Microsoft

Exam Questions MB-280

Microsoft Dynamics 365 Customer Experience Analyst

NEW QUESTION 1
- (Topic 1)
You need to ensure the active stage of the business process flow is visible in the view. Which two actions should you perform? Each correct answer presents a complete solution. Choose two. NOTE: Each correct selection is worth one point.

A. Add a page for the Onboard new pet table to the Sales Professional app.
B. Add columns from the stable to the Active Onboard new pet view.
C. Add columns from the Pet table to the All Onboard new pet view.
D. Create a new column on the Pet table named "Onboarding stage" and add it to the Active pets view.

Answer: BD

Explanation:
? Adding Columns to the Active Onboard New Pet View (Option B):
? Creating and Adding a New "Onboarding Stage" Column (Option D):
? Other Options:
References from Microsoft Documentation:
? For configuring views and columns in Dynamics 365, refer toCreate and edit views.

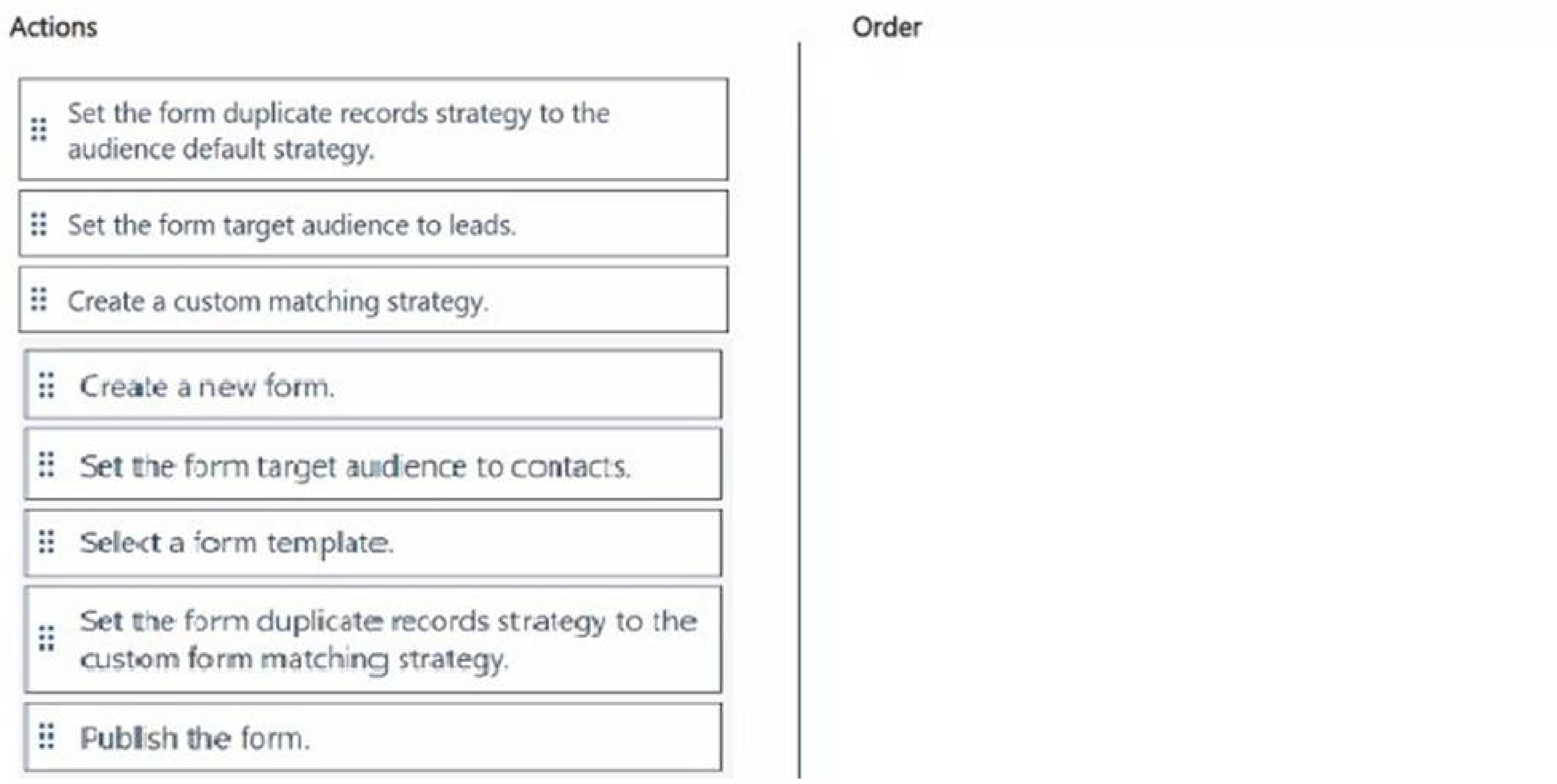
NEW QUESTION 2
- (Topic 1)
You have added the timeline control to the Pet main form, then saved and published your changes. You need to configure the timeline to display related Pet activities as required by Terra Flora. Which two actions should you perform? Each correct answer presents a complete solution. Choose two, NOTE: Each correct selection is worth one point.

