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NEW QUESTION: 1

A company implements a Dynamics 365 Commerce e-commerce website.

The company wants specific components to appear on a product page to help customers decide to purchase those products.

You need to configure the product page.

Which module types should you configure? To answer, drag the appropriate module types to the correct requirements. Each module type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/quick-tour-pdp>

NEW QUESTION: 2

A company is using the call center feature in Dynamics 365 Commerce.

Several customers require monthly sales orders that contain the same products and quantities.

They need to have sales orders automatically created for them over time. The orders must be fully paid for before the orders are shipped.

You need to configure the system.

Which two parameters should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Cancellation notice day before order
- B. First notice days from start
- C. Backorder - Number of days

- D. Revenue journal name
- E. Continuity days before delivery

Answer: D,E ([LEAVE A REPLY](#))

Reference:

<https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-continuity-programs>

NEW QUESTION: 3

You are a Dynamics 365 Commerce consultant for a company.

The company has three retail channels: an online store, a retail store, and a call center.

The company requires customer orders to be available for pickup at its retail store. Sales orders for in-store pickup can be created in any retail channel.

You create a mode of delivery for customer pickups. You also create a fulfillment group.

Which retail channel should you select? To answer, drag the appropriate retail channels to the correct actions. Each retail channel may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/multiple-pickup-modes>

NEW QUESTION: 4

A company uses Dynamics 365 to manage retail stores.

You create the following workers. Both workers use Cloud POS and Modern POS applications:

You add both users to one POS permission group.

You need to configure the system to meet the requirements.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Create one device for CPOS and one device for MPOS. Assign one register to each device
- B. For both devices, select a package name for Register package
- C. Associate an existing identity with the Store Associate worker and run the Staff and Registers job
- D. Associate an existing identity for the Retail IT regression tester worker and run the Staff and Registers job
- E. Override the POS permissions group and grant permission to manage devices

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

You need to configure pricing for the monthly price updates.

What should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/price-management>

NEW QUESTION: 6

A company is implementing Dynamics 365 Commerce.

The company wants to sell items exclusively by using the POS system. No configurations have been made in the system yet.

You need to determine the minimum actions the company must perform to sell new products through the retail store.

What must the company do? To answer, drag the appropriate types to the correct prerequisites. Each type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-retail-products>

NEW QUESTION: 7

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A company implements Dynamics 365 Commerce. Call center agents take orders over the phone, modify existing orders, issue credits, place orders on hold, and provide warranty support.

Call centers must meet the following requirements:

User1 and User2 must be able to perform payments. User3 must not be able to perform payment processing All agents must be able to offer directed selling All agents must be able to change the sales price of an item during order entry All refunds must be applied to the account for the customer who made the purchase You need to configure call center functionality.

Solution: Create a call center and add User1 and User2 as channel users. Set Enable order completion and Enable directed selling to Yes.

Does the solution meet the goal?

A. Yes

B. No

Answer: ([SHOW ANSWER](#))

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-order-processing-options>

NEW QUESTION: 8

You need to determine the final selling prices for selected items.

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.

Answer:

NEW QUESTION: 9

A company produces medical compounds and sells the compounds at retail stores.

You must track the following information about the compounds:

the value and unit of measure for the concentration of active ingredients in the compound a compliance rating that describes how well the compound conforms to acceptable levels of byproducts You need to create fields to store the information on a sales order.

Which attribute types should you use? To answer, drag the appropriate attribute types to the correct requirements. Each attribute type may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/attribute-attributegroups-lifecycle>

NEW QUESTION: 10

You need to provide ecommerce developers with the required design standards that must be met for the ecommerce guidelines.

What should you use?

- A. Content Delivery Network
- B. Microsoft Trust Center
- C. E-commerce site builder
- D. Microsoft Accessibility Center
- E. docs.microsoft.com

Answer: (SHOW ANSWER)

Topic 1, Wingtips Toys

Current environment

General

Wingtip Toys uses Dynamics 365 Commerce to manage retail operations. The company has independent sales representatives who use a mobile app to create orders and then submit the orders by emailing the company a Microsoft Excel workbook.

