Your Guide to the MB-280 Exam: Microsoft Dynamics 365 Certification

Understanding Microsoft Dynamics 365

Microsoft Dynamics 365 is a powerful tool designed to enhance **customer relationship management (CRM)** and **enterprise resource planning (ERP)**. Learning to navigate its features is crucial for anyone planning to take the **MB-280 exam**.

Becoming a Customer Experience Analyst

As a **Customer Experience Analyst**, your role is vital in understanding customer needs and enhancing their journey. This role involves deep knowledge of **customer service management principles** as well as the ability to operate within Microsoft Dynamics 365.

What is the MB-280 Exam?

The **MB-280 exam** tests your proficiency in *Microsoft Dynamics 365 Customer Experience*. It ensures that you have the necessary skills to improve **customer service** and optimize **business processes**. Preparing for this exam means carefully studying the platform and understanding its applications.

The Importance of Dynamics 365 Certification

Achieving **Dynamics 365 certification** validates your skills and sets you apart in the job market. It shows potential employers that you are knowledgeable and capable of using Microsoft Dynamics to solve real-world problems.

Preparing for the MB-280 Exam

Preparation is key. Here are some steps you can take to effectively prepare:

- **Study the Core Functions:** Focus on the key functionalities of Microsoft Dynamics 365, especially those related to customer service.
- **Utilize Online Resources:** Engage in online courses that dive deep into the customer experience module.
- **Practice Tests:** Take mock exams to become familiar with the format and types of

questions you will encounter.

Hands-On Experience

Get **hands-on experience** with Microsoft Dynamics 365. If you can, use the platform in a *real or simulated environment*. Familiarity with the tool will enhance your confidence when taking the exam.

Networking with Professionals

Join forums, attend webinars, and network with professionals in the field. Connecting with others can provide insights that you may not find in textbooks or online courses. This can be incredibly valuable as you prepare for the **MB-280 exam**.

Exam Day Tips

On the day of the exam, make sure to follow these tips:

- **Arrive Early:** Give yourself plenty of time to settle in and relax before starting the test.
- **Read Questions Carefully:** Take your time to understand each question before answering.
- **Manage Your Time:** Keep an eye on the clock to ensure you have enough time to address all questions.

After the Exam

Once you've passed the MB-280 exam and earned your certification, celebrate your achievement! This certification can pave the way for new job opportunities and advancement in your career.

Continuous Learning

Finally, remember that technology is always evolving. Stay updated with the latest features and best practices in Microsoft Dynamics 365 to maintain your edge as a Customer Experience Analyst.

> By mastering the MB-280 exam, you're setting the stage for a successful career in customer experience management with Microsoft Dynamics 365.

Microsoft

MB-280 Exam

Microsoft Dynamics 365 Customer Experience Analyst

Version: 4.0

Question: 1

HOTSPOT

The founder has edited the Salesperson security role to allow the carer to use the Corgi meet-up business process flow, as shown in the following

