



MICROSOFT MB-280 STUDY GUIDE PDF

**Grab the Microsoft Dynamics 365 Customer Experience
Certification PDF Questions & Answers**

Details of the Exam-Syllabus-Questions

MB-280

Microsoft Certified - Dynamics 365 Customer Experience Analyst Associate

40-60 Questions Exam - 700 / 1000 Cut Score - Duration of 120 minutes

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Get an Overview of the MB-280 Certification:

Who should take the [MB-280 exam](#)? This is the first question that comes to a candidate's mind when preparing for the Dynamics 365 Customer Experience certification. The MB-280 certification is suitable for candidates who are keen to earn knowledge on the Microsoft Dynamics 365 and grab their Microsoft Certified - Dynamics 365 Customer Experience Analyst Associate. When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But MB-280 study guide PDF is here to solve the problem. MB-280 PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

Why Should You Earn the Microsoft MB-280 Certification?

There are several reasons why one should grab the MB-280 certification.

- The Dynamics 365 Customer Experience certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus, earning the Microsoft Certified - Dynamics 365 Customer Experience Analyst Associate is a powerful qualification for a prosperous career.

What is the Microsoft MB-280 Dynamics 365 Customer Experience Certification Exam Structure?

Exam Name	Microsoft Certified - Dynamics 365 Customer Experience Analyst Associate
Exam Code	MB-280
Exam Price	\$165 (USD)
Duration	120 mins
Number of Questions	40-60
Passing Score	700 / 1000
Books / Training	MB-280T01-A: Configure Dynamics 365 customer experience model-driven apps
Schedule Exam	Pearson VUE
Sample Questions	Microsoft Dynamics 365 Customer Experience Sample Questions
Practice Exam	Microsoft MB-280 Certification Practice Exam

Enhance Knowledge with MB-280 Sample Questions:

Question: 1

What must be configured before enabling Server-Side Sync for a user's mailbox?

- a) Security Role Settings
- b) Mailbox Record
- c) Marketing Lists
- d) Business Process Flows

Answer: b

Question: 2

An organization wants to synchronize their emails, appointments, and tasks with Dynamics 365. They also want to enable auto-tracking for specific emails. What configurations should be applied? (Select THREE)

- a) Configure Mailbox Records
- b) Set up Server-Side Sync
- c) Configure Data Export Profiles
- d) Enable Auto-Tracking
- e) Create Business Process Flows

Answer: a, b, d

Question: 3

You need to configure a Security Role to provide read-only access to Sales Opportunities. What steps should you follow?

- a) Go to Dynamics 365 > Settings > Security > Security Roles > Create New Role > Define Permissions > Save & publish.
- b) Go to Dynamics 365 > Marketing > Security Roles > Create New Role > Define Permissions > Save & publish.
- c) Go to Power Apps > Security > Security Roles > Create New Role > Define Permissions > Save & publish.
- d) Go to Dynamics 365 > Reports > Security Roles > Create New Role > Define Permissions > Save & publish.

Answer: a

Question: 4

What happens when you select the "Track" button in the Dynamics 365 App for Outlook?

- a) The email is deleted from the Outlook inbox.
- b) The email is forwarded to another user.
- c) The email is moved to a spam folder.
- d) The email is linked to a Dynamics 365 record.

Answer: d

Question: 5

Which components are essential for creating a unified customer profile in Dynamics 365 Customer Insights? (Select TWO)

- a) Data Sources
- b) Calculated Fields
- c) Data Matching Rules
- d) Power BI Reports

Answer: a, c

Question: 6

Which entity must be configured before creating a Product Family in Dynamics 365 Sales?

- a) Product Catalog
- b) Unit Group
- c) Price List
- d) Discount List

Answer: b

Question: 7

A sales manager wants to implement an automated system to assign leads to the appropriate salesperson based on the region. Which features should be configured to achieve this? (Select three)

- a) Assignment Rules
- b) Auto-Numbering
- c) Routing Rules
- d) Queues
- e) Custom Dashboards

Answer: a, c, d

Question: 8

When modifying model-driven apps, which component is used to create navigation and page structure?

- a) Views
- b) Dashboards
- c) Site Maps
- d) Tables

Answer: c

Question: 9

Which features are enabled by Microsoft 365 Copilot for Sales to enhance sales productivity? (Select TWO)

- a) Power BI Dashboards
- b) Automated Email Replies
- c) Sales Recommendations
- d) AI-Based Content Generation

Answer: c, d

Question: 10

What is the primary purpose of creating a unified customer profile in Dynamics 365 Customer Insights?

- a) To provide a personalized view of customer data across multiple sources
- b) To generate financial reports
- c) To configure user roles
- d) To manage marketing campaigns

Answer: a

What Study Guide Works Best in acing the Microsoft MB-280 Dynamics 365 Customer Experience Certification?

The MB-280 study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the Dynamics 365 Customer Experience exam, getting in full touch of the [syllabus](#) is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

Make Your Schedule:

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

Get Expert Advice from the Training:

Do not forget to join the Microsoft MB-280 training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

Get Access to the PDF Sample Questions:

If your study material is in a PDF format or the materials are mobile-friendly, what could be better than that? Get access to the [free sample questions](#) and keep enhancing your knowledge beyond the syllabus.

Avoid Dumps and utilize the Microsoft MB-280 Practice Test:

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self-assessment method. Therefore, MB-280 practice tests always stand out to be the better choice than dumps PDF.

Avail the Proven MB-280 Practice Test for Success!!!

Do you want to pass the MB-280 exam on your first attempt? Stop worrying; we, EduSum.com are here to provide you the best experience during your Microsoft Dynamics 365 Customer Experience Analyst preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [MB-280 practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.