All physical store locations run the Modern Point of Sale (POS) application on Microsoft Surface devices. High-performing sales representatives use the Modern POS on Apple iOS devices.

Commerce channels are logically grouped by region and serviced by a single warehouse.

Current environment. Products

The products that are available for independent sales representatives to sell change often. Some toy sales are available only in certain markets. Many toys are made in only a limited run capacity.

Physical store locations can sell all products that are not discontinued.

The company uses product groupings to control viewing of products and product reporting.

Reports include data about discontinued products.

Current environment. Pricing

Pricing is structured to be simplistic across all products. Products with different manufacturing costs must have similar prices if they are similar products.

The company calculates prices by using formulas in Excel workbooks. The prices are manually entered into Dynamics 365 Commerce.

You define the following Smart Rounding rules:

Current environment. Printed catalogs

Printed catalogs are mailed to sales representatives quarterly, but Wingtip Toys would like to get away from this practice. Printed catalogs show all sellable products and highlight new products that will be released in a few months. The products are called unreleased products. Sales representatives often mistakenly create sales orders for the unreleased products. These errors cause customer expectation issues. Sales representatives occasionally provide feedback about a set of items. This results in the need for new product attributes that Wingtip Toys includes in future printed catalog releases. Printed catalogs include product highlights, ratings, and reviews. The reviews are displayed under the products.

Current environment. Independent sales representatives

Sales representatives own the relationships with their clients. The representatives are responsible for communications with their clients. Each sales representative is tracked in the current system as their own retail location or retail channel, much like each physical store is. Sales representatives are grouped under one of 10 different geographical regions. Sales representatives often provide special friends and family pricing to all customers that are not available at the physical store locations. Sales representative pricing is considered base pricing and not a discount. Sales representatives collect customer feedback on products and pass feedback to the Wingtip Toys corporate office when they have time. The length of customer reviews is restricted in the current product management system and varies by product category.

Current environment. E-commerce

The company has a primary website that focuses on brand awareness. The website does not support e-commerce. Wingtip Toys has three blogs but actively maintains only one of the blogs. All three blogs still report high web traffic. The out-of-the-box e-commerce channel offering was a significant factor when selecting Dynamics 365 Commerce. The company is concerned that adding customer-facing online reviews and ratings may create problems. Reviews may include content that is inappropriate for children. The existing e-commerce site is inaccessible to several customers who have disabilities.

Requirements. Products

You must replace the printed catalogs with functionality in Dynamics 365 Commerce for all channels. Preview items must be visible in all retail channels before the items can be sold in any channel. You must prevent sales representatives from adding preview and discontinued products to transactions during product entry. New products being introduced for a season must be set up in their own product hierarchy group. The group correlates to their season and year. Products that will be discontinued must not be sold for a one week prior to being removed from visibility within the POS. Sales associates

must have to call headquarters to place an order for those products At the end of the season, the products in that hierarchy group will be removed from that season and year group and moved to their new category hierarchy group based on the type of toy The solution must use only one product hierarchy. Supplemental hierarchies must not be used. The solution must allow the company to manage products at the group level where possible, which can be by product category or ad hoc grouping of items All products must be discontinued in a single, streamlined process but are not discontinued by product category. The action of discontinuing the products must be done at the single item level or with ad hoc grouping All pre-released products must be made available for sale in a single, streamlined process New attribute groups must be added or removed from product groups quarterly based on sales representative feedback New monthly pricing must be automatically created by the system and must be reviewed and posted before pricing can take effect Requirements. Pricing The solution must allow for pricing changes by the different sales channels Calculated sales prices for items must automatically be changed to unify product pricing based on pricing ranges Prices must be adjusted monthly by using a model that uses costs plus a percentage increase of between 35 percent to 55 percent. The percentage increase must be based on product groups, per the following examples:

