Microsoft

Exam Questions MB-280

Microsoft Dynamics 365 Customer Experience Analyst

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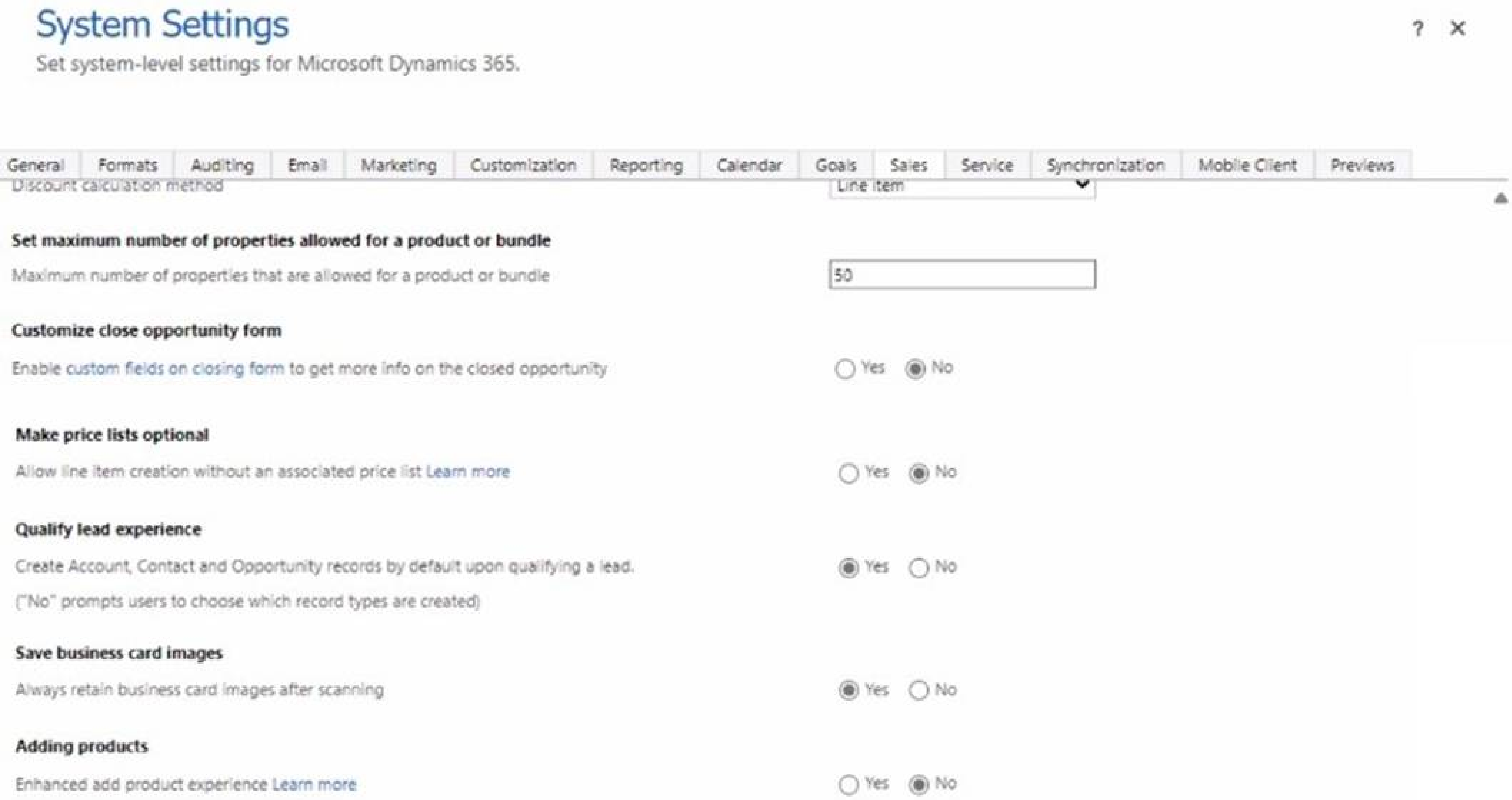
NEW QUESTION 1
- (Topic 1)
You need to configure search to ensure the administrators can find all records which reference Corgis. Which action must you perform?

