Microsoft

Exam Questions MB-280

Microsoft Dynamics 365 Customer Experience Analyst

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
- (Topic 1)
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 Dietary requirements column.
B. Enable auditing on the Pettable.
C. Enable auditing on the Contact tab\e.
D. Enable auditing on the Email address column.
E. Enable Start read auditing in system settings.
F. Enable Audit user access in system settings.

Answer: AB

Explanation:
? Enable Auditing on Columns (Options A and D):
? Enable Auditing on Pet and Contact Tables (Options B and C):
? Enable Audit User Access (Option F):
? Option E (Start Read Auditing):
References from Microsoft Documentation:
? For setting up auditing, seeAuditing overview for Dynamics 365.

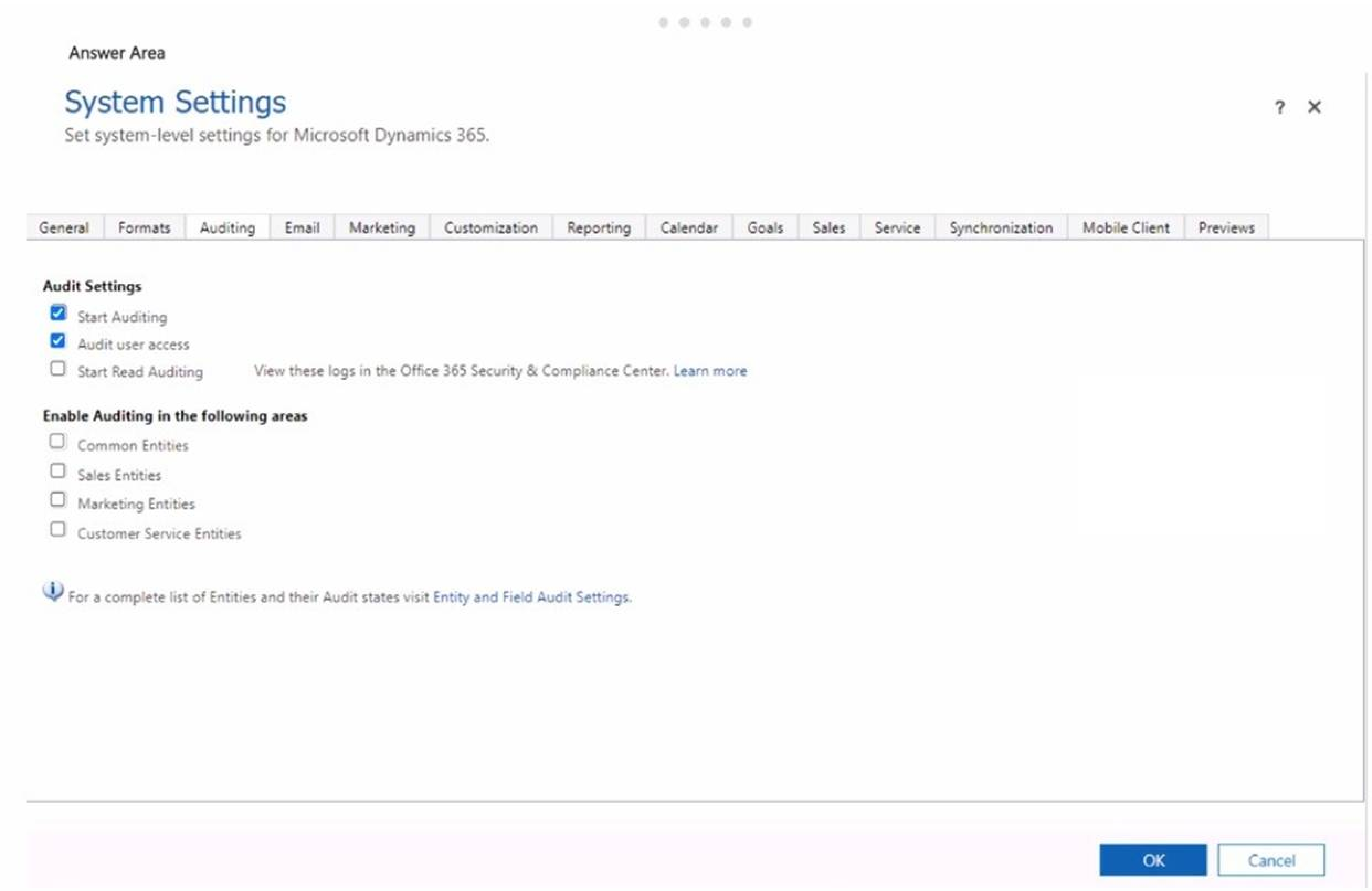
NEW QUESTION 3
- (Topic 3)
One of the data sources being ingested into Dynamics 365 Customer Insights - Data is Microsoft Dataverse. During the unification process, you need to identify the primary key.
Which three data types can you use as a primary key attribute? Each correct answer presents a complete solution. Choose three. NOTE: Each correct selection is worth one point.

