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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q95-Q100):

NEW QUESTION # 95

A company is implementing the Dynamics 365 Sales mobile app.
The company requires setup of several push notifications for sellers who use the app.

You need to create the push notifications.
Which feature should you use?

- A. Plug-in
- B. Classic Dataverse workflow
- C. Cloud flow

Answer: C

Explanation:

Understanding the Requirement:

The company wants to send push notifications to sellers using the Dynamics 365 Sales mobile app. This requires setting up automated notifications triggered by certain events or conditions.

Solution - Using Cloud Flows:

Cloud flows in Power Automate are ideal for creating automated workflows that can trigger push notifications based on events in Dynamics 365.

Power Automate provides connectors for Dynamics 365 Sales and mobile notifications, enabling the setup of push notifications without requiring custom code or plugins.

Reference:

Steps to Create a Cloud Flow for Push Notifications:

Go to Power Automate and create a new Cloud Flow.

Set up a trigger based on a Dynamics 365 event (e.g., when a record is created or updated).

Add an action to send a push notification to the user's mobile device.

Customize the notification message and publish the flow to activate the notifications.

Using Cloud Flows in Power Automate enables dynamic push notifications for mobile users, providing timely updates to sales team members based on real-time data changes.

NEW QUESTION # 96

A bakery uses Dynamics 365 Sales. All loaves of bread sold at the bakery are priced the same. Special bread flavors are developed regularly.

You need to add a new flavor to the product catalog.

What should you do for each scenario? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Scenario	Action
Add a new flavor to the product catalog.	Create a product property. Create a unit. Create a price list item. Create a product family. Create a product property.
An existing opportunity wants to change an order to one of the new bread flavors.	Select the new bread flavor in the opportunity product. Update the price list. Modify and publish the product. Delete the opportunity product and readd the item. Select the new bread flavor in the opportunity product.

Answer:

Explanation:

Answer Area

Scenario	Action
Add a new flavor to the product catalog.	Create a product property. Create a unit. Create a price list item. Create a product family. Create a product property.
An existing opportunity wants to change an order to one of the new bread flavors.	Select the new bread flavor in the opportunity product. Update the price list. Modify and publish the product. Delete the opportunity product and readd the item. Select the new bread flavor in the opportunity product.

Reference:

Steps to Create a Product Property:

Go to Sales > Product Catalog > Products.

Open the existing product (bread) and navigate to Product Properties.

Add a new property (flavor) and define the possible values (e.g., new flavors).

Save and publish the product with the updated properties.

Scenario 2: Changing an Order to a New Bread Flavor in an Opportunity

When a customer wants to change their order to a new flavor within an existing opportunity, the selected product in the opportunity can be updated to reflect the new flavor.

Since flavors are configured as product properties, you can select the specific flavor for the opportunity product directly without needing to recreate or delete the product from the opportunity.

This approach leverages product properties, ensuring that the change is streamlined and does not require re-adding or modifying the core product.

Steps to Select a New Flavor in the Opportunity Product:

Open the specific opportunity record in Dynamics 365.

Navigate to the product line items and select the bread product.

In the product properties, update the flavor to the new option as required.

Save the changes to ensure the opportunity reflects the new flavor selection.

These actions allow the bakery to manage new flavors flexibly within their product catalog and seamlessly adjust opportunities to accommodate flavor changes, enhancing customer satisfaction and operational efficiency.

NEW QUESTION # 97

You have added the timeline control to the Pet main form, then saved and published your changes. You need to configure the timeline to display related Pet activities as required by Terra Flor a. Which two actions should you perform? Each correct answer presents a complete solution. Choose two, NOTE: Each correct selection is worth one point.

- A. In the Record types of the timeline settings, uncheck the Notes option.
- **B. In the Activity area of the timeline settings, remove all activity types, except for Task, Email and Phone Call.**
- C. In the Notes area of the timeline settings, uncheck the Remove notes title when authoring option.
- D. In the Record types of the timeline settings, uncheck the Activities option.
- **E. In the Record types of the timeline settings, uncheck the Posts option.**

Answer: B,E

Explanation:

The timeline control in Dynamics 365 allows users to view and interact with activities, notes, and posts associated with a record. To meet Terra Flora's requirements for displaying specific activities, you need to customize the timeline to show only certain activity types.

Removing All Other Activity Types Except Task, Email, and Phone Call (Option B):

According to Terra Flora's requirements, only Tasks, Emails, and Phone Calls should appear in the timeline for Pet records.

Therefore, removing all other activity types ensures that only the relevant activities are shown. This customization is achieved in the timeline settings by unchecking unnecessary activity types.

Unchecking the Posts Option (Option C):

Since Terra Flora specified that posts should not appear on the timeline, you should uncheck the Posts option under the Record types settings in the timeline configuration. This action removes posts from the view, aligning with Terra Flora's requirement to exclude posts from the Pet records timeline.

Other Options

Unchecking Notes (Option A) would prevent users from adding or viewing notes, which Terra Flora requires.

Unchecking the Activities Option (Option D) would disable all activities on the timeline, which does not meet Terra Flora's needs as they require Task, Email, and Phone Call activities.

Option E deals with the display format of notes but does not restrict their visibility, which does not align with the requirement to exclude posts specifically.

Reference from Microsoft Documentation:

For configuring and customizing the timeline control, refer to Customize a timeline control in Dynamics 365 documentation for detailed steps on modifying timeline settings and activity visibility.

NEW QUESTION # 98

Your organization introduced a new loyalty solution that exposes the loyalty profile and related point transactions in an Azure SQL Database.

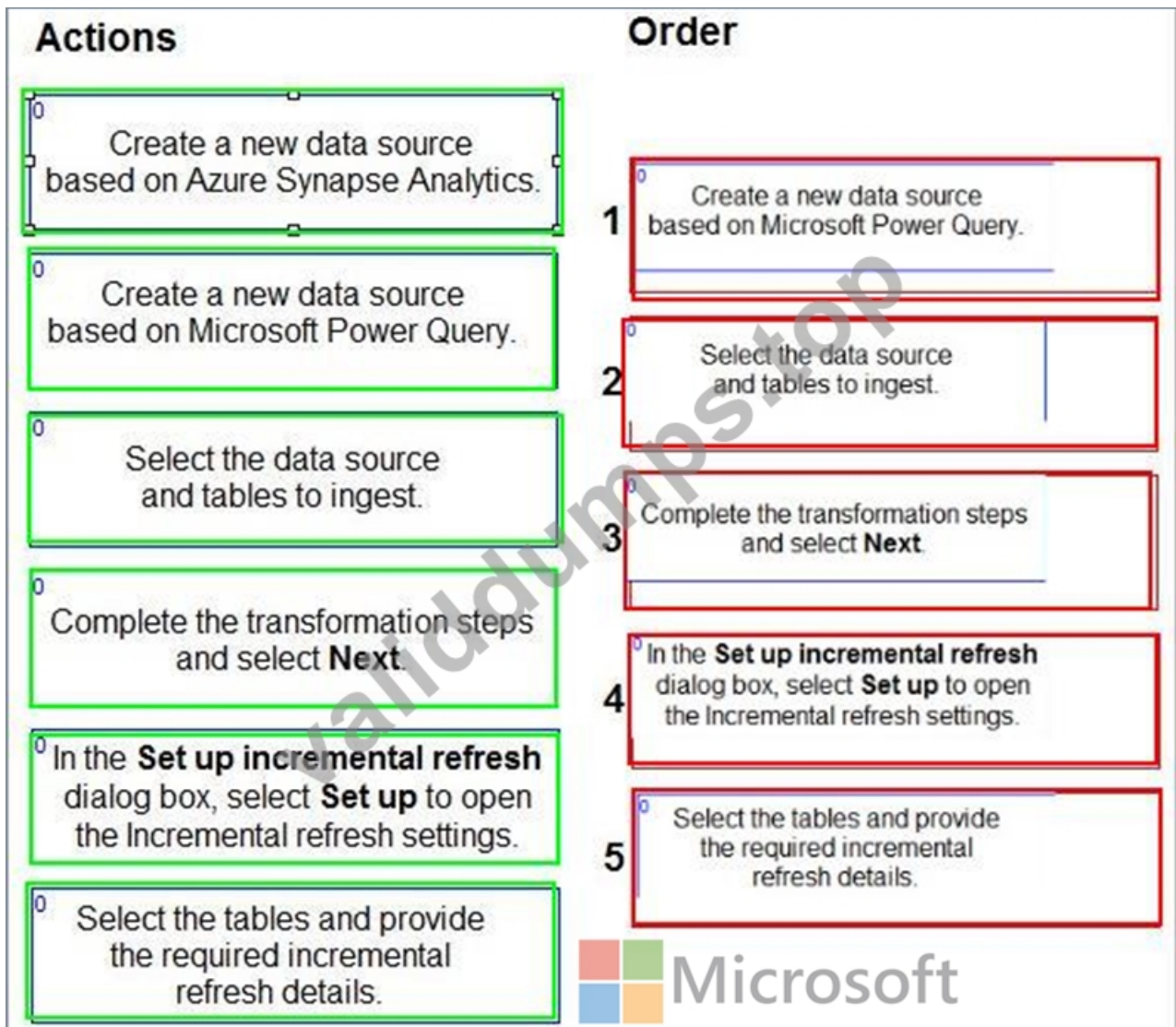
You need to ensure the new loyalty data is imported from the Azure SQL Database into Dynamics 365 Customer Insights - Data and refreshed incrementally.

Which five actions should you perform in sequence within Customer Insights - Data before selecting Save to complete the creation? 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
Create a new data source based on Azure Synapse Analytics.	1
Create a new data source based on Microsoft Power Query.	2
Select the data source and tables to ingest.	3
Complete the transformation steps and select Next .	4
In the Set up incremental refresh dialog box, select Set up to open the Incremental refresh settings.	5
Select the tables and provide the required incremental refresh details.	

Answer:

Explanation:



NEW QUESTION # 99

A company plans to use server-side synchronization to synchronize emails, tasks, and appointments between Microsoft Exchange and Dynamics 365 Sales.

The salespeople want to know when their emails will be synced.

You need to describe the server-side synchronization frequency for the salespeople.

How should you describe the frequency?

- A. equal intervals
- B. dependent on volume
- C. user-defined
- D. constant

Answer: A

Explanation:

* Server-side synchronization typically syncs at equal intervals, which can be configured in Dynamics 365. These intervals determine how often data is synchronized between Microsoft Exchange and Dynamics 365 Sales, affecting emails, tasks, and appointments.

* The synchronization frequency can be adjusted by the administrator but operates at consistent, regular intervals by default.

NEW QUESTION # 100

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