A. Within system settings, select up to 10 relevant tables.
B. Within the solution, ensure all relevant tables are indexed.
C. For all relevant tables, ensure that the Can enable sync to external search index setting is False.
D. Add columns to be searched to the Lookup view for each relevant table.

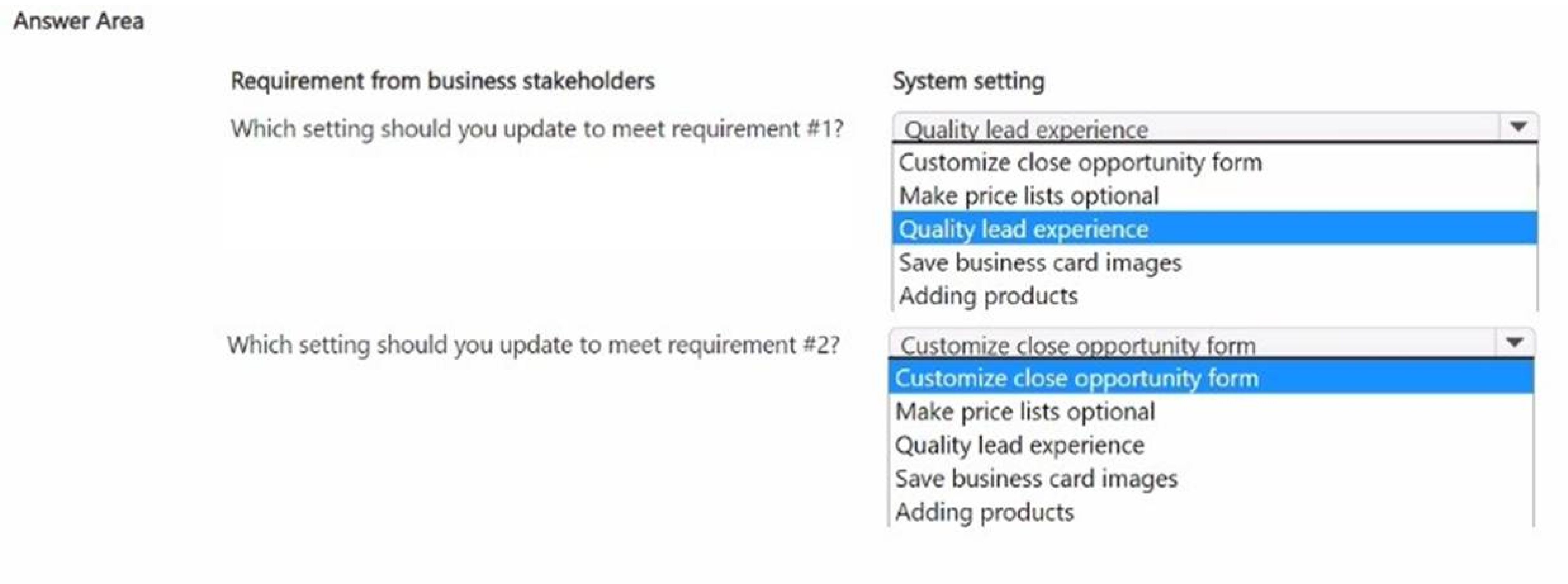
Answer: B

Explanation:
? To enable comprehensive search capabilities for administrators to find all records referencing specific terms (such as ??Corgis??), it is essential to ensure that all relevant tables are indexed.
? In Dynamics 365, configuring search functionality for specific tables involves setting up the tables to be searchable, which can be done by indexing them within the solution.
? Indexing relevant tables makes them accessible in the search feature and ensures all fields within those tables can be searched, allowing for quick retrieval of records that reference specific terms.
? System settings(Option A) is limited to selecting up to 10 tables and is more about quick search rather than full indexing. Thesync to external search indexsetting (Option C) is for integration with external search tools and does not directly impact internal search capabilities.
? Addingcolumns to the Lookup view(Option D) affects how lookups work but does not influence full-text search results.
References from Microsoft Documentation:
? For configuring search indexing, refer toConfigure relevance search in Dynamics 365for more information on indexing tables to enhance search capabilities.