A handmade rocking horse under the wooden rockers product group costs \$100 to make (cost). All wooden rockers will sell for 50 percent more. The final sales price will be \$150 before strategic smart rounding is applied to the final selling price A wooden puzzle set is \$10 to make (cost). All products in the Puzzles - 3-5-year old product will sell for 55 percent more. The final sales price will be \$15.50 before strategic smart rounding is applied to the final selling price The physical stores run rotating weekly specials where certain product categories are discounted by 10 percent of the products' retail price Requirements. Printed catalogs E-commerce functionality must replace functionality in the current printed catalog Some customers do not want their reviews printed in the catalogs. These customers must complete a Microsoft Forms survey to request that the company does not print their review in catalogs. Wingtip Toys must be able to look up the account identifier for the customer and remove the associated information from the system Requirements. Independent sales representatives Access to the Modern POS must be restricted to Wingtip Toys super users and only be used by sales representatives that meet a certain volume of sales a year All customers who transacted with the sales representative must be visible in Modern POS by the sales representatives. Other customers must not be visible by default. If a customer has an active account with Wingtip Toys, but has not transacted with the sales, the representative must be able to retrieve that customer information in the Modern POS Sales representatives must no longer be responsible for customer reviews Requirements. E-commerce An e-commerce channel must be created within Dynamics 365 Commerce All information from the printed catalogs should be located within the e-commerce solution Customers and Independent sales representatives can use the e-commerce site to research products and to provide feedback on previous purchases The solution must allow for customers and their reviews to be completely deleted upon request The footer of the website must have a link named Customer reviews support, which will allow users to submit removal requests by using Microsoft Forms The e-commerce site must have a single blog site to centrally manage all new blog posts

All prior e-commerce sites must redirect to the new e-commerce-focused Wingtip Toys website. All existing URLs must remain the same. The new Wingtip Toys e-commerce site will use the newly secured URL wingtip toys.com. All existing web traffic to all existing, active website links must continue to operate through search engines and affiliate links, but all traffic should now use the new e-commerce website. The new e-commerce site must meet all United States and Federal compliancy guidelines. The new e-commerce site must reach the largest audience possible. Requirements. Order delivery. Shipping charges are managed by shipping method and dollar value. All order over \$250 must always receive free shipping using certain shipping methods. Shipping charges will be calculated as \$0, not as a discount off a shipping amount. Shipping charges must be managed by one of the ten different regions.

NEW QUESTION: 11

A company uses the distributed order management (DOM) functionality to route orders for shipping from its stores.

The company introduces a new shipping option for same-day delivery. The same-day delivery option must be available only from the distribution center so that the company can closely control picking times.

You need to configure DOM.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/dom>

NEW QUESTION: 12

A company has a physical store that closes at 11:30 P.M. each night.

The store conducts a special promotion on a Saturday in June. The last customer does not complete their sale until Sunday at 1:30 A.M.

You need to ensure that all of the transactions for the promotion are financially and physically recognized on Saturday.

Which two fields should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Post as business day
- B. End of business day
- C. Closing method by shift
- D. Statement method by shift
- E. One statement per day

Answer: A,B ([LEAVE A REPLY](#))

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/retail-statements>

NEW QUESTION: 13

You need to configure the mobile POS terminal used for the store pickups and connect the payment device.

Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/mpos-or-cpos>

<https://docs.microsoft.com/en-us/dynamics365/commerce/retail-peripherals-overview>

NEW QUESTION: 14

A customer order is placed on hold by the system for potentially fraudulent activity.

You need to determine which aspect of the order caused it to be placed on hold.

What should you do?

A. View the order holds report and filter on the fraud hold code and order number.

B. View the fraud notes set on the order hold for the order.

C. View the hold reason code set on the order hold for the order.

D. View the fraud details specified on the order hold for the order.

Answer: D ([LEAVE A REPLY](#))

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-fraud-alerts>

NEW QUESTION: 15

You need to configure the POS layout to include a process to retrieve the customer transaction for pickup in the store.

Which operation should you use?

A. Conclude transaction

B. Order fulfillment

C. Pick up all products

D. Recall transaction

E. Outbound operation

Answer: C ