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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	• 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	• 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	• 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 5	• 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.

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Quiz Microsoft - Latest MB-280 Actual Exams

It is universally accepted that the competition in the labor market has become more and more competitive in the past years. In order to gain some competitive advantages, a growing number of people have tried their best to pass the MB-280 exam. Because a lot of people hope to get the certification by the related exam, now many leaders of companies prefer to the candidates who have the MB-280 Certification. In their opinions, the certification is a best reflection of the candidates' work ability, so more and more leaders of companies start to pay more attention to the MB-280 certification of these candidates.

Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q137-Q142):

NEW QUESTION # 137

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

Answer: B

Explanation:

When configuring the base unit group in a product catalog within Dynamics 365 Sales, it is essential to set the base unit to reflect the most frequently used quantity or measurement for selling the product or service. This ensures that the unit is aligned with typical sales transactions, making it easier for sales teams to manage and sell products effectively.

Choosing the most frequently used unit helps streamline sales processes and reporting, allowing for consistency across transactions.

NEW QUESTION # 138

A sales manager wants to implement an automated system to assign leads to the appropriate salesperson based on the region. Which features should be configured to achieve this? (Select three).

- **A. Routing Rules**
- B. Auto-Numbering
- **C. Queues**
- **D. Assignment Rules**
- E. Custom Dashboards

Answer: A,C,D

NEW QUESTION # 139

Hotspot Question

You are a Dynamics 365 administrator. The sales team uses goals to track actual to target opportunity amounts.

A salesperson reviews their goals chart and observes the following:

- An opportunity updated today is not included in the chart.
- The time period for the goal is not accurate.

You need to resolve these issues.

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

NOTE: Each correct selection is worth one point.

Answer Area

Issue
Opportunity updated today is **NOT** included in the chart.

Time period for the goal is inaccurate.

Action

Update goal criteria.
Update roll-up settings.
Update personal options.

Have the salesperson update the goal.
Have the manager update the goal.

Answer:

Explanation:

Answer Area

Issue
Opportunity updated today is **NOT** included in the chart.

Time period for the goal is inaccurate.

Action

Update goal criteria.
Update roll-up settings.
Update personal options.

Have the salesperson update the goal.
Have the manager update the goal.

Explanation:

Issue: Opportunity updated today is NOT included in the chart.

Action: Update roll-up settings.

If the opportunity updated today is not showing in the chart, this is likely due to the roll-up settings not being configured to include the latest data. Roll- up settings determine when and how data is rolled up for goals and KPIs.

Issue: Time period for the goal is inaccurate.

Action: Have the manager update the goal.

The goal time period is typically managed at a higher level, so a manager would need to update the goal time period to ensure it is accurate and reflects the correct reporting period.

NEW QUESTION # 140

You need to enable the Dynamics 365 App for Outlook for the sales team.

You need to perform the prerequisite actions before you can add the app for all users.

Which two actions should you perform? Each correct answer presents part of the solution. Choose two.

NOTE: Each correct selection is worth one point.

- A. Add the Dynamics 365 App to Outlook desktop app.
- B. Enable sending on behalf of other users setting.
- C. Add the Dynamics 365 App for Outlook security role.
- D. Enable mailboxes.

Answer: C,D

Explanation:

* Enable Mailboxes:

To use the Dynamics 365 App for Outlook, each user's mailbox must be enabled for server-side synchronization. This ensures that emails, appointments, and tasks can sync between Outlook and Dynamics 365.

Without enabling the mailboxes, the synchronization won't be functional, making it a critical prerequisite.

Reference:

* Add the Dynamics 365 App for Outlook Security Role:

Users need to be assigned the Dynamics 365 App for Outlook security role to access the app. This role grants the necessary

permissions to interact with Dynamics 365 through Outlook.

Assigning this role ensures that users have the correct access rights to use the app within their Outlook environment.

NEW QUESTION # 141

You are implementing Dynamics 365 Customer Insights - Data as the company's Customer Data Platform. You set up the data sources and start the unification process. You need to identify the primary table within the Matching conditions page.

Which two criteria should you use to determine the primary table? Each correct answer presents a complete solution. Choose two.

NOTE: Each correct selection is worth one point.

- A. Choose the table with the most complete and reliable profile data about your customers.
- B. Choose the Dynamics 365 contact table when this is available as the data source.
- C. Choose the table that has the most related tables.
- D. Choose the table that has several attributes in common with other tables.

Answer: A,B

Explanation:

When determining the primary table in Customer Insights during the unification process, the goal is to choose the table that provides the most robust and accurate customer profile information.

Criterion A is crucial because having complete and reliable customer profile data ensures that the unified profile is accurate and comprehensive.

Criterion C is recommended by Microsoft when using Dynamics 365 data, as the contact table often serves as the primary source of customer information within the Dynamics 365 ecosystem.

While tables with many related tables or common attributes with other tables may provide supplementary information, they do not necessarily constitute the primary source for reliable customer data.

NEW QUESTION # 142

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