NEW QUESTION 2
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:



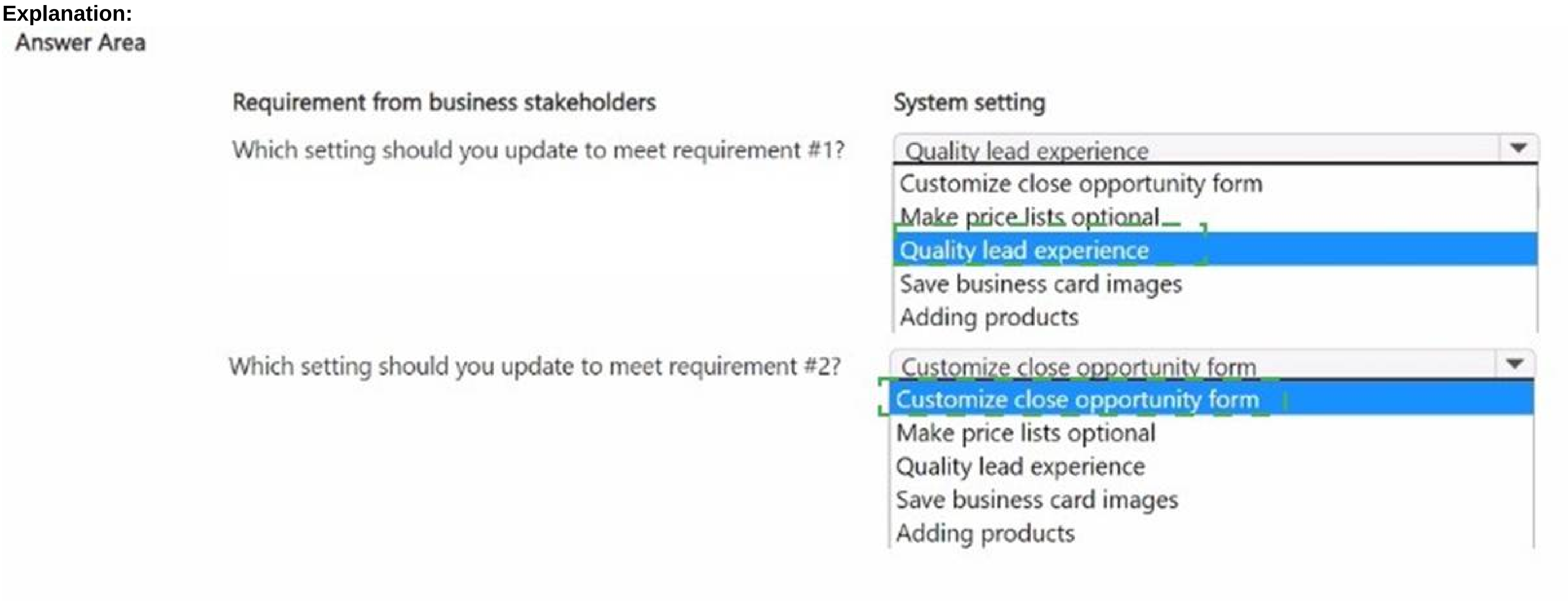
Use the drop-down menus to select the answer choice that answers each question. NOTE: Each correct selection is worth one point.



A. Mastered
B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 3
- (Topic 3)
You are creating a pricing list in Dynamics 365 Sales. All prices must end in You need to select the function that establishes this pricing requirement. What should you use?

