Free PDF Quiz 2025 Microsoft Accurate MB-280: Valid Dumps Microsoft Dynamics 365 Customer Experience Analyst Sheet

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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 2	• 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 3	• 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 4	• 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.
Topic 5	• Implement Dynamics 365 Sales: This section focuses on the essential processes for setting up and managing Dynamics 365 Sales effectively for Dynamics 365 Sales Professionals.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q37-Q42):

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 opportunity.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

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

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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.

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 # 38

Drag and Drop Question

You are implementing Dynamics 365 Sales at a new organization. All users will be using the Sales Hub app.

You need to assign the appropriate out-of-the-box security roles.

Using the principle of least access, which roles should you assign? To answer, move the appropriate roles to the correct users. Each role may be used once, more than once, or not at all.

You may need to move the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

Explanation:

Retail assistant - Salesperson

The retail assistant can create and update accounts and contacts but cannot edit the product catalog. The Salesperson role provides access to manage accounts and contacts but does not include permissions for product catalog management.

Executive - Sales team member

The executive only adds notes to accounts and contacts. The Sales team member role has minimal access and is appropriate for a user who only needs to add notes.

Territory manager - Sales manager

The territory manager is responsible for forecasting and product management, which aligns with the Sales manager role, as it includes permissions for managing forecasts and overseeing sales activities.

NEW QUESTION # 39

A company has two departments. Each department uses only custom forms and views designed for each department. Currently, all users can view all forms and views.

The company wants to improve usability for its users.

You need to limit users to only individual department forms and views.

What should you do?

- A. Create a model-driven app for each department.
- B. Add an area for each department within the site map
- C. Use a hierarchy security model.
- D. Use security roles.

Answer: D

Explanation:

In Dynamics 365 Sales, security roles control access to different forms, views, and records. To ensure that each department can only access their respective custom forms and views, you should assign security roles to the forms and views. This allows you to restrict users based on their department so they only see the forms and views relevant to them.

How it works:

1. Edit the form properties Assign the form to specific security roles.

2. Edit the view properties Restrict views based on security roles.

3. Ensure users have the correct security roles

Users in Department A will only see their assigned forms and views, and the same applies to Department B.

NEW QUESTION # 40

Your organization is using Dynamics 365 Sales to track its sales pipeline, and you have implemented sales forecasting using the out-of-the-box sample forecast configuration.

The vice president of sales wants the forecast to categorize lost deals using the more detailed opportunity status code reasons of "Cancelled" and "Outsold." You need to enable the detailed categorization requested by the vice president of sales.

Which two actions should you take? Each answer presents part of a solution. (Choose two.) NOTE: Each correct selection is worth one point.

- A. Add the detailed lost reasons to the msdyn_forecastinstance status code option set.
- B. Update the field mappings in the Opportunity Forecast Category Mapping Process workflow.
- C. Create a new cloud flow to map opportunity state code to forecast category.
- D. Add the detailed lost reasons to the opportunity forecast category option set.

Answer: B,D

Explanation:

To ensure that the sales forecast categorizes lost deals using more detailed reasons like

"Cancelled" and "Outsold," you need to modify how the opportunity status codes are mapped to the forecast categories.

Add the detailed lost reasons to the opportunity forecast category option set This ensures that the system can recognize and categorize opportunities as "Cancelled" or

"Outsold" within the forecast. The forecast category option set must be updated to accommodate the new lost reasons.

Update the field mappings in the Opportunity Forecast Category Mapping Process workflow This workflow determines how opportunity status codes map to forecast categories. Updating the field mappings ensures that opportunities with "Cancelled" or "Outsold" reasons are correctly classified within the forecast.

NEW QUESTION # 41

You are a Dynamics 365 Sales administrator. You are setting up a product catalog.

You need to configure the base unit group.

Which quantity or measurement should you configure?

- A. the least frequently used to sell the service
- B. the most frequently used to sell the service
- C. the lowest needed to sell the product or service
- D. the highest needed to sell the product or service

Answer: B

Explanation:
When configuring the base unit group in a product catalog within Dynamics 365 Sales, it is essential to set the base unit to reflect the most frequently used quantity or measurement for selling the product or service. This ensures that the unit is aligned with typical sales transactions, making it easier for sales teams to manage and sell products effectively.
Choosing the most frequently used unit helps streamline sales processes and reporting, allowing for consistency across transactions.

NEW QUESTION # 42

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