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

Answer: BC

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):
? Unchecking the Posts Option (Option C):
? Other Options Explanation:
References from Microsoft Documentation:
? For configuring and customizing the timeline control, refer toCustomize a timeline controlin Dynamics 365 documentation for detailed steps on modifying timeline settings and activity visibility.

NEW QUESTION 3
DRAG DROP - (Topic 2)
You need to configure a new Customer Insights - Journeys form to satisfy the digital sales team lead's request.
Which five required 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.



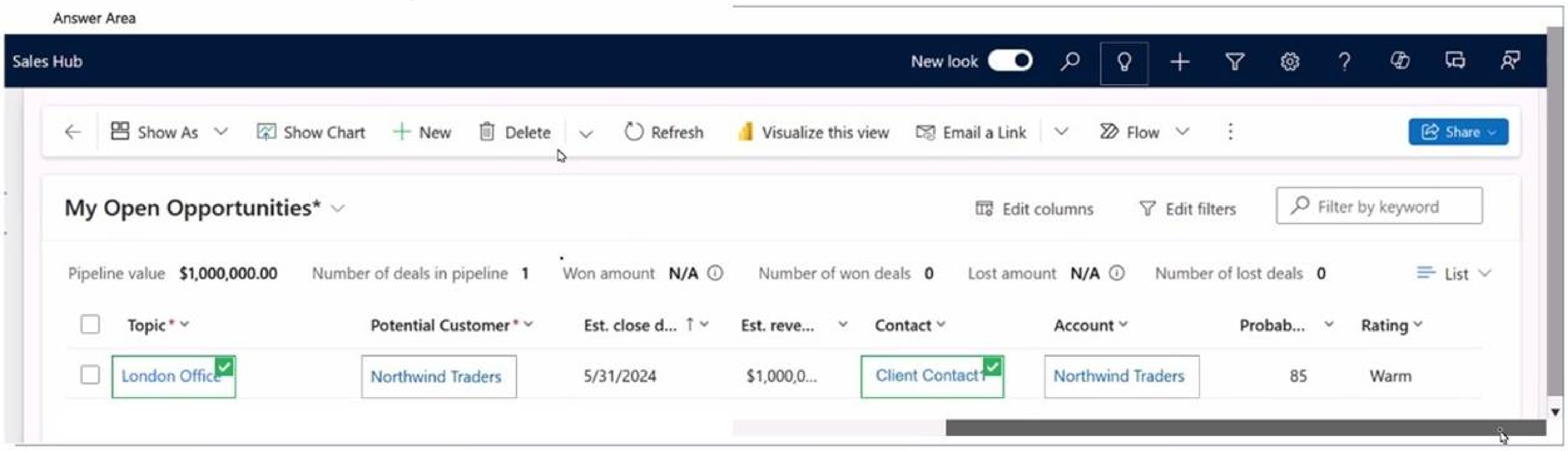
A. Mastered

B. Not Mastered

Answer: A

Explanation:
Here??s the correct sequence to configure a new Customer Insights - Journeys form to handle lead duplicates automatically, as per the requirements:
Create a new form:
Start by creating a new form within Customer Insights - Journeys. This is the initial step to set up a form that will capture new leads.
Select a form template:
Choose a template that best fits the purpose of the form. This provides a structure for the form fields and layout, streamlining the setup process.
Set the form target audience to leads:
Since the form will be capturing lead information, specify that the form??s target audience is ??leads.?? This will ensure that the data is processed and stored as lead records.
Set the form duplicate records strategy to the audience default strategy:
Define how duplicate records are managed. First, apply the default duplicate record strategy for leads. This sets an initial strategy for managing duplicates.
Publish the form:
After completing the setup and configuring the necessary options, publish the form to make it available for use.
Additional Context:
The Create a custom matching strategy and Set the form duplicate records strategy to the custom form matching strategy steps are optional and can be used for further refinement if the default strategy does not meet specific requirements for matching leads based on certain criteria.
By following these steps, you ensure the form is configured for capturing leads and
manages duplicates effectively based on the default duplicate record strategy. Microsoft Dynamics 365 References:
Set up a Customer Insights - Journeys form Duplicate Detection Rules in Dynamics 365

