

Microsoft - Accurate MB-280 - Microsoft Dynamics 365 Customer Experience Analyst Exam



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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q81-Q86):

NEW QUESTION # 81

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

Answer: B

Explanation:

Understanding the Base Unit in Dynamics 365 Sales:

In Dynamics 365 Sales, the base unit represents the smallest quantity or measurement used to sell a product or service. It serves as the foundational unit within a unit group, which allows you to define how a product can be measured and sold in various quantities. All other units within the unit group are defined in relation to this base unit. Therefore, it should represent the smallest quantity

possible, ensuring flexibility in defining larger units or multiples based on this standard.

Selecting the Base Unit - Why the Lowest Quantity?

Choosing the lowest needed unit ensures that any other units, whether they are multiples or larger groupings, can be accurately calculated in relation to the base unit. This approach allows you to accommodate various selling quantities and ensures precise calculations across different unit types.

For example, if the lowest unit is a single item, you can then configure units such as a dozen, box, or case based on this base unit. This provides consistency and accuracy in pricing and inventory management.

Reference:

Benefits of Using the Lowest Needed Unit:

Configuring the base unit as the smallest measurable unit enables flexibility and supports various sales scenarios without restrictions.

It simplifies the management of units and ensures that other unit variations align correctly in the product catalog.

By setting the base unit to the lowest quantity needed to sell the product or service, you establish a robust foundation for building out the unit group and accommodating different sales quantities in Dynamics 365 Sales.

NEW QUESTION # 82

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

Answer: C,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 # 83

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.

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- E. In the Record types of the timeline settings, uncheck the Posts option.

Answer: C,E

Explanation:

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NEW QUESTION # 84

You have enabled Dynamics 365 App for Outlook for your sales team.

Users report that they are dissatisfied that they must track the emails manually, so you propose folder-level tracking.

You need to enable folder-level tracking in your environment in order for your users to configure the rules.

Which three actions should you perform in sequence before saving your changes? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Actions	Order
Select Server Profiles.	
Turn tracking "On."	
Disable Use tracking token.	
Access Environment Settings in the Power Platform Admin Center.	
Select Email Tracking settings.	
Enable Use folder-level tracking from Exchange folders.	

Answer:

Explanation:

Actions

Select Server Profiles.
Turn tracking "On."
Disable Use tracking token.
Access Environment Settings in the Power Platform Admin Center.
Select Email Tracking settings.
Enable Use folder-level tracking from Exchange folders.

Order

Access Environment Settings in the Power Platform Admin Center.
Select Email Tracking settings.
Enable Use folder-level tracking from Exchange folders.

Reference:

Select Email Tracking Settings:

Within the environment settings, go to Email Tracking settings. This area contains the configuration options for email tracking, including methods for tracking emails automatically or manually, and where folder-level tracking can be configured.

Enable Use Folder-Level Tracking from Exchange Folders:

Once in the Email Tracking settings, enable the Use folder-level tracking from Exchange folders option. This feature allows users to automatically track emails by moving them into designated folders in their mailbox. It removes the need for manual tracking, as moving an email to a tracked folder automatically links it to Dynamics 365.

After enabling this setting, save the changes to activate folder-level tracking across the environment.

By following these steps, folder-level tracking will be enabled, allowing users to configure tracking rules based on specific folders in their Exchange mailboxes, streamlining the email tracking process within Dynamics 365.

NEW QUESTION # 85

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

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

Answer: B

NEW QUESTION # 86

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