A. Rounding Policy
B. Percentage
C. Rounding Amount
D. Pricing Method

Answer: A

Explanation:
In Dynamics 365 Sales, theRounding Policyfeature allows you to control how pricing values are rounded, such as ensuring prices end in specific digits (e.g., nearest whole number or a specified decimal value).
TheRounding Policycan be configured to automatically adjust prices to the nearest whole value or any other desired rounding amount, ensuring consistency with pricing requirements.
This feature is especially useful for scenarios where pricing must conform to specific formats, such as all prices ending in ??0?? or ??5.??
Reference:Microsoft Documentation - Configure Rounding Policies for Price Lists

NEW QUESTION 4
- (Topic 3)
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 o(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 statuscodecolumn: add "Asbestos Removal" and 'Pending Permits" status values to the "Open" status reasons.
B. Edit the statecode column: rename the "Open" status value to "Asbestos Removal" and add a new "Pending Permits" status value.
C. Edit the statecode column: rename the "On hold" status to "Asbestos Removal" and add a new 'Pending Permits" status value.
D. Edit the statuscode column: add "Pending Permits" to the "Open" status reason values, and rename "On hold" to "Asbestos Removal."

Answer: A

Explanation:
? Understanding the Statuscode and Statecode Columns:
Reference:Microsoft Documentation - Statecode and Statuscode in Dynamics 365
Modifying Status Reasons for Open Opportunities:
The construction company wants to indicate when opportunities are delayed due to specific external factors. To accommodate this, they need specific status reasons like "Pending Permits" and "Asbestos Removal."
By adding these as status reasons under the "Open" state, you enable sales team members to select these options directly from their current status options.
Reference:Microsoft Documentation - Customize Status Reasons for Opportunity
Steps to Add New Status Reasons to Open Opportunities:
Navigate to Solution:Go to the Dynamics 365 Sales app, then to Settings > Customizations > Customize the System.
Locate the Opportunity Entity:In the default solution, find and expand the "Entities" list, then select "Opportunity."
Edit Statuscode Values:Within the "Opportunity" entity, select "Fields," then find and edit the statuscode field. Here, you can add new options under the "Open" status. Add "Pending Permits" and "Asbestos Removal."
Publish the Changes:After adding and saving the new status reasons, publish the changes so that they are available to users.
Verifying Custom Status Reason Visibility:
Ensure the new options are available on the Opportunity form for selection.
Test by opening an Opportunity and confirming that the "Pending Permits" and "Asbestos Removal" options are available under the Open status reasons.
Reference:Microsoft Documentation - Publishing Customizations in Dynamics 365
By following these steps, the sales team can now use specific status reasons to indicate why certain opportunities are delayed, providing clearer visibility into the sales pipeline's status.

NEW QUESTION 5
- (Topic 3)
The analytics team at your organization has created Power Bl reports that enrich data about your accounts from Dynamics 365 Sales with data NOT contained in Dynamics 365 Sales. The Power Bl 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 Bl report in the ribbon on the account form.
B. Create a dashboard in Dynamics 365 Sales that contains account data.
C. Embed the Power Bl Dashboard as a dashboard in the Dynamics 365 Sales application.
D. Embed the Power Bl 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 6
- (Topic 3)
You are the Dynamics 365 administrator for a group of financial advisors.
Advisors must use one business process flow to guide them through the standard lead to invoice process.
Each table has the following number of stages and steps:

Table	Number of Stages	Number of Steps per Stage
Lead	10	10
Opportunity	10	10
Quote	10	10
Order	10	10
Invoice	10	10

You need to modify the business process flow to make it valid. What should you reduce?

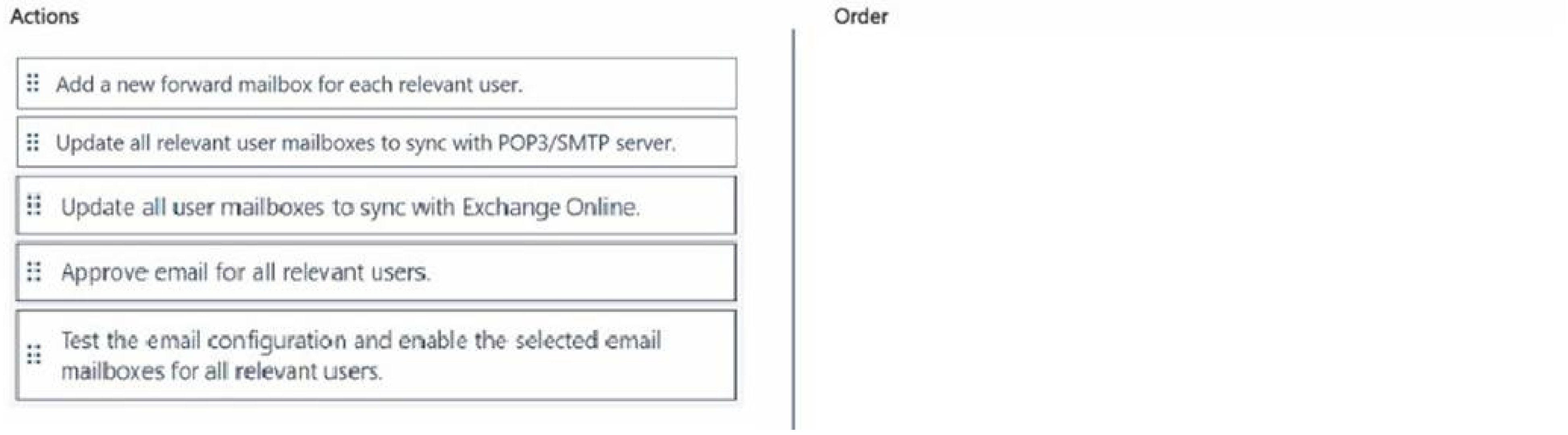
A. number of steps per stages
B. number of tables
C. total number of steps
D. total number of stages

Answer: D

Explanation:

In Dynamics 365, business process flows are limited to30 stagesacross all entities within a single process. Since each entity here (Lead, Opportunity, Quote, Order, Invoice) has10 stages, the total would be50 stages, exceeding the limit.
To meet the requirements, you need to reduce the total number of stages to comply with this limitation. Reducing the total number of steps per stage, tables, or steps won??t directly address the stage limit issue.
Reference:Microsoft Documentation - Business Process Flow Limits

NEW QUESTION 7
DRAG DROP - (Topic 3)
Your organization used Gmail previously and had only one Gmail server profile.
You recently moved to Exchange Online and you need to complete the set up for server- side sync with Exchange Online and ensure all mailboxes are working.
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 in the correct order.



A. Mastered
B. Not Mastered

Answer: A

Explanation:
A screenshot of a computer Description automatically generated
? Update All User Mailboxes to Sync with Exchange Online:

NEW QUESTION 8
- (Topic 3)
You use business process flows for all Dynamics 365 opportunities.
Some opportunities are closed before business process flow durations are calculated. You need to ensure that business process flow duration values are calculated. Solution: Create a flow to update the Status Reason of the business process flow table
record to "Finished" and the Status to "Inactive" when the opportunity is won. Does the solution meet the goal?

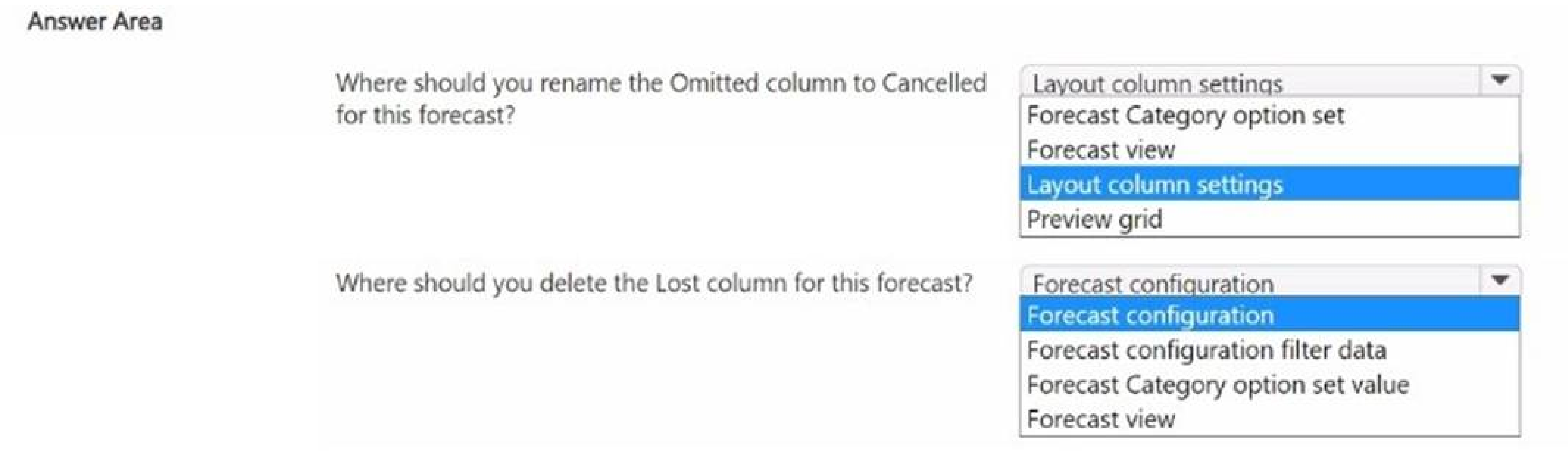
A. Yes
B. No

Answer: A

Explanation:
Creating a flow to update theStatus Reasonof the business process flow table record to "Finished" and theStatusto "Inactive" upon opportunity closure ensures that the business process flow is marked as complete. This triggers the calculation of duration values.
This solution explicitly handles the process completion state, which guarantees that the business process flow duration is recorded even if the opportunity is won prematurely.

NEW QUESTION 9
HOTSPOT - (Topic 3)
You are a Dynamics 365 Sales administrator. You create a forecast by using the forecast category layout shown in the exhibit:

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.



A. Mastered
B. Not Mastered

Answer: A

Explanation:
? Renaming the Omitted Column to Cancelled:

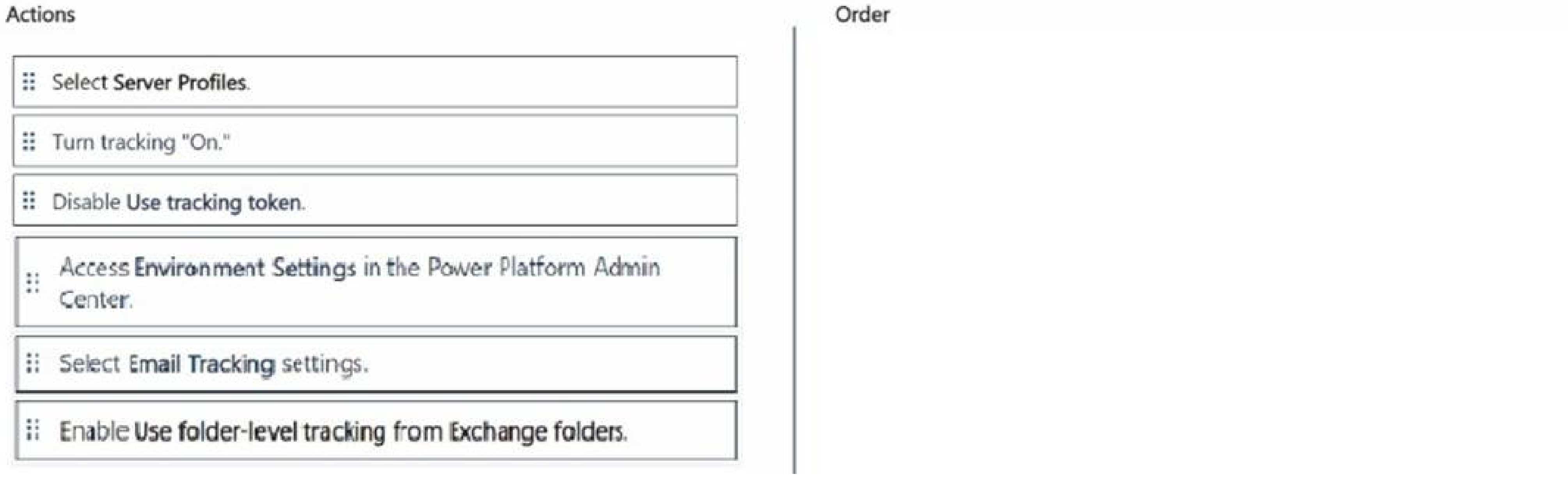
NEW QUESTION 10
- (Topic 3)
A company's IT department has a .CSV file stored on one of their Shared Documents folders within their Microsoft SharePoint sites. The data from the .CSV file is ingested into Dynamics 365 Customer Insights - Data.
The file contains a row header and columns of different types, 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, remove rows that contain null values, and name the query. Select Next and your data is now ready for unification.
Does this meet the goal?

A. Yes
B. No

Answer: A

Explanation:
Transforming the first row to be used as headers, removing rows with null values, and naming the query prepares the data appropriately for unification inCustomer Insights - Data.
By setting the headers and removing rows with high proportions of nulls, the data becomes cleaner and more structured, which is essential for successful unification in Customer Insights. Therefore, this solution meets the goal of preparing the data for unification.

NEW QUESTION 10
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.



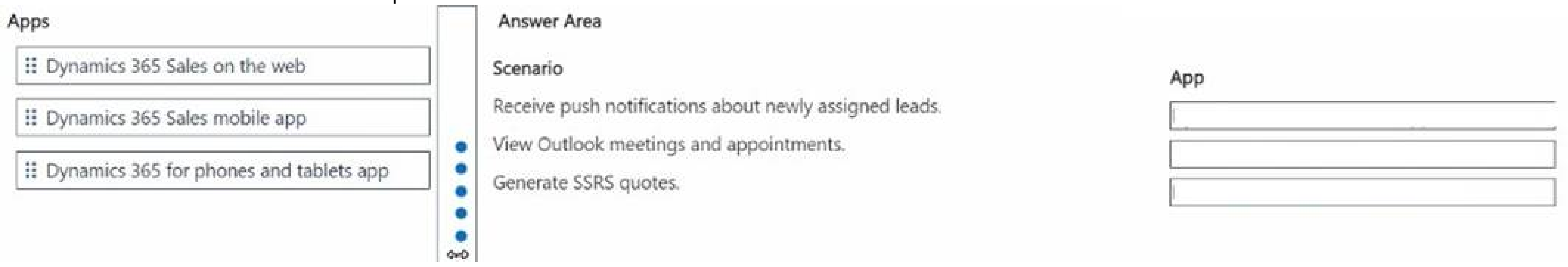
A. Mastered
B. Not Mastered

Answer: A

Explanation:

? Access Environment Settings in the Power Platform Admin Center:

NEW QUESTION 15
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.



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)
Your company wants to enable AI features in their systems and use Copilot for Sales to connect to Dynamics 365 Sales data. You need to ensure that all eligible users have access.
Which three actions should you perform? Each correct answer presents part of the solution. Choose three. NOTE: Each correct selection is worth one point.

A. Create a policy in Teams to install and pin Copilot for Sales and enable meeting transcripts.
B. Enable Copilot for Sales in Dynamics 365.
C. Install Copilot for Sales in Microsoft Outlook.
D. Verify server-side synchronization is enabled and users have the correct security roles in Dynamics 365.
E. Assign users the correct privileges to use Copilot for Sales in Teams.

Answer: BDE

Explanation:
? Enable Copilot for Sales in Dynamics 365:
? Verify Server-Side Synchronization and Security Roles:
? Assign Privileges for Copilot in Teams:
Reference:Microsoft Documentation - Configure and Use Copilot for Sales

NEW QUESTION 20
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