

# MB-280 Reliable Study Notes - MB-280 Valid Exam Topics



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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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## Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	<ul style="list-style-type: none"> <li>• <b>Implement Dynamics 365 Sales:</b> This section focuses on the essential processes for setting up and managing Dynamics 365 Sales effectively for Dynamics 365 Sales Professionals.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• <b>Extend and Enhance Dynamics 365 Sales Capabilities:</b> 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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• <b>Configure and Customize Dataverse and Model-Driven Apps:</b> 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.</li> </ul>

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## **Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q89-Q94):**

### **NEW QUESTION # 89**

You use business process flows for all Dynamics 365 opportunities. Some opportunities are closed before business process flow durations are calculated. You need to ensure that business process flow duration values are calculated.

Solution: When closing an opportunity, use the close as won dialog without completing the business process flow. Does this meet the goal?

- **A. No**
- B. Yes

**Answer: A**

Explanation:

\* Using the Close as Won dialog without completing the business process flow does not ensure that the business process flow duration is calculated. The process flow needs to be marked as completed or transitioned to an inactive state for duration values to be captured.

\* Simply closing an opportunity as won without completing the flow may bypass the finalization of process flow metrics, hence the goal is not met in this case.

### **NEW QUESTION # 90**

You need to configure a Security Role to provide read-only access to Sales Opportunities. What steps should you follow?

- A. Go to Power Apps > Security > Security Roles > Create New Role > Define Permissions > Save & publish.
- B. Go to Dynamics 365 > Reports > Security Roles > Create New Role > Define Permissions > Save & publish.
- C. Go to Dynamics 365 > Marketing > Security Roles > Create New Role > Define Permissions > Save & publish.
- **D. Go to Dynamics 365 > Settings > Security > Security Roles > Create New Role > Define Permissions > Save & publish.**

**Answer: D**

### NEW QUESTION # 91

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: Transform the first row to be used as headers. 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 this meet the goal?

- A. No
- B. Yes

**Answer: A**

Explanation:

\* This solution also includes transforming headers and defining column types, along with creating merged columns. However, it still does not remove rows with a high proportion of nulls. Addressing null values is important for data quality and ensuring accurate unification.

\* Without removing rows with many nulls, the data may still have integrity issues that could impact the unification process. As a result, this solution does not completely meet the goal.

### NEW QUESTION # 92

You have opportunities that have values in multiple currencies. You manually update currency exchange rates once per month.

You need to ensure that currency values are accurately reported.

When is the new currency exchange rate applied to the opportunity records?

- A. When an opportunity changes the status.
- B. When an opportunity changes the status reason.
- C. When the calculate rollup field system job for the msdyn\_projectteam table runs.
- D. When the calculate rollup field system job for the account table runs.

**Answer: C**

Explanation:

In Dynamics 365, when you update currency exchange rates, those rates are applied during the scheduled system jobs that calculate rollup fields.

Specifically, if you have rollup fields related to opportunities that depend on currency values, the new exchange rates will be reflected when the calculate rollup field system job for the relevant tables runs.

### NEW QUESTION # 93

The sellers at your organization are keen to adopt generative AI capabilities and use them efficiently.

They have been editing Contact records directly in Copilot for Sales and have now provided feedback that they would be more productive if they could also edit Account records directly in Copilot for Sales.

However, the vice president of sales does NOT want the sellers to be able to edit the "Revenue Forecast" field in Copilot for Sales. You need to enable these requirements.

Which four actions should you perform in sequence? To answer, move the four appropriate actions from the list of actions to the answer area. Arrange the four actions in the correct order.

#### Actions

⋮	In the <b>Editing records</b> section, select <b>Edit records inside Copilot for Sales</b> .
⋮	Hide the column from the Account form in Dynamics 365.
⋮	In the <b>Manage fields</b> section, uncheck <b>Required</b> for the "Revenue Forecast" field.
⋮	In Copilot for Sales admin settings, select <b>Forms</b> .
⋮	In the settings for the <i>Account</i> table, select <b>Forms</b> .
⋮	Select the Account record type.
⋮	In the <b>Manage fields</b> section, turn off <b>Allow editing</b> for the "Revenue Forecast" field.

#### Order

#### Answer:

#### Explanation:

⋮	In the <b>Editing records</b> section, select <b>Edit records inside Copilot for Sales</b> .	⋮	In Copilot for Sales admin settings, select <b>Forms</b> .
⋮	Hide the column from the Account form in Dynamics 365.	⋮	In the settings for the <i>Account</i> table, select <b>Forms</b> .
⋮	In the <b>Manage fields</b> section, uncheck <b>Required</b> for the "Revenue Forecast" field.	⋮	Select the Account record type.
⋮	In Copilot for Sales admin settings, select <b>Forms</b> .	⋮	In the <b>Manage fields</b> section, turn off <b>Allow editing</b> for the "Revenue Forecast" field.
⋮	In the settings for the <i>Account</i> table, select <b>Forms</b> .		
⋮	Select the Account record type.		
⋮	In the <b>Manage fields</b> section, turn off <b>Allow editing</b> for the "Revenue Forecast" field.		

#### Reference:

By following these steps, you enable the sellers to edit Account records in Copilot for Sales while restricting access to the "Revenue Forecast" field, ensuring both productivity and compliance with organizational policies.

#### NEW QUESTION # 94

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