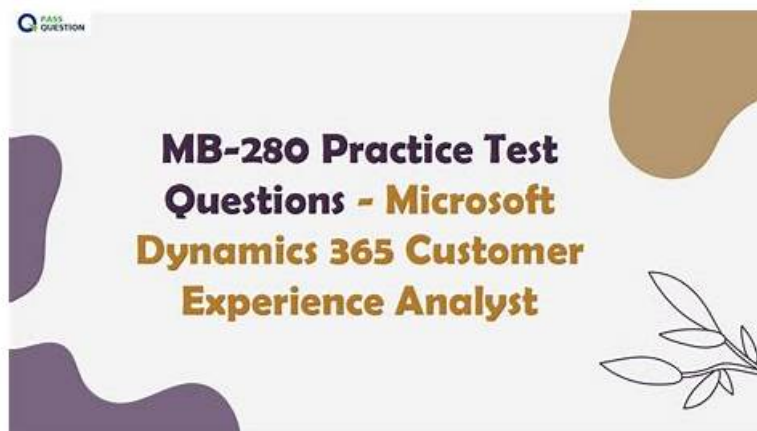


Microsoft Dynamics 365 Customer Experience Analyst Study Question Has Reasonable Prices but Various Benefits - VCE4Plus



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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	• 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	• 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 4	• 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.

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Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q73-Q78):

NEW QUESTION # 73

Hotspot Question

You are a Dynamics 365 Sales administrator. You create a forecast by using the forecast category layout shown in the exhibit:

Preview

Territory	Quota	Manager	Best case	Committed	Lost	Omitted	Pipeline	Won
 City								 75 %
 South								 75 %
 North								 75 %

Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.
NOTE: Each correct selection is worth one point.

Answer Area

Where should you rename the Omitted column to Cancelled for this forecast?

Forecast Category option set

Forecast view

Layout column settings

Preview grid

Where should you delete the Lost column for this forecast?

Forecast configuration

Forecast configuration filter data

Forecast Category option set value

Forecast view



Answer:

Explanation:

Answer Area

Where should you rename the Omitted column to Cancelled for this forecast?

Forecast Category option set

Forecast view

Layout column settings

Preview grid

Where should you delete the Lost column for this forecast?

Forecast configuration

Forecast configuration filter data

Forecast Category option set value

Forecast view



Explanation:

Where should you rename the Omitted column to Cancelled for this forecast? - Layout column settings Renaming or customizing columns in the forecast layout would be done through the layout column settings where you control what each column is labeled.

Where should you delete the Lost column for this forecast? - Forecast configuration To remove a column like "Lost" from the forecast, you need to adjust the forecast configuration settings. This is where structural changes such as adding or removing columns

are managed.

NEW QUESTION # 74

Your sales team has now managed to get all the email communication in place and want to take it a step further by implementing SMS channel.

You need to configure an SMS provider.

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	Order
☐ Publish all customizations.	
☐ In General Settings , create a new SMS provider.	
☐ Add a unique phone number to Dynamics 365 Sales.	
☐ Enter SMS provider-specific values.	
☐ Sign in to your Sales app and change the area to App Settings .	

Answer:

Explanation:

Actions	Order
☐ Publish all customizations.	☐ In General Settings , create a new SMS provider.
☐ In General Settings , create a new SMS provider.	☐ Sign in to your Sales app and change the area to App Settings .
☐ Add a unique phone number to Dynamics 365 Sales.	☐ Enter SMS provider-specific values.
☐ Enter SMS provider-specific values.	☐ Add a unique phone number to Dynamics 365 Sales.
☐ Sign in to your Sales app and change the area to App Settings .	

NEW QUESTION # 75

When modifying model-driven apps, which component is used to create navigation and page structure?

- A. Site Maps
- B. Dashboards
- C. Views
- D. Tables

Answer: A

NEW QUESTION # 76

Your organization works with larger customers (accounts) that can have a single holding and then many subsidiaries through different levels in a parent-child relationship.

