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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	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.
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	Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 4	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.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q94-Q99):

NEW QUESTION # 94

A company uses Dynamics 365 Sales. You have administrator privileges.
The sales manager plans to require the sales team to track emails from Microsoft Outlook.
You need to direct users to where they can deploy their own App for Outlook instance.
To where should you direct them?

- **A. Dynamics 365 App for Outlook area**
- B. Email settings
- C. Microsoft AppSource
- D. Advanced settings

Answer: A

NEW QUESTION # 95

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 forecast.

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

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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.

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 %	\$29,005.00 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 %	\$11,320.00 101 %	\$75,000.00	\$20,000.00	\$62,000.00	\$73,680.00	0.84
Dustin Ochs	\$300,000.00	\$121,500.00 41 %	\$325,666.97 109 %	\$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 %	\$250,750.99 74 %	\$645,500.00 92 %	\$134,500.00	\$79,945.00	\$420,000.00	\$189,000.00	2.22
Stuart Silas	\$450,000.00	\$191,845.00 43 %	\$247,442.10 77 %	\$250,345.00 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 # 96

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. Vice President of Sales
- C. Playbook Manager
- D. Sequence Manager

Answer: D

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 # 97

What happens when you select the "Track" button in the Dynamics 365 App for Outlook?

- A. The email is linked to a Dynamics 365 record.
- B. The email is moved to a spam folder.
- C. The email is forwarded to another user.
- D. The email is deleted from the Outlook inbox.

Answer: A

NEW QUESTION # 98

Drag and Drop Question

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 area. Arrange the five actions in the correct order.

Actions	Order
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.	

Microsoft

Answer:

Explanation:

Actions

Order

Choose a table in the solution you want to edit.
Save.

Select the area you want to add component to.

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.



Explanation:

Step 1: Add all tables you want to be visible in the timeline

Add the timeline component to a form

1. Sign in to Power Apps.

2. Select Tables on the left navigation pane, and then open the table you want. If the item isn't in the side panel pane, select ...More and then select the item you want.

Step 2: Open the form from the table you want to add the control to.

3. Select the Forms area, and then open the form where you want to add or configure a timeline.

Step 3: Choose the timeline from components list and add to the section you want

4. In the form designer, select Components from the left navigation, and then scroll down to the Timeline component on the left side. Drag and drop it into a section on the form.

Step 4: Configure the control

5. Make the changes you want to the timeline settings.

Step 5: Save and publish

6. Before you can view any configuration changes on the table form, you must save and publish your updates on the timeline component. Select Save, and then select Publish to make your form changes available on the table form for the environment.

NEW QUESTION # 99

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