A. Integer
B. Whole Number
C. String
D. Boolean
E. GUID

Answer: BCE

Explanation:
In Dynamics 365 Customer Insights - Data,primary key attributesmust uniquely identify records and be consistent across the data source.
Whole NumberandGUIDare commonly used data types for primary keys because they can uniquely identify records and are natively supported for primary keys in databases. Stringcan also be used as a primary key if it uniquely identifies each record (e.g., an email address).
IntegerandBooleanare generally not used as primary keys in Customer Insights because they may not provide unique identifiers suitable for all scenarios.
Reference:Microsoft Documentation - Configure Primary Key in Dynamics 365 Customer Insights

NEW QUESTION 4
HOTSPOT - (Topic 3)
Your organization has been noticing some peculiar field changes on certain records and wants to know what is causing this. You need to audit user access and updates for several custom tables.
Which two boxes must be checked as prerequisites steps? To answer, select the appropriate check boxes in the answer area. NOTE: Each correct selection is worth one point.



A. Mastered
B. Not Mastered

Answer: A

Explanation:
? Start Auditing:

NEW QUESTION 5
- (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 6
- (Topic 3)
You have opportunities that have values in multiple currencies. You manually update currency exchange rates once per month. You need to ensure that currency values are accurately reported. When is the new currency exchange rate applied to the opportunity records?

A. When an opportunity changes the status reason.
B. When the calculate rollup field system job for the msdyn_projectteam table runs.
C. When the calculate rollup field system job for the account table runs.
D. When an opportunity changes the status.

Answer: A

Explanation:
In Dynamics 365 Sales, currency exchange rates are applied to opportunity records when specific triggers occur. These exchange rates are updated manually on a periodic basis (e.g., once a month) to reflect current currency values.
Exchange rates are recalculated for an opportunity when there is a change in the status reason(e.g., from open to won or lost). This trigger ensures that the most recent exchange rate is used when key changes occur in the opportunity lifecycle, maintaining accurate currency reporting.
Reference:Microsoft Documentation - Currency Management in Dynamics 365

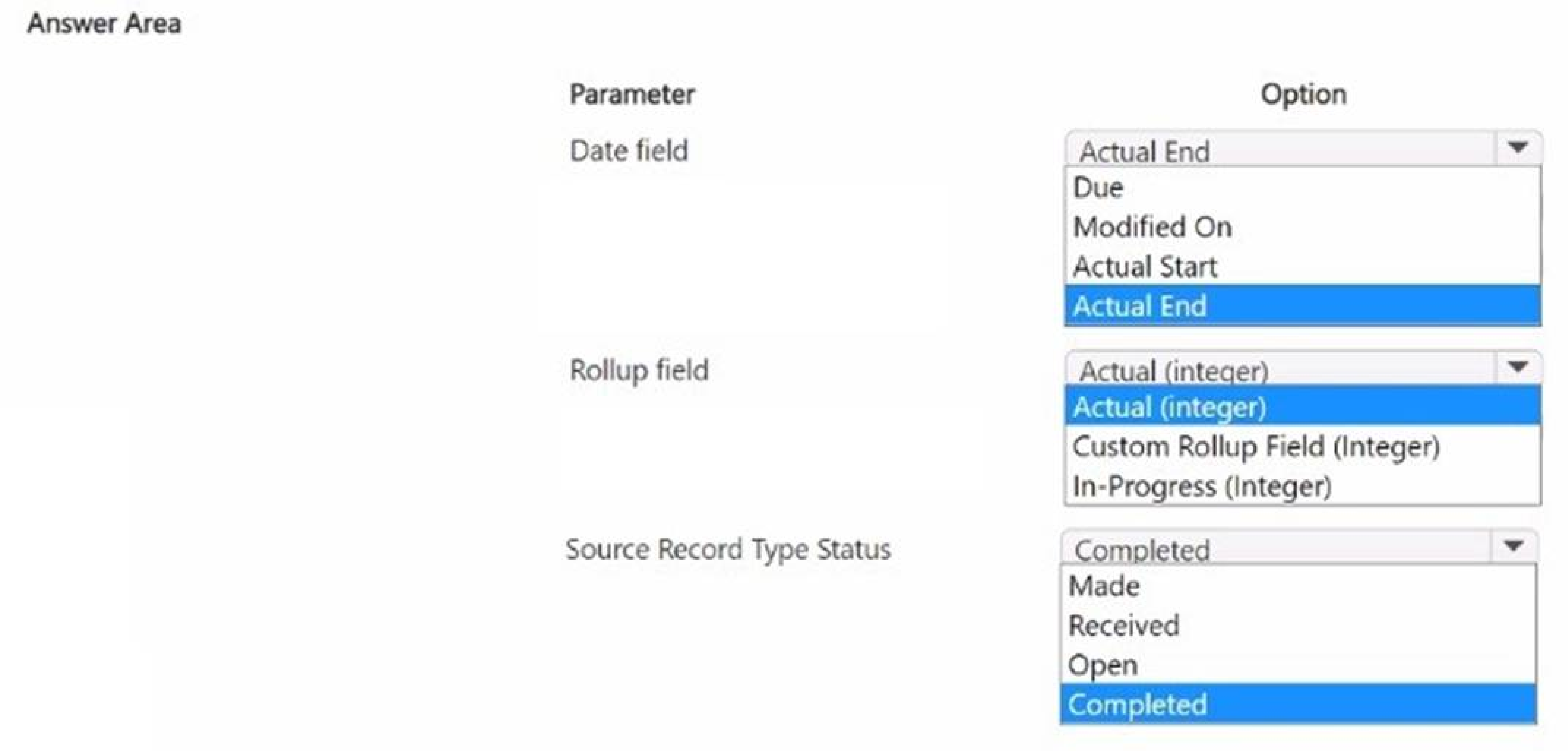
NEW QUESTION 7
- (Topic 3)
You use business process flows for all Dynamics 365 opportunities. Some opportunities are closed before business process flow durations are calculated. You need lo ensure that business process flow duration values are calculated.
Solution: When closing an opportunity, use the close as won dialog without completing the business process flow. Does this meet the goal?

A. Yes
B. No

Answer: B

Explanation:
Using theClose as Wondialog without completing the business process flow doesnot ensurethat the business process flow duration is calculated. The process flow needs to be marked as completed or transitioned to an inactive state for duration values to be captured.
Simply closing an opportunity as won without completing the flow may bypass the finalization of process flow metrics, hence the goal is not met in this case.

NEW QUESTION 8
HOTSPOT - (Topic 3)
A sales manager wants to set up goals for all salespeople. The goal measurement is based on the total outgoing calls finished each year. The goals for the fiscal year are based on a calendar year (January - December).
You need to create the rollup query for the goal metrics.
Which option should you select? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

