68

A company manually assigns leads to salespeople.

The sales manager requires automated lead assignment rules. An administrator enables the feature. However, you are unable to access the Assignment rules area.

You need to request access from the administrator.

Which security role should you request?

- A. Sales Manager
- B. Playbook Manager
- **C. Sequence Manager**
- D. Vice President of Sales

Answer: C

Explanation:

Dynamics 365 Sales, Create and activate assignment rules

You can create and manage sequences and assignment rules through navigating to 'Personal Settings' area if users have sequence manager role.

NEW QUESTION # 69

You need to configure search to ensure the administrators can find all records which reference Corgis. Which action must you perform?

- **A. Within the solution, ensure all relevant tables are indexed.**
- B. Add columns to be searched to the Lookup view for each relevant table.
- C. Within system settings, select up to 10 relevant tables.
- D. For all relevant tables, ensure that the Can enable sync to external search index setting is False.

Answer: A

Explanation:

To enable comprehensive search capabilities for administrators to find all records referencing specific terms (such as "Corgis"), it is

essential to ensure that all relevant tables are indexed.

In Dynamics 365, configuring search functionality for specific tables involves setting up the tables to be searchable, which can be done by indexing them within the solution.

Indexing relevant tables makes them accessible in the search feature and ensures all fields within those tables can be searched, allowing for quick retrieval of records that reference specific terms.

System settings (Option A) is limited to selecting up to 10 tables and is more about quick search rather than full indexing. The sync to external search index setting (Option C) is for integration with external search tools and does not directly impact internal search capabilities.

Adding columns to the Lookup view (Option D) affects how lookups work but does not influence full-text search results.

Reference from Microsoft Documentation:

For configuring search indexing, refer to Configure relevance search in Dynamics 365 for more information on indexing tables to enhance search capabilities.

NEW QUESTION # 70

What is the primary purpose of creating a unified customer profile in Dynamics 365 Customer Insights?

- A. To generate financial reports
- B. To configure user roles
- C. To provide a personalized view of customer data across multiple sources
- D. To manage marketing campaigns

Answer: C

NEW QUESTION # 71

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

Answer: A,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 # 72

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