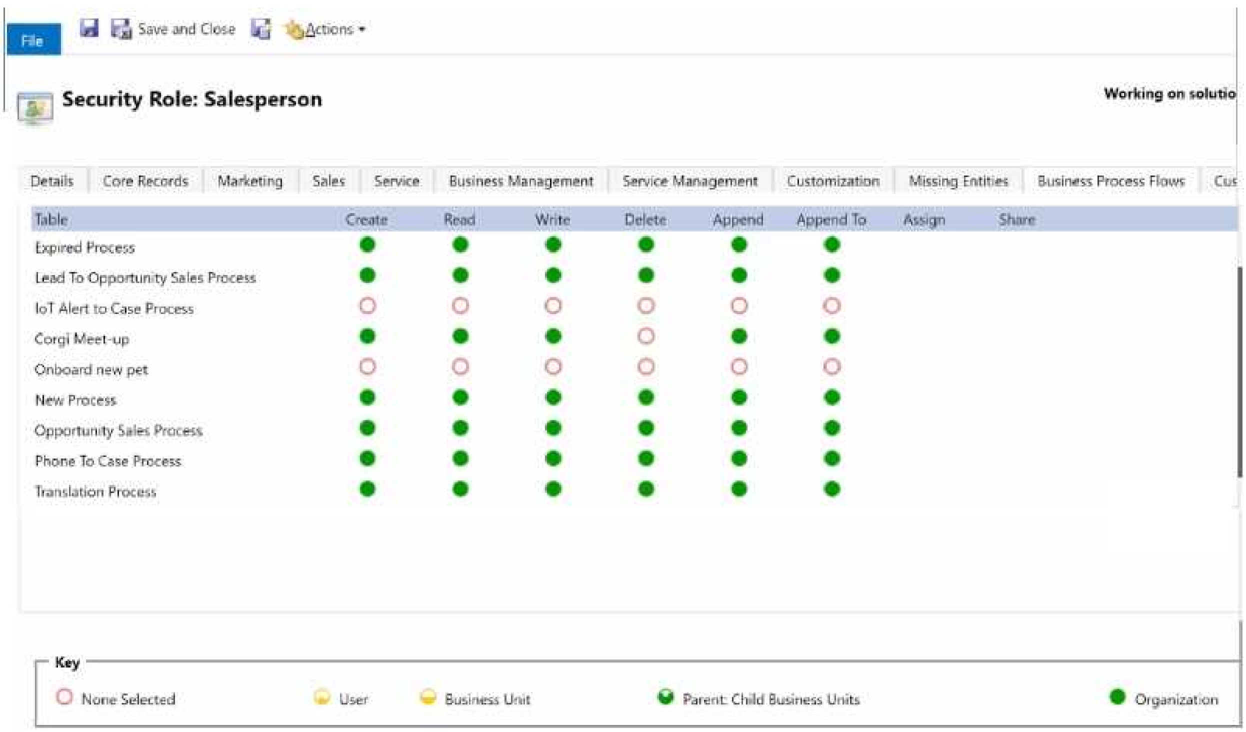
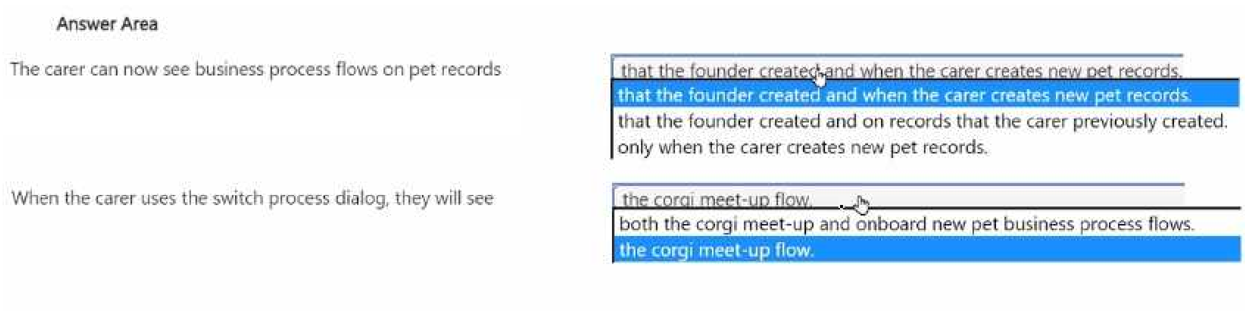


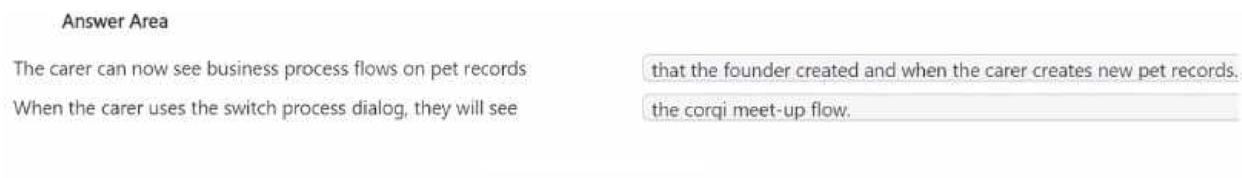
Table	Create	Read	Write	Delete	Append	Append To	Assign	Share
Expired Process	●	●	●	●	●	●		
Lead To Opportunity Sales Process	●	●	●	●	●	●		
IoT Alert to Case Process	○	○	○	○	○	○		
Corgi Meet-up	●	●	●	○	●	●		
Onboard new pet	○	○	○	○	○	○		
New Process	●	●	●	●	●	●		
Opportunity Sales Process	●	●	●	●	●	●		
Phone To Case Process	●	●	●	●	●	●		
Translation Process	●	●	●	●	●	●		

Use the drop-down menus to select the answer choice that completes each statement based on the information presented in the exhibit. NOTE: Each correct selection is worth one point.