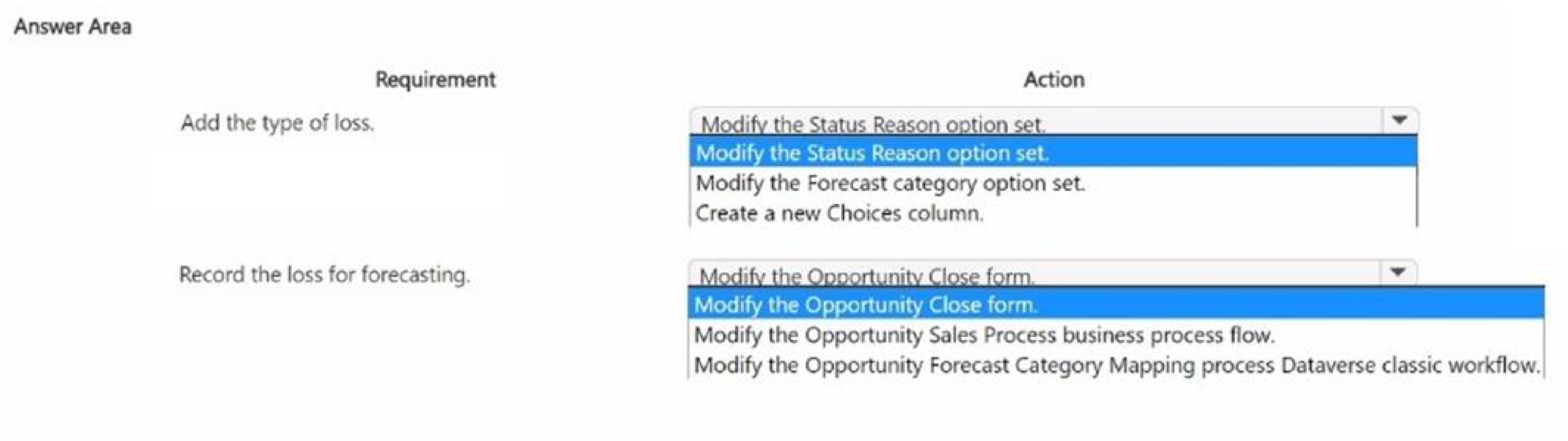


A. Mastered
B. Not Mastered

Answer: A

Explanation:
A white background with black text Description automatically generated
? Date Field - Actual End:

NEW QUESTION 9
HOTSPOT - (Topic 3)
A company is using Dynamics 365 Sales to track their sales pipeline.
Sales managers require their forecasting to include reasons why opportunities were lost, including losses to competitors.
You need to configure the sales process WITHOUT using custom code.
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:

NEW QUESTION 10
- (Topic 3)
A company plans to use server-side synchronization to synchronize emails, tasks, and appointments between Microsoft Exchange and Dynamics 365 Sales.
The salespeople want to know when their emails will be synced.
You need to describe the server-side synchronization frequency for the salespeople.
How should you describe the frequency?

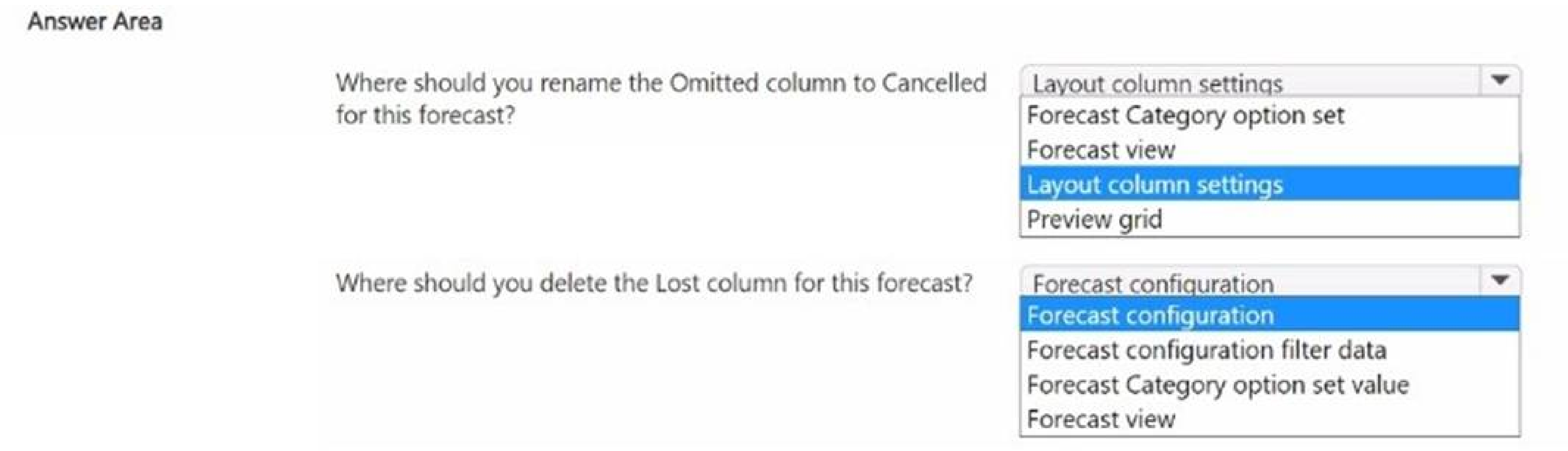
A. user-defined
B. constant
C. equal intervals
D. dependent on volume

Answer: C

Explanation:
Server-side synchronizationtypically syncs atequal intervals, which can be configured in Dynamics 365. These intervals determine how often data is synchronized between Microsoft Exchange and Dynamics 365 Sales, affecting emails, tasks, and appointments.
The synchronization frequency can be adjusted by the administrator but operates at consistent, regular intervals by default.
Reference:Microsoft Documentation - Server-Side Synchronization and Sync Intervals

NEW QUESTION 10
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.

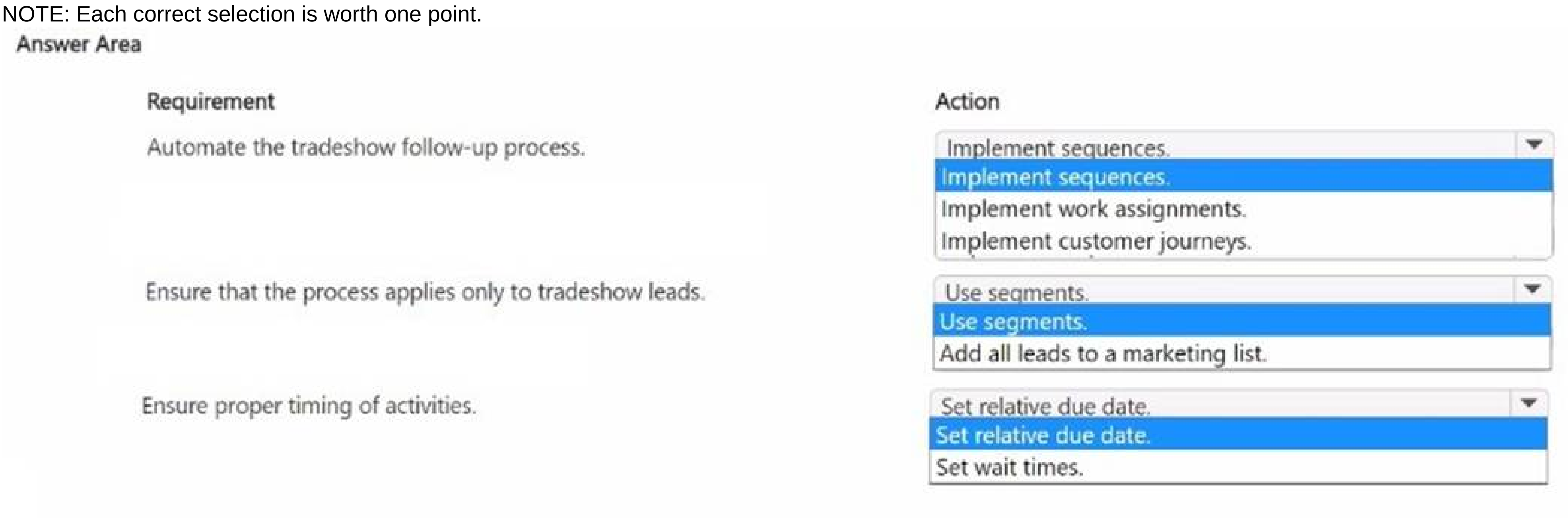


A. Mastered
B. Not Mastered

Answer: A

Explanation:
? Renaming the Omitted Column to Cancelled:

NEW QUESTION 14
HOTSPOT - (Topic 3)
A company sends its salespeople to trade shows to meet potential customers. One day after the trade shows, the salespeople currently send a follow-up email manually to the potential customers they met. They would like a task to remind them to call the potential customers a week after that.
You need to increase the follow-up rate for salespeople after a tradeshow.
Which actions should you take? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.



A. Mastered
B. Not Mastered

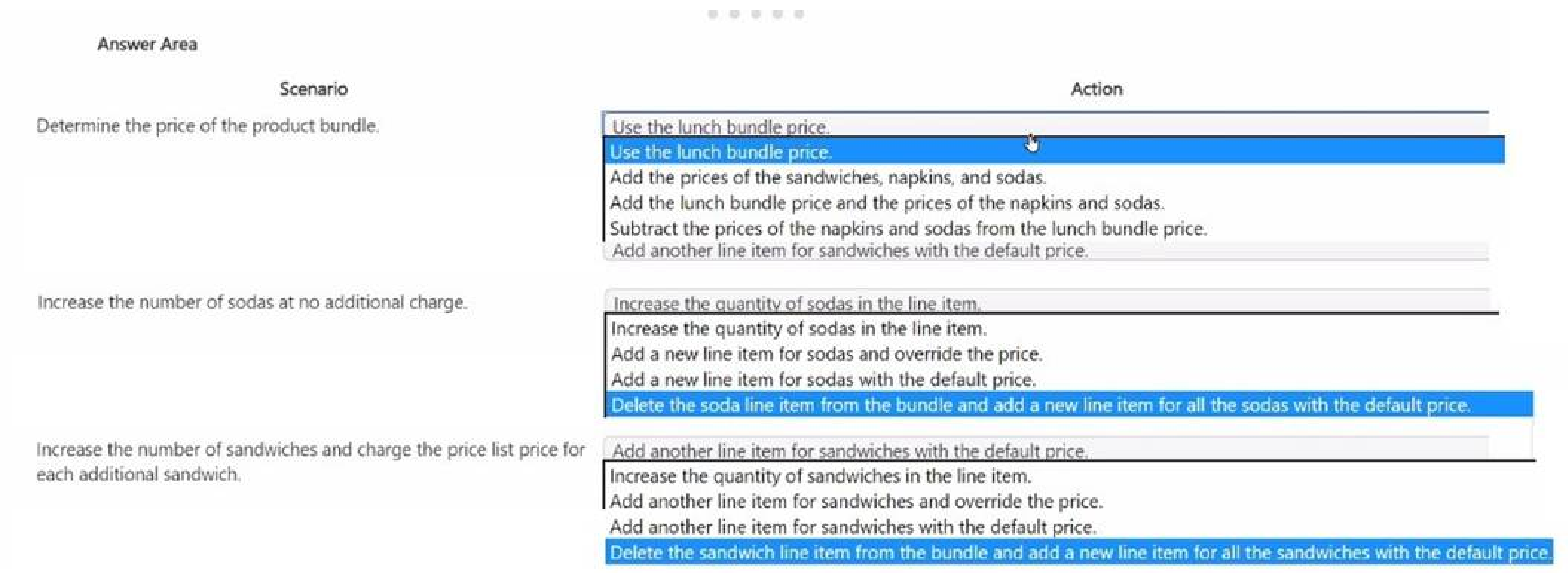
Answer: A

Explanation:
? Automate the Tradeshow Follow-up Process:Implement sequences

NEW QUESTION 18
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.



A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 23
- (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 25
- (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.

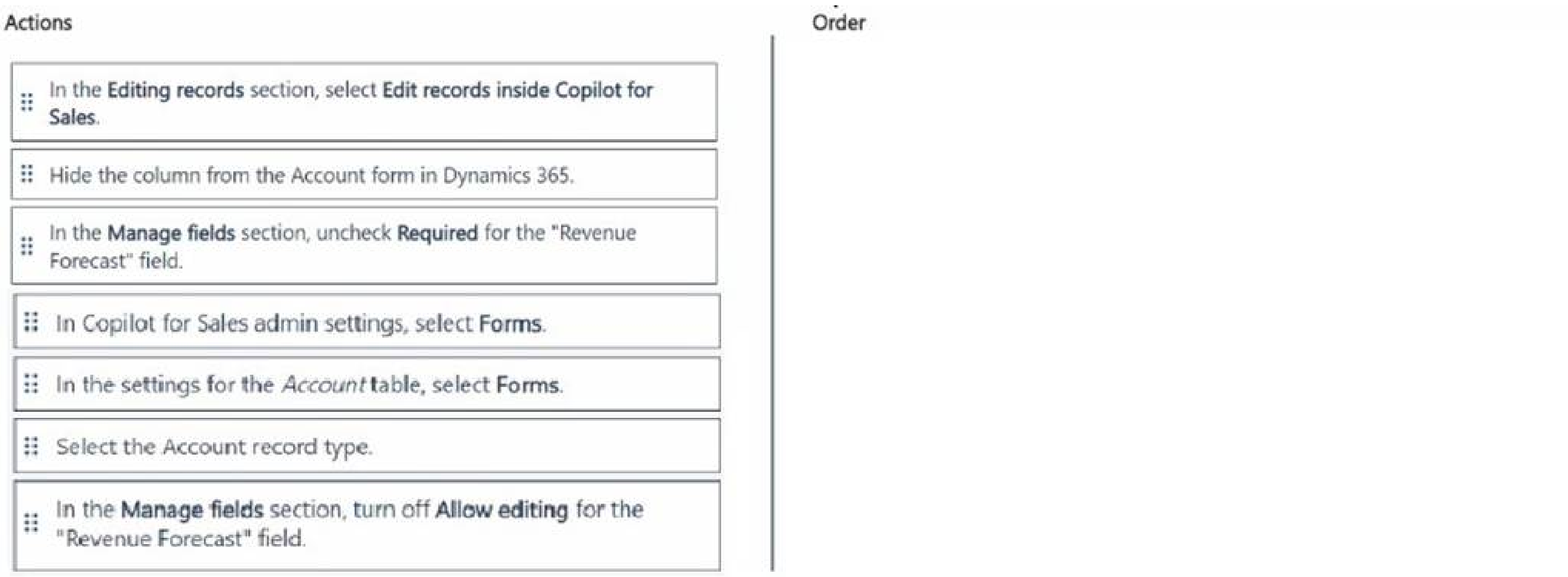
NEW QUESTION 28
- (Topic 3)
You are a marketing automation consultant.
Your customer wants to understand the benefits of using the query assist feature in Dynamics 365 Customer Insights - Journeys. Why might your customer want to use this feature?

A. Using the natural language feature allows marketers to build segments using simple words to specify what audience they want to target.
B. When looking at a marketing journey created by another user, the natural language feature makes it easier to understand the logic of the journey and decide whether it meets the campaign goals.
C. Using the natural language feature allows marketers to search Dataverse to retrieve single records using a right-hand pane on the model-driven app
D. When looking at a segment created by another user, the natural language feature makes it easier to identify which journeys the segment is used in.

Answer: A

Explanation:
TheQuery Assistfeature in Dynamics 365 Customer Insights - Journeys utilizes natural language processing to help marketers easily build segments.
By using simple language, marketers can describe their target audience without needing to know complex query syntax, making segmentation more accessible.
This feature is designed to streamline segment creation, allowing marketers to quickly define their audience with natural language inputs, which is particularly useful for users who may not be familiar with technical query building.
Reference:Microsoft Documentation - Use Query Assist for Segmentation in Customer Insights

NEW QUESTION 33
DRAG DROP - (Topic 3)
The sellers at your organization are keen to adopt generative AI capabilities and use them efficiently.
They have been editing Contact records directly in Copilot for Sales and have now provided feedback that they would be more productive if they could also edit Account records directly in Copilot for Sales.
However, the vice president of sales does NOT want the sellers to be able to edit the "Revenue Forecast" field in Copilot for Sales.
You need to enable these requirements.
Which four actions should you perform in sequence? 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 configure the editing capabilities for the Account records in Copilot for Sales while restricting the "Revenue Forecast" field is as follows:
? In Copilot for Sales admin settings, select Forms.
? In the settings for the Account table, select Forms.
? Select the Account record type.
? In the Manage fields section, turn off Allow editing for the "Revenue Forecast" field.
Step by Step Comprehensive Detailed Explanation with ALL Microsoft Dynamics 365 References:
? In Copilot for Sales Admin Settings, Select Forms:
? In the Settings for the Account Table, Select Forms:
? Select the Account Record Type:
? In the Manage Fields Section, Turn Off Allow Editing for the "Revenue Forecast" Field:

NEW QUESTION 34
- (Topic 3)
You are creating a forecast. You want to include only opportunities that sell You need to configure this within the system. What should you configure?

A. separate views
B. additional filters
C. multiple columns
D. premium forecasting
E. advanced features

Answer: B

Explanation:
? Requirement Analysis:
? Solution - Using Additional Filters:
? Steps to Configure Additional Filters in Forecasting:

Reference:Microsoft Documentation - Configure Filters in Forecasts
Benefits of Using Filters:
Filters provide flexibility to customize the forecast view, allowing for detailed segmentation of opportunities based on specific conditions.
This approach ensures that the forecast reflects only the opportunities that are relevant to your defined criteria, which in this case is opportunities that have "sold."
By using additional filters, you can effectively control which opportunities are included in your forecast, aligning it with specific business needs and improving forecast accuracy.

NEW QUESTION 39

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