NEW QUESTION 4
HOTSPOT - (Topic 2)
BDM1 has returned from vacation and needs to catch up on their scheduled tasks and activities.
Which two items can BMD1 select to see a reminder card for the meeting BDM2 scheduled in the assistant? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

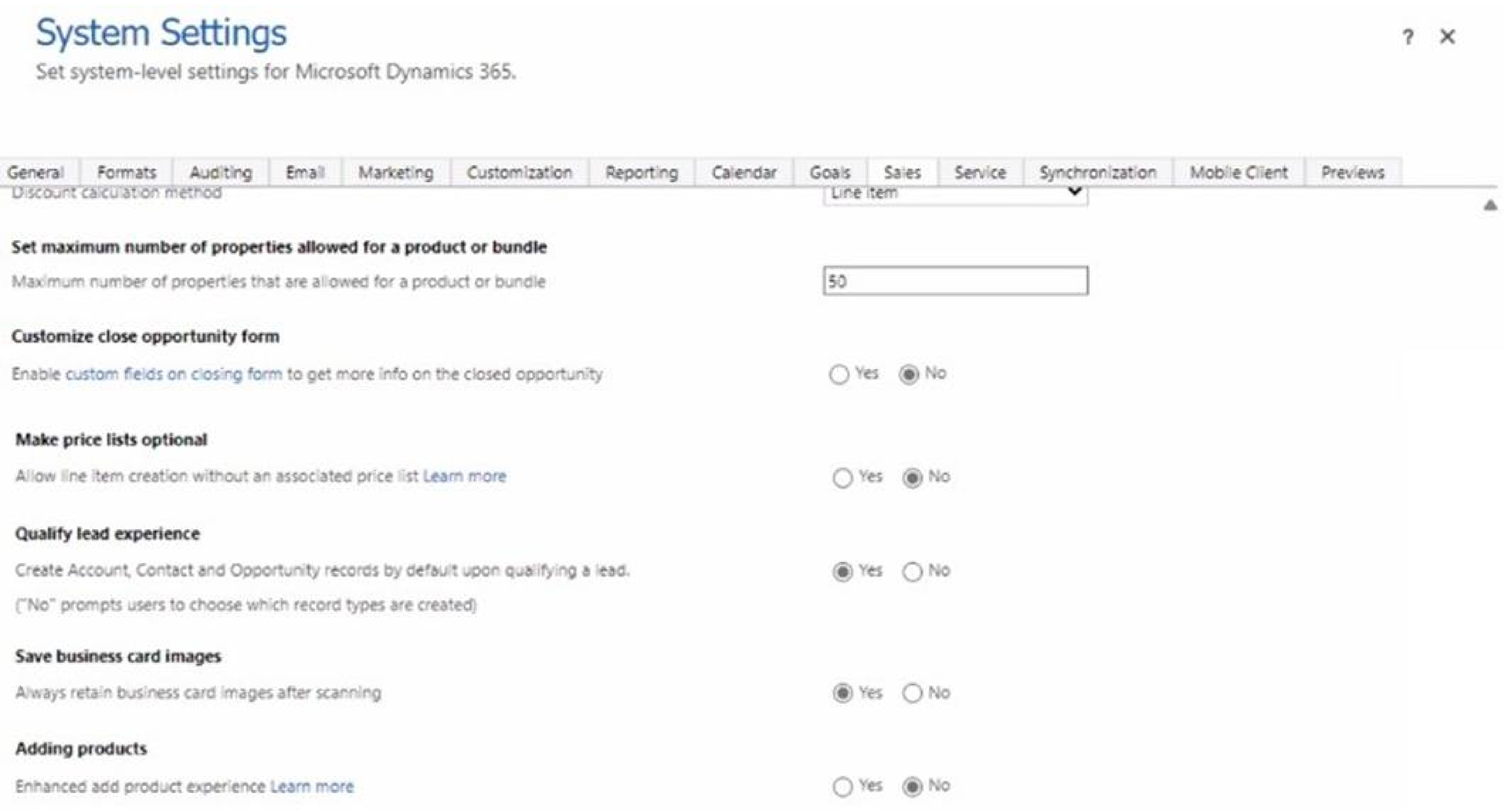


A. Mastered
B. Not Mastered

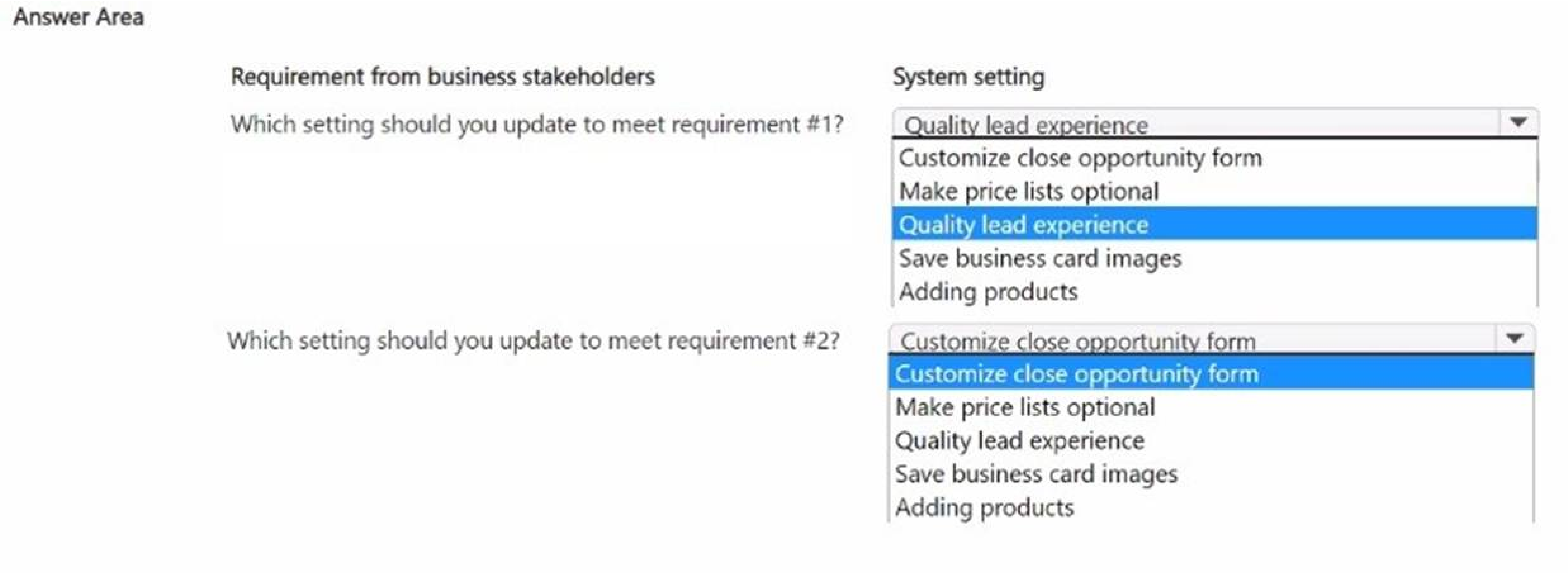
Answer: A

Explanation:
? Show As
? Visualize this view
To catch up on scheduled tasks and activities, BDM1 can use specific features in the Dynamics 365 Sales Hub interface. Here??s how they work in this scenario:
? Show As:
? Visualize this view:
Microsoft Dynamics 365 References:
? Using assistant cards in Dynamics 365 Sales
? Configuring views and visualizations in Dynamics 365
By selecting these options, BDM1 can effectively access and view the assistant card related to the scheduled meeting, facilitating a quick catch-up on all pending activities.

NEW QUESTION 5
HOTSPOT - (Topic 3)
You are configuring Dynamics 365 Sales as part of a new implementation at your organization. Your organization has Sales Professional licensing.
Your organization sells over 100 different types of products across different divisions. A lot of selling occurs at conferences where sellers meet prospects and gather business cards to create leads.
After reviewing the requirements from your business stakeholders, you identify that:
* 1. Sellers sometimes only want to convert leads gathered at events to contacts before they start tracking any deals with that contact.
* 2. Sellers must be given multiple different options for specifying the final status of deals they have been tracking.
Your current System Settings is as follows:



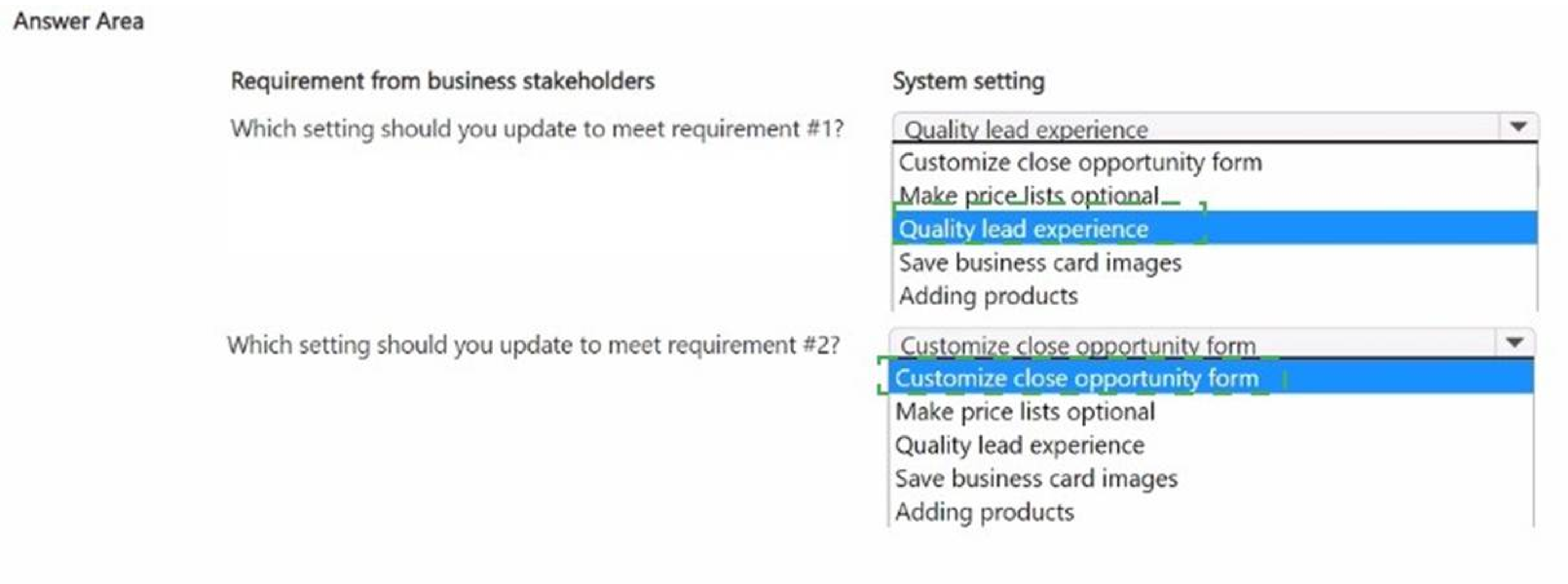
Use the drop-down menus to select the answer choice that answers each question. NOTE: Each correct selection is worth one point.



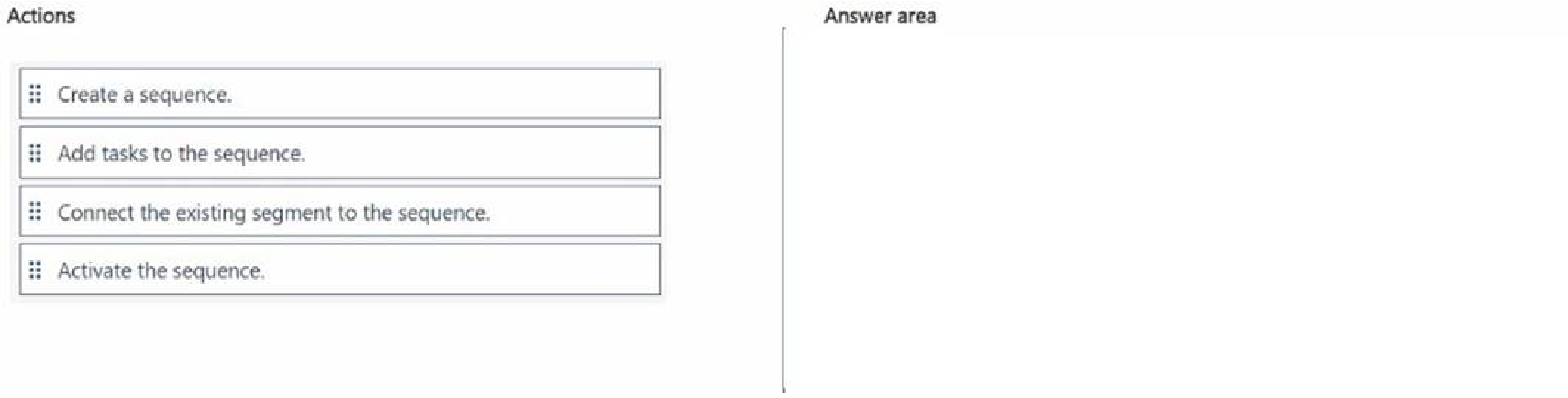
A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 6
DRAG DROP - (Topic 3)
A company uses Dynamics 365 Sales with assignment rules. The assignment rules use a segment to filter the lead records.
A sales manager wants to automatically add a series of tasks by using the same criteria as the assignment rules.
You need to create the tasks and assign the tasks to the lead records.
In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.



