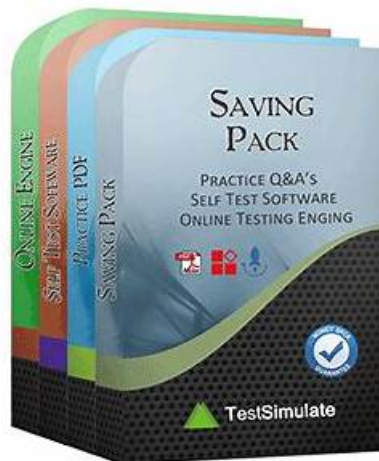# Study MB-280 Materials & MB-280 Reliable Exam Simulator



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## Microsoft MB-280 Exam Syllabus Topics:

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

# 2025 Microsoft MB-280: Microsoft Dynamics 365 Customer Experience Analyst –High Pass-Rate Study Materials

All these three Exam4Labs Microsoft Dynamics 365 Customer Experience Analyst (MB-280) exam questions formats are easy to use and perfectly work with all devices, operating systems, and the latest web browsers. So rest assured that with the MB-280 Exam Dumps you will get everything that you need to learn, prepare and pass the challenging MB-280 exam with good scores.

## Microsoft Dynamics 365 Customer Experience Analyst Sample Questions (Q57-Q62):

NEW QUESTION # 57
You need to configure the required audit settings.
Which two actions should you perform? Each correct answer presents part of Ihe solution. Choose two. NOTE: Each correct selection is worth one point.

- A. Enable auditing on the Pet table.
- B. Enable auditing on the Email address column.
- C. Enable Audit user access in system settings.
- D. Enable Start read auditing in system settings.
- E. Enable auditing on the Contact tab\e.
- F. Enable auditing on the Dietary requirements column.

Answer: A,F

Explanation:
Enable Auditing on Columns (Options A and D):
Enabling auditing on specific columns like Dietary requirements and Email address ensures that any changes to these fields are tracked. This meets Terra Flora's requirement to log changes to these fields along with details of who made the changes and the timestamp.
Enable Auditing on Pet and Contact Tables (Options B and C):
By enabling auditing at the table level for Pet and Contact, you ensure that any updates to these tables, including changes to all associated columns, are recorded. This broad setting ensures full coverage of auditing for both tables.
Enable Audit User Access (Option F):
This option is recommended to track when users access certain data, which can help with compliance and monitoring user interactions with sensitive data.
Option E (Start Read Auditing):
Read auditing tracks when records are read. If compliance requires monitoring every time a record is accessed, enabling this could be necessary; however, the primary focus is on modifications rather than access alone.
Reference from Microsoft Documentation:
For setting up auditing, see Auditing overview for Dynamics 365.

NEW QUESTION # 58
Drag and Drop Question
You are implementing Dynamics 365 Sales at a new organization. All users will be using the Sales Hub app.
You need to assign the appropriate out-of-the-box security roles.
Using the principle of least access, which roles should you assign? To answer, move the appropriate roles to the correct users. Each role may be used once, more than once, or not at all.
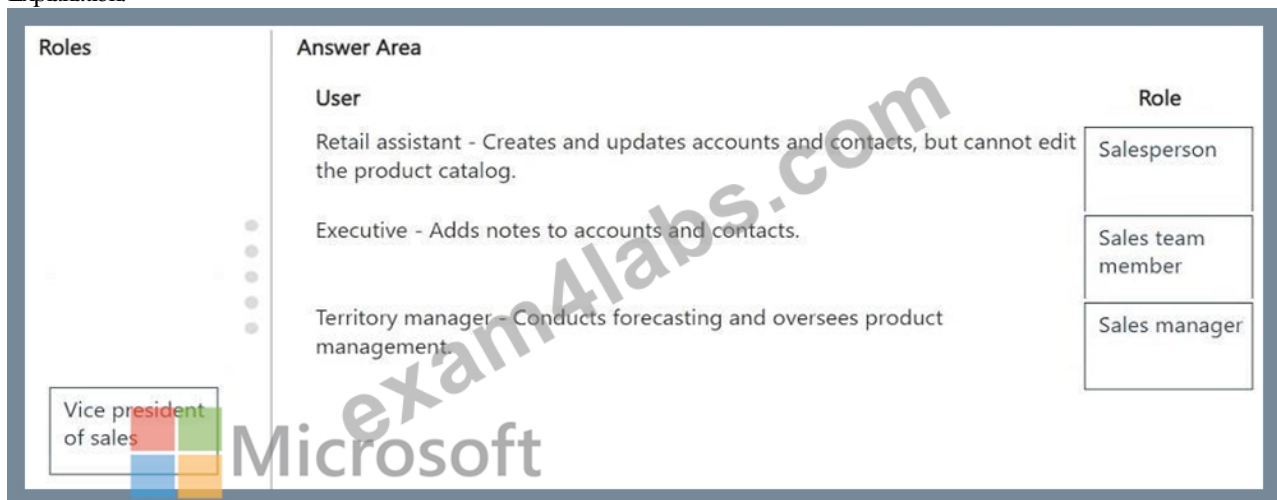You may need to move the split bar between panes or scroll to view content.
NOTE: Each correct selection is worth one point.

**Answer:**

Explanation:



Explanation:

Retail assistant - Salesperson

The retail assistant can create and update accounts and contacts but cannot edit the product catalog. The Salesperson role provides access to manage accounts and contacts but does not include permissions for product catalog management.

Executive - Sales team member

The executive only adds notes to accounts and contacts. The Sales team member role has minimal access and is appropriate for a user who only needs to add notes.

Territory manager - Sales manager

The territory manager is responsible for forecasting and product management, which aligns with the Sales manager role, as it includes permissions for managing forecasts and overseeing sales activities.

**NEW QUESTION # 59**
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. Classic Dataverse workflow
- B. Plug-in
- 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 # 60**

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 are a. Arrange the three actions int he correct order.



**Answer:**

Explanation:



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 # 61**

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

**Answer: B,C**

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 # 62**

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