The chief commercial officer wants the sales team to start creating different account plans for each individual subsidiary.

You need to create a new custom account plan table so that records can have the same parent-child relationships as the account records. The relationships must be able to be visualized in a hierarchy.

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

The screenshot shows the 'Actions' pane in Microsoft Dynamics 365. It contains a list of actions on the left and an 'Order' area on the right. The actions are:

- Create a N:N self-referential relationship and mark the relationship as hierarchical.
- Create a new Card form and select this as the default card.
- Create a new Quick View form and select this as the default form.
- Create a new account plan table.
- Open the advanced Relationship settings.
- Create a 1:N self-referential relationship and mark the relationship as hierarchical.
- Go to the Hierarchy Settings grid view.

The 'Order' area is currently empty.

Answer:

Explanation:

The screenshot shows the 'Actions' pane with the four required actions highlighted in green. The 'Order' area shows the sequence of actions to be performed:

- Create a new account plan table.
- Create a 1:N self-referential relationship and mark the relationship as hierarchical.
- Open the advanced Relationship settings.
- Go to the Hierarchy Settings grid view.

Reference:

Create a 1

Self-Referential Relationship and Mark It as Hierarchical:

Establish a self-referential relationship within the Account Plan table where one record can be linked to another within the same table. Choose a 1 relationship type, where one parent account plan can have multiple subsidiary account plans.

Mark this relationship as hierarchical to enable visual representation of the hierarchy. This is essential for tracking parent-subsidary structures in a hierarchical view.

Open the Advanced Relationship Settings:

After setting up the hierarchical relationship, go to the Advanced Relationship Settings. This allows you to fine-tune options related to cascading behavior, which will control how changes in parent records impact related child records.

Go to the Hierarchy Settings Grid View:

Finally, navigate to the Hierarchy Settings to configure the visualization settings for this relationship. The Hierarchy Settings will enable you to define how the hierarchy is displayed, allowing users to see the parent-child relationships clearly.

Once configured, publish the changes so that users can access the hierarchical view within the system.

By following these steps, you will have configured the new custom account plan table with hierarchical visualization, meeting the requirements to manage and display complex parent-child relationships within your Dynamics 365 system.

NEW QUESTION # 77

A large construction company uses Dynamics 365 Sales to manage their sales pipeline.

All future jobs are logged in the system as opportunities. Depending on the type of work, some opportunities close faster, and others take longer due to dependency on the third-party vendors.

The sales team does NOT currently use the "On hold" option, as it does NOT provide enough details.

When working with open opportunities, the sales manager wants to know whether opportunities are pending permits or require asbestos removal. You need to ensure that a salesperson can only select the "Pending Permits" or "Asbestos Removal" option when working with their opportunities to indicate the deal is taking longer.

What should you do?

- A. Edit the statecode column: rename the "Open" status value to "Asbestos Removal" and add a new "Pending Permits" status value.
- B. Edit the statecode column: rename the "On hold" status to "Asbestos Removal" and add a new "Pending Permits" status value.
- C. Edit the statuscode column: add "Asbestos Removal" and "Pending Permits" status values to the "Open" status reasons.
- D. Edit the statuscode column: add "Pending Permits" to the "Open" status reason values, and rename "On hold" to "Asbestos Removal."

Answer: C

Explanation:

Statuscode in Dynamics 365 Sales refers to the reason or sub-status of the current state (like Open, Closed, etc.). The best approach is to add new values to the "Open" status reason (statuscode), such as "Pending Permits" and "Asbestos Removal," which gives the salesperson more granular detail about why the opportunity is taking longer without changing the core workflow of the sales process.

Statecode controls the overall state (e.g., Open, Won, Lost) and is not suitable for such detailed tracking. Renaming or adding values to the statecode column (as suggested in other options) would not provide the desired level of detail, as the statecode should stay consistent with the standard open/ closed statuses.

NEW QUESTION # 78

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