A. Mastered
B. Not Mastered

Answer: A

Explanation:
A screenshot of a computer Description automatically generated
The correct order of actions to create a sequence of tasks and assign them to lead records based on the same criteria as assignment rules is as follows:
? Create a sequence.
? Add tasks to the sequence.
? Connect the existing segment to the sequence.
? Activate the sequence.
? Create a Sequence:

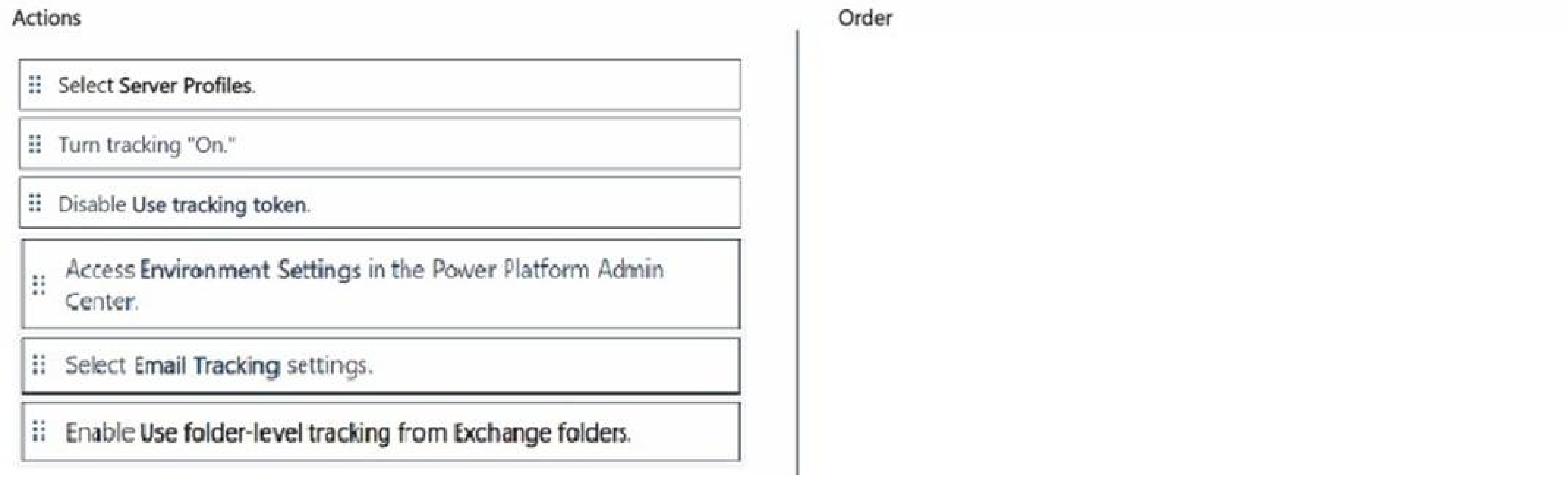
NEW QUESTION 7
- (Topic 3)
The analytics team at your organization has created Power BI reports that enrich data about your accounts from Dynamics 365 Sales with data NOT contained in Dynamics 365 Sales. The Power BI reports are referenced by your executive leadership as the primary source of truth about account success metrics. Sales leadership has requested that sales users can see these insights about the accounts they have access to within Dynamics 365 Sales. You need to enable the insights to be available to sales users in Dynamics 365 Sales. What should you do?

A. Provide a link to the Power BI report in the ribbon on the account form.
B. Create a dashboard in Dynamics 365 Sales that contains account data.
C. Embed the Power BI Dashboard as a dashboard in the Dynamics 365 Sales application.
D. Embed the Power BI report using contextual filtering for accounts.

Answer: D

Explanation:
To make Power BI insights available within Dynamics 365 Sales, specifically contextualized for accounts, you shouldembed the Power BI report with contextual filtering. This ensures that the report dynamically adjusts based on the specific account record a user is viewing. Embedding with contextual filtering enables sales users to see account-specific insights directly within the Dynamics 365 interface, improving accessibility and relevance. Reference:Microsoft Documentation - Embed Power BI Reports in Dynamics 365 Sales

NEW QUESTION 8
DRAG DROP - (Topic 3)
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 int he correct order.

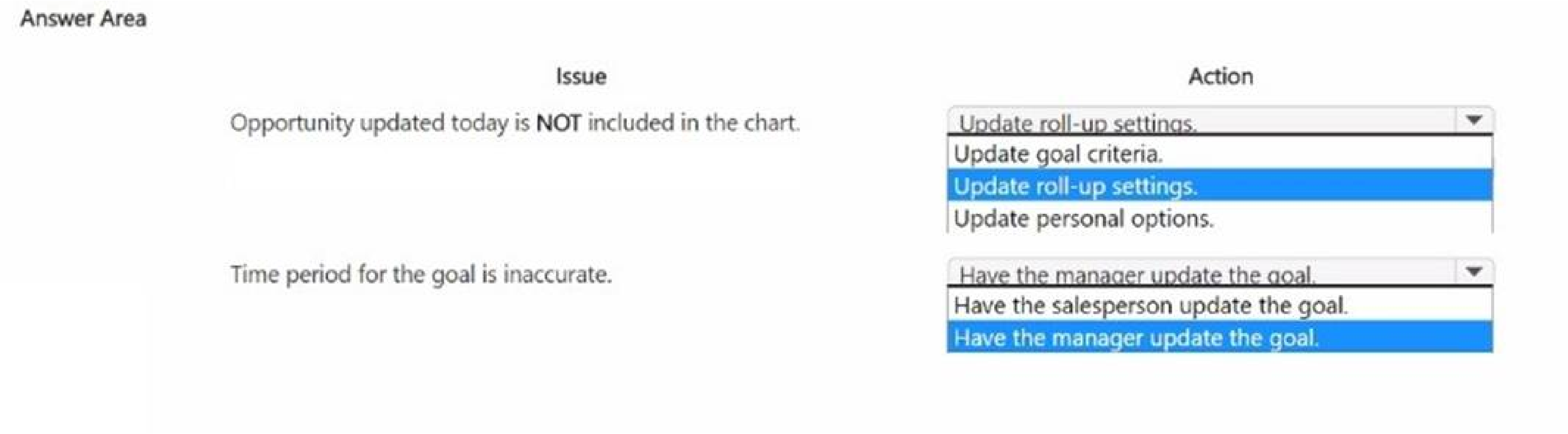


A. Mastered
B. Not Mastered

Answer: A

Explanation:
? Access Environment Settings in the Power Platform Admin Center:

NEW QUESTION 9
HOTSPOT - (Topic 3)
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.



A. Mastered
B. Not Mastered

Answer: A

Explanation:
? Opportunity Updated Today is Not Included in the Chart:Update roll-up settings

NEW QUESTION 10
HOTSPOT - (Topic 3)
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. 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. 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.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
? Determine the Price of the Product Bundle:Use the lunch bundle price

NEW QUESTION 10
- (Topic 3)
A company created a new table named Locations.
The sales team needs your help to make the Locations table visible in the Sales Hub. What should you do?

A. Create a Location Sub Area.
B. Add Location as an Area.
C. Create a Location Group.
D. Add Location to the App Designer.

Answer: D

Explanation:
To make a new table, like Locations, visible within the Sales Hub, you need toadd it to the App Designer. This involves updating the Sales Hub app module to include the Locations table as a new entity that users can access.
By adding the table in the App Designer, you ensure it becomes part of the navigation and is available within the Sales Hub application.
Reference:Microsoft Documentation - Configure Apps Using App Designer in Dynamics
365

NEW QUESTION 11
DRAG DROP - (Topic 3)
A company has implemented Dynamics 365 Sales Enterprise. The salespeople often travel to meet customers and require mobile-friendly solutions to various scenarios.
You need to provide a solution for the traveling salespeople.
Which apps should you recommend in each scenario? To answer, move the appropriate apps to the correct scenarios. You may use each app once, more than once, or not at may need to move the split bar between panes or scroll to view content.
NOTE: Each correct match is worth one point.

Apps
- Dynamics 365 Sales on the web
- Dynamics 365 Sales mobile app
- Dynamics 365 for phones and tablets app

Answer Area

Scenario	App
Receive push notifications about newly assigned leads.	
View Outlook meetings and appointments.	
Generate SSRS quotes.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:
? Receive Push Notifications about Newly Assigned Leads:Dynamics 365 Sales mobile app

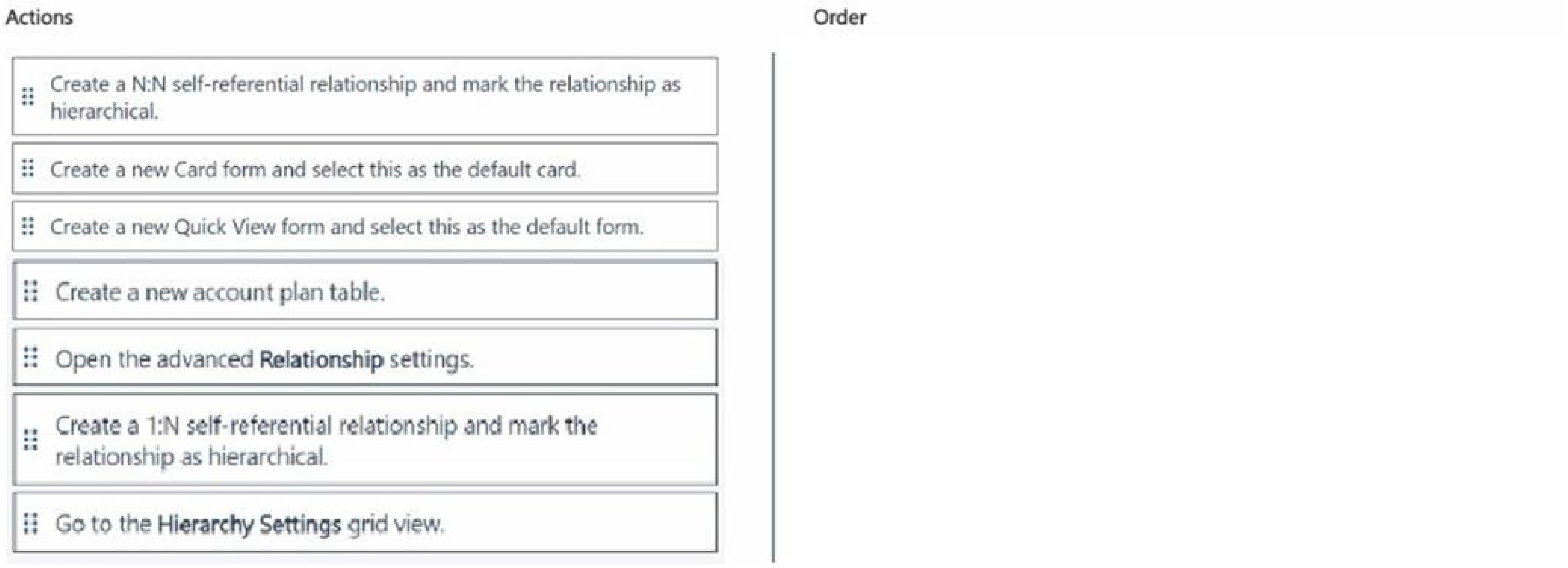
NEW QUESTION 16
- (Topic 3)
A company is implementing the Dynamics 365 Sales mobile app.
The company requires setup of several push notifications for sellers who use the app. You need to create the push notifications.
Which feature should you use?

A. Plug-in
B. Cloud flow
C. Classic Dataverse workflow

Answer: B

Explanation:
? Understanding the Requirement:
? Solution - Using Cloud Flows:
Reference:Microsoft Documentation - Set Up Cloud Flows with Power Automate
Steps to Create a Cloud Flow for Push Notifications:
Go toPower Automateand 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 21
DRAG DROP - (Topic 3)
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.



A. Mastered
B. Not Mastered

Answer: A

Explanation:
The correct order of actions to create a new custom account plan table with a hierarchical parent-child relationship visualization is as follows:
? Create a new account plan table.
? Create a 1
self-referential relationship and mark the relationship as hierarchical.
? Open the advanced Relationship settings.
? Go to the Hierarchy Settings grid view.
Step by Step Comprehensive Detailed Explanation with ALL Microsoft Dynamics 365 References:
? Create a New Account Plan Table:

NEW QUESTION 22

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