

Microsoft MB-280 Latest Exam Forum - Dumps MB-280 Guide



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Microsoft MB-280 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">Demonstrate Dynamics 365 Customer Insights Capabilities: This section focuses on leveraging customer data to drive sales strategies through Dynamics 365 Customer Insights.
Topic 3	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">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 5	<ul style="list-style-type: none"> • 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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The Microsoft MB-280 desktop-based practice exam software is beneficial for you to evaluate and enhance your knowledge before taking the Microsoft Dynamics 365 Customer Experience Analyst Exam Questions. All of the features of our online MB-280 Practice Test software are included in our desktop windows-based Microsoft MB-280 practice exam software.

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

NEW QUESTION # 37

The assistant to the sales leader has some questions on how delegation works when using the Dynamics 365 App for Outlook. They want to know how columns are populated when an email is tracked.

You need to explain the behavior of the tracked email messages, in particular, what is set as the owner of the tracked email from a delegated mailbox.

What should you convey?

- A. The owner of the linked contact that sent the email.
- B. System (as it is promoted by server-side synchronization).
- C. The delegate user.
- D. The primary mailbox owner.

Answer: D

Explanation:

* When an email is tracked in Dynamics 365 from a delegated mailbox, the primary mailbox owner is set as the owner of the tracked email. This means that if an assistant sends or tracks an email on behalf of another user, the email's ownership will reflect the primary mailbox owner rather than the delegate.

* This behavior ensures that activities are correctly associated with the user who owns the mailbox, aligning with the ownership structure in Dynamics 365.

NEW QUESTION # 38

A company's IT department has a .CSV file stored on one of their Shared Documents folders within their Microsoft SharePoint sites. The data from the .CSV file is ingested into Dynamics 365 Customer Insights - Data.

The file contains a row header and columns of different types, such as quantities and prices. The file also contains some rows with a high proportion of nulls.

You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Transform the first row to be used as headers, define column types to be the appropriate field types and name the query.

Select Next and your data is now ready for unification.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

* While transforming the first row to be used as headers and defining column types are necessary steps, the solution does not address removing rows with high proportions of nulls. Rows with significant null values can interfere with the quality of the unification process in Customer Insights - Data.

* Therefore, this solution does not fully meet the goal as it does not handle data quality issues caused by null values.

NEW QUESTION # 39

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet 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.

A company's IT department has a .CSV file stored on one of their Shared Documents folders within their Microsoft SharePoint sites. The data from the .CSV file is ingested into Dynamics 365 Customer Insights - Data.

The file contains a row header and columns of different types, such as quantities and prices. The file also contains some rows with a high proportion of nulls.

You need to clean and transform the data in Customer Insights - Data to be ready for unification.

Solution: Define column types to be appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns, if they exist. Select Next and your data is now ready for unification.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

Correct:

* Transform the first row to be used as headers. Define column types to be the appropriate field types and name the query. Create a full name and full address columns by merging the appropriate columns if they exist. Select Next and your data is now ready for unification.

The proposed solution effectively prepares the data for unification in Dynamics 365 Customer Insights - Data. Here's how each step contributes to meeting the goal:

Transform the first row to be used as headers: This step is necessary to define the column names, which is critical for accurate data interpretation.

Define column types to be the appropriate field types: Specifying the correct data types for each column ensures that the data will be processed correctly during unification, maintaining data integrity.

Create a full name and full address columns by merging the appropriate columns if they exist:

This step enhances the dataset by consolidating relevant information into single columns, which can simplify data usage and improve data quality. Merging columns helps ensure that users can easily access essential information without navigating through multiple fields.

Select Next: This indicates that the data transformation steps are completed and the dataset is ready for the unification process.

NEW QUESTION # 40

You are a Dynamics 365 Sales consultant for a food service company. The company caters meals for client companies.

The company wants to set up a product bundle so that the sales staff does not forget items when they create an opportunity.

The lunch bundle is created at \$200.00. It will include the following.

