

Microsoft

Exam Questions MB-280

Microsoft Dynamics 365 Customer Experience Analyst



NEW QUESTION 1

- (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 2

- (Topic 1)
You need to configure the required audit settings.
Which two actions should you perform? Each correct answer presents part of lhe 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\le.
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

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.

Actions

⋮ Set the form duplicate records strategy to the audience default strategy.

⋮ Set the form target audience to leads.

⋮ Create a custom matching strategy.

⋮ Create a new form.

⋮ Set the form target audience to contacts.

⋮ Select a form template.

⋮ Set the form duplicate records strategy to the custom form matching strategy.

⋮ Publish the form.

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

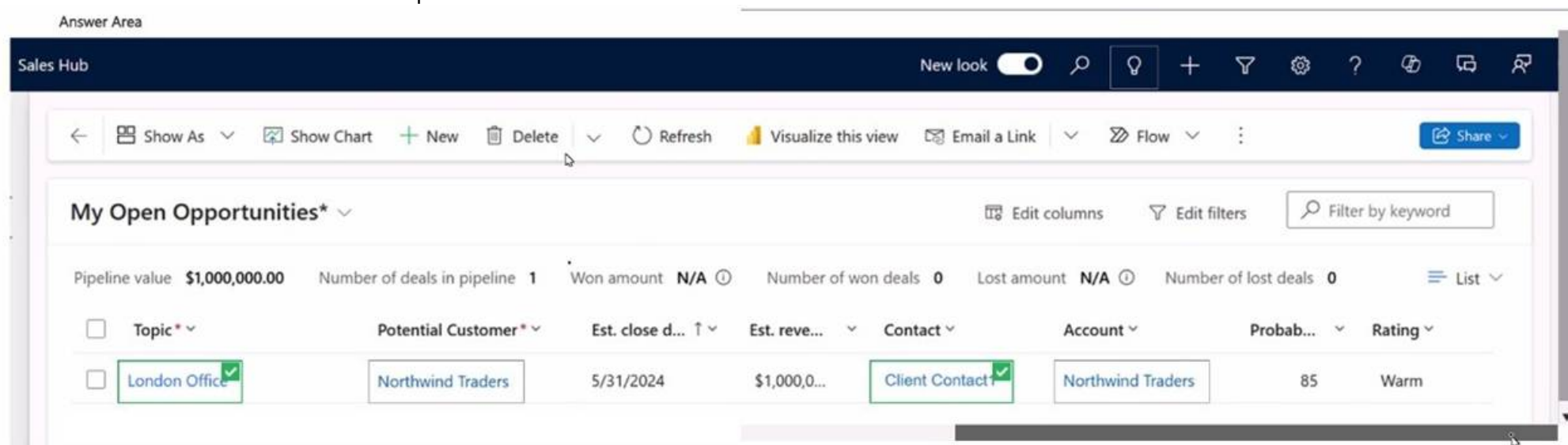
HOTSPOT - (Topic 2)

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.

Answer Area



- 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

- (Topic 2)

You need to update the role configuration for the digital sales team to enable the capability requested. What two actions should you perform? Each correct answer presents part of the solution. Choose two. NOTE: Each correctselection is worth one point.

- A. Grant View Audit Summary permissions to the Digital seller security role.
- B. Assign the Sales Copilot user role to the members of the digital sales team.
- C. Grant View Audit History permissions to the Digital seller security role.
- D. Grant View Audit Partitions permissions to the Digital seller security role.

Answer: BC

Explanation:

To enable the digital sales team's request to use Copilot for summarizing changes to lead records, you need to ensure that they have the necessary permissions

and access to the required features. Here??s how to proceed:
? Assign the Sales Copilot User Role:
? Grant View Audit History Permissions:
By implementing these two actions, the digital sales team will have both the necessary access to Copilot features and the required permissions to audit lead record changes, enabling them to leverage Copilot for summarizing changes to leads effectively.

NEW QUESTION 6

- (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 7

HOTSPOT - (Topic 3)
A bakery uses Dynamics 365 Sales. All loaves of bread sold at the bakery are priced the same. Special bread flavors are developed regularly. You need to add a new flavor to the product catalog.
What should you 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
Add a new flavor to the product catalog.	<div>Create a product property. Create a unit. Create a price list item. Create a product family. Create a product property.</div>
An existing opportunity wants to change an order to one of the new bread flavors.	<div>Select the new bread flavor in the opportunity product. Update the price list. Modify and publish the product. Delete the opportunity product and readd the item. Select the new bread flavor in the opportunity product.</div>

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

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? Scenario 1: Adding a New Flavor to the Product Catalog

NEW QUESTION 8

DRAG DROP - (Topic 3)
You are designing the user experience for sales users at your organization for a variety of tasks.
One of the user experience requirements is for sales users to be able to see information from custom attributes created for originating leads for opportunities WITHOUT having to navigate to the Lead record.
You are already signed in to the correct editing application and you now need to configure the user experience in Dynamics 365 Sales to enable this.
Which five actions should you perform in sequence before saving and publishing your changes? To answer, move the five appropriate actions from the list of actions to the answer area. Arrange the five actions in the correct order.
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select

Actions	Order
<div><div></div><div>In the Forms area, create a quick create form with the required columns.</div></div>	
<div><div></div><div>In the Forms area, create a card form with the required columns.</div></div>	
<div><div></div><div>Select Tables > Lead.</div></div>	
<div><div></div><div>In the Forms area, create a quick view form with the required columns.</div></div>	
<div><div></div><div>Select Tables > Opportunity.</div></div>	
<div><div></div><div>In the Forms area, select the main form you wish to update.</div></div>	
<div><div></div><div>Add the quick view form as a component.</div></div>	

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

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The correct order of actions to enable sales users to view information from custom attributes on leads directly within opportunity records, without navigating to the lead record, is as follows:

? Select Tables > Lead.

? In the Forms area, create a quick view form with the required columns.

? Select Tables > Opportunity.

? In the Forms area, select the main form you wish to update.

? Add the quick view form as a component.

Step by Step Comprehensive Detailed Explanation with ALL Microsoft Dynamics 365 References:

? Select Tables > Lead:

NEW QUESTION 9

- (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, define column types to be the appropriate field types and name the query. Select Next and your data is now ready for unification.

Does this meet the goal?

- A. Yes
B. No

Answer: B

Explanation:

While transforming the first row to be used as headers and defining column types are necessary steps, the solution does not address removing rows with high proportions of nulls. Rows with significant null values can interfere with the quality of the unification process in Customer Insights - Data.

Therefore, this solution does not fully meet the goal as it does not handle data quality issues caused by null values.

NEW QUESTION 10

- (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 10

- (Topic 3)

You need to ensure that a user named User1 can assign salespeople to sales territories. The solution must use the principle of least privilege. To which security role should you assign User1?

- A. System customizer
- B. Sales team member
- C. Vice president of sales
- D. Salesperson

Answer: C

Explanation:

To assign salespeople to sales territories, the user needs permissions to manage territory assignments, which is typically a higher-level responsibility. The Vice president of sales role includes privileges related to managing sales territories, unlike the Sales team member or Salesperson roles, which are more focused on direct sales tasks. The System customizer role does not specifically grant territory management permissions and is more focused on customization and configuration tasks. Reference: Microsoft Documentation - Security Roles and Privileges in Dynamics 365

NEW QUESTION 15

- (Topic 3)

You created and published lead scoring models in the Dynamics 365 Customer insights - Journeys application.

Your marketing team members inform you that they are NOT able to view the lead scoring insights. You confirm the lead scoring models are published and are Live.

You need the marketing team to be able to view the lead scoring insights.

- A. Re-publish the lead scoring models to allow the system to capture the insights.
- B. Assign the Lead Score Viewer security role to the users.
- C. Set all leads to Active state to capture the insights.
- D. Set automatic lead scores cleanup to No to capture the scoring.

Answer: B

Explanation:

For team members to view lead scoring insights, they must have appropriate permissions, specifically the Lead Score Viewer role in Dynamics 365 Customer Insights - Journeys.

Even though the lead scoring models are published and live, without the correct security role, users will not have access to view the insights.

Assigning the Lead Score Viewer role ensures that the users have the necessary access rights to review the lead scoring insights generated by the models.

Reference: Microsoft Documentation - Configure Security Roles for Lead Scoring

NEW QUESTION 17

- (Topic 3)

You are a Dynamics 365 Sales administrator. You are setting up a product catalog. You need to configure the base unit group. Which quantity or measurement should you configure?

- A. the least frequently used to sell the service
- B. the lowest needed to sell the product or service
- C. the most frequently used to sell the service
- D. the highest needed to sell the product or service

Answer: B

Explanation:

? Understanding the Base Unit in Dynamics 365 Sales:

? Selecting the Base Unit - Why the Lowest Quantity?

Reference: Microsoft Documentation - Create Unit Groups and Units

Benefits of Using the Lowest Needed Unit:

Configuring the base unit as the smallest measurable unit enables flexibility and supports various sales scenarios without restrictions. It simplifies the management of units and ensures that other unit variations align correctly in the product catalog.

By setting the base unit to the lowest quantity needed to sell the product or service, you establish a robust foundation for building out the unit group and accommodating different sales quantities in Dynamics 365 Sales.

NEW QUESTION 22

- (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 of 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 statuscode column: 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 26

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.

Answer Area

Parameter	Option
Date field	<div>Actual End</div> <div>Due</div> <div>Modified On</div> <div>Actual Start</div> <div>Actual End</div>
Rollup field	<div>Actual (integer)</div> <div>Actual (integer)</div> <div>Custom Rollup Field (Integer)</div> <div>In-Progress (Integer)</div>
Source Record Type Status	<div>Completed</div> <div>Made</div> <div>Received</div> <div>Open</div> <div>Completed</div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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? Date Field - Actual End:

NEW QUESTION 31

- (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 to 30 stages across all entities within a single process. Since each entity here (Lead, Opportunity, Quote, Order, Invoice) has 10 stages, the total would be 50 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 33

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.

Actions

Order

- ⋮ Add a new forward mailbox for each relevant user.

⋮ Update all relevant user mailboxes to sync with POP3/SMTP server.

⋮ Update all user mailboxes to sync with Exchange Online.

⋮ Approve email for all relevant users.

⋮ Test the email configuration and enable the selected email mailboxes for all relevant users.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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? Update All User Mailboxes to Sync with Exchange Online:

NEW QUESTION 35

- (Topic 3)

You are the Dynamics 365 Sales administrator for an electronics company.

The sales team is having difficulty locating different products in the same category - for instance; all versions of flat screen TV available.

You need to make it easier for the sales team to navigate through products via taxonomy. What should you use?

- A. Product families
- B. Product unit groups
- C. Related products
- D. Product bundles

Answer: A

Explanation:

? Product families allow you to group related products under a common category, making it easier for the sales team to navigate and find products within the same category, such as all versions of flat-screen TVs.

? By using Product families, you can organize products into a hierarchical structure that reflects their categorization, enabling sales users to browse and select

items more efficiently within Dynamics 365 Sales.

Reference:Microsoft Documentation - Organize Products Using Product Families

Using product families, you can streamline the user experience and improve navigation within the product catalog by grouping similar products together, which simplifies the search process for sales teams.

NEW QUESTION 39

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.

Answer Area

Requirement

Automate the tradeshow follow-up process.

Ensure that the process applies only to tradeshow leads.

Ensure proper timing of activities.

Action

Implement sequences.
Implement sequences.
Implement work assignments.
Implement customer journeys.

Use segments.
Use segments.
Add all leads to a marketing list.

Set relative due date.
Set relative due date.
Set wait times.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

? Automate the Tradeshow Follow-up Process:Implement sequences

NEW QUESTION 41

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

Determine the price of the product bundle.

Increase the number of sodas at no additional charge.

Increase the number of sandwiches and charge the price list price for each additional sandwich.

Action

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 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.

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 45

- (Topic 3)

You are implementing Dynamics 365 Customer Insights - Data as the company's Customer Data Platform. You set up the data sources and start the unification process. You need to identify the primary table within the Matching conditions page.

Which two criteria should you use to determine the primary table? Each correct answer presents a complete solution. Choose two. NOTE: Each correct selection is worth one point.

- A. Choose the table with the most complete and reliable profile data about your customers.
- B. Choose the table that has the most related tables.
- C. Choose the Dynamics 365 contact table when this is available as the data source.
- D. Choose the table that has several attributes in common with other tables.

Answer: AC

Explanation:

When determining the primary table in Customer Insights during the unification process, the goal is to choose the table that provides the most robust and accurate customer profile information.

Criterion A is crucial because having complete and reliable customer profile data ensures that the unified profile is accurate and comprehensive.

Criterion C is recommended by Microsoft when using Dynamics 365 data, as the contact table often serves as the primary source of customer information within the Dynamics 365 ecosystem.

While tables with many related tables or common attributes with other tables may provide supplementary information, they do not necessarily constitute the primary source for reliable customer data.

Reference: Microsoft Documentation - Data Unification Process in Customer Insights

NEW QUESTION 49

- (Topic 3)

The assistant to the sales leader has some questions on how delegation works when using the Dynamics 365 App for Outlook. They want to know how columns are populated when an email is tracked.

You need to explain the behavior of the tracked email messages, in particular, what is set as the owner of the tracked email from a delegated mailbox.

What should you convey?

- A. The delegate user.
- B. System (as it is promoted by server-side synchronization).
- C. The owner of the linked contact that sent the email.
- D. The primary mailbox owner.

Answer: D

Explanation:

When an email is tracked in Dynamics 365 from a delegated mailbox, the primary mailbox owner is set as the owner of the tracked email. This means that if an assistant sends or tracks an email on behalf of another user, the email's ownership will reflect the primary mailbox owner rather than the delegate.

This behavior ensures that activities are correctly associated with the user who owns the mailbox, aligning with the ownership structure in Dynamics 365.

Reference: Microsoft Documentation - Delegate Access and Email Tracking in Dynamics 365

NEW QUESTION 53

- (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 56

- (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. Define column types to be appropriate field types and name the query. Create a full name and full address

columns by merging the appropriate columns if they exist. Select Next and your data is now ready for unification-Does this meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

This solution also includes transforming headers and defining column types, along with creating merged columns. However, it still does not remove rows with a high proportion of nulls. Addressing null values is important for data quality and ensuring accurate unification.

Without removing rows with many nulls, the data may still have integrity issues that could impact the unification process. As a result, this solution does not completely meet the goal.

NEW QUESTION 59

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