Answer:

Explanation:



The configurations in the Salesperson security role will determine the access and visibility the carer has to the "Corgi meet-up" business process flow. The carer should be able to view and interact with specific business process flows on the Pet records based on the permissions configured by the founder.

Business Process Flow Access Configuration:

The image shows that the "Salesperson" security role has the "Create," "Read," "Write," "Delete," "Append," and "Append To" permissions set for the "Corgi meet-up" process.

The green circle indicates permissions at the Organization level, meaning the carer can access all records associated with the "Corgi meet-up" business process flow across the entire organization.

Visibility of Business Process Flows on Pet Records:

Since the carer has these permissions at the Organization level, they will be able to see all business process flows related to pet records that have been set up by the founder.

In this case, the answer provided in the image indicates that the carer will be able to see business process flows that were created by both the founder and new flows initiated by the carer themselves on the Pet records.

Switch Process Dialog Visibility:

The switch process dialog will allow the carer to select from multiple business process flows that are applicable to a given record.

According to the selection options provided, if both the "Corgi meet-up" and the "Onboard new pet" flows are available, and they are configured to be accessible by the Salesperson role, the carer should be able to see both flows when using the switch process dialog. This aligns with the provided answer choices, which indicate that both flows are visible when switching.

Reference from Microsoft Documentation:

Microsoft's official documentation on configuring Security Roles in Dynamics 365 provides detailed guidance on setting permissions for different entities and processes. More information can be found in the Dynamics 365 security model documentation: Manage security, users, and teams

For Business Process Flow configurations, including permissions and visibility settings, refer to the guide on Create a business process flow in Dynamics 365.

This setup ensures that the carer has the appropriate level of access to perform their duties, specifically in handling pet records and business processes like the "Corgi meet-up."

If you have further questions or need more details on this configuration, feel free to ask!

Question: 2

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. The sync to external search index setting (Option C) is for integration with external search tools and does not directly impact internal search capabilities.

Adding columns to the Lookup view (Option D) affects how lookups work but does not influence full-text search results.

Reference from Microsoft Documentation:

For configuring search indexing, refer to Configure relevance search in Dynamics 365 for more information on indexing tables to enhance search capabilities.

Question: 3

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 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 Task. Email and Phone Call.

C. In the Record types of the timeline settings, uncheck the Posts option.

D. In the Record types of the timeline settings, uncheck the Activities option.

E. In the Notes area of the timeline settings, uncheck the Remove notes title when authoring 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 Explanation:

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.

Question: 4

You need to identify the duplicate pet records, so they can be manually merged by the carer. What must you create?

A. Two duplicate detection jobs and two duplicate detection rules

B. One duplicate detection job and three duplicate detection rules.

C. Two duplicate detection jobs and three duplicate detection rules.

D. Three duplicate detection rules only.

Answer: B

Explanation:

To identify duplicate records, you need to configure both duplicate detection rules and duplicate detection jobs.

Since Terra Flora requires identifying duplicate pet records across various fields, creating three duplicate detection rules is likely necessary to cover different columns (such as name, breed, and dietary requirements) in the Pet table.

One duplicate detection job is sufficient to run these rules concurrently, scanning the database for duplicates across the specified columns. This job can be scheduled or run manually.

Option B is correct as it ensures comprehensive coverage with three rules addressing various fields and one job to manage the duplicate detection process.

Reference from Microsoft Documentation:

For guidance on setting up duplicate detection jobs and rules, refer to Detect duplicate records in Dynamics 365.

Question: 5

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 Pet table.

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: A, B

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.

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