Product	Quantity	Unit Cost	Amount	Configuration
Sandwich	50	\$5.00	\$250.00	Required
Napkins	50	\$0.25	\$12.50	Optional
Soda	50	\$1.00	\$50.00	Optional

You need to explain how the sales staff should manage the product bundle in the opportunity. What should they 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
Determine the price of the product bundle.		Use the lunch bundle price. Add the prices of the sandwiches, napkins, and sodas. Add the lunch bundle price and the prices of the napkins and sodas. Subtract the prices of the napkins and sodas from the lunch bundle price. Add another line item for sandwiches with the default price.
Increase the number of sodas at no additional charge.		Increase the quantity of sodas in the line item. Add a new line item for sodas and override the price. Add a new line item for sodas with the default price. Delete the soda line item from the bundle and add a new line item for all the sodas with the default price.
Increase the number of sandwiches and charge the price list price for each additional sandwich.		Add another line item for sandwiches with the default price. Increase the quantity of sandwiches in the line item. Add another line item for sandwiches and override the price. Add another line item for sandwiches with the default price. Delete the sandwich line item from the bundle and add a new line item for all the sandwiches with the default price.

Answer:

Explanation:

Answer Area	Scenario	Action
Determine the price of the product bundle.		Use the lunch bundle price. Add the prices of the sandwiches, napkins, and sodas. Add the lunch bundle price and the prices of the napkins and sodas. Subtract the prices of the napkins and sodas from the lunch bundle price. Add another line item for sandwiches with the default price.
Increase the number of sodas at no additional charge.		Increase the quantity of sodas in the line item. Add a new line item for sodas and override the price. Add a new line item for sodas with the default price. Delete the soda line item from the bundle and add a new line item for all the sodas with the default price.
Increase the number of sandwiches and charge the price list price for each additional sandwich.		Add another line item for sandwiches with the default price. Increase the quantity of sandwiches in the line item. Add another line item for sandwiches and override the price. Add another line item for sandwiches with the default price. Delete the sandwich line item from the bundle and add a new line item for all the sandwiches with the default price.

Reference:

Increase the Number of Sodas at No Additional Charge: Increase the quantity of sodas in the line item To add sodas without impacting the price, sales staff can simply increase the quantity of sodas in the line item. This approach allows flexibility within the bundle without altering the overall bundle cost, which remains fixed.

Increase the Number of Sandwiches and Charge the Price List Price for Each Additional Sandwich: Add another line item for sandwiches with the default price To charge extra for additional sandwiches, the staff should add another line item for sandwiches. This line item would use the default price from the price list, ensuring that any additional sandwiches beyond the initial bundle are charged accordingly.

This allows the base bundle to remain consistent while additional items are billed separately based on the standard price list.

By following these guidelines, the sales staff can effectively manage the product bundle within opportunities, maintaining pricing consistency while allowing flexibility for additional items as required by the client.

NEW QUESTION # 41

You need to create a custom insight card to display tier change notifications per the global sales lead's request.

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

Create a Power Automate flow with a Dataverse
When a row is added, modified or deleted trigger.

Set the table and column conditions for the triggering event.

Enable premium Sales Insights features.

Create a recurring Power Automate flow that runs every day.

Save and test the flow by manually performing an update.

Update the insight card item to select the flow.

Add a step to create a Power Automate notification.

Add a step to call the **Create card for assistant** action.

Order



Answer:

Explanation:
actions

Create a Power Automate flow with a Dataverse
When a row is added, modified or deleted trigger.

Set the table and column conditions for the triggering event.

Enable premium Sales Insights features.

Create a recurring Power Automate flow that runs every day.

Save and test the flow by manually performing an update.

Update the insight card item to select the flow.

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Order

Create a Power Automate flow with a Dataverse
When a row is added, modified or deleted trigger.

Set the table and column conditions for the triggering event.

Add a step to call the **Create card for assistant** action.

Save and test the flow by manually performing an update.

Update the insight card item to select the flow.



NEW QUESTION # 42

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There is no doubt that we all dream of working for top companies around the globe. Some people make it through but some keep on thinking about how to break that glass. If you are among those who belong to the latter category, you should start the preparations for the Microsoft Dynamics 365 Customer Experience Analyst (MB-280) certification exam to improve your

knowledge, expertise and crack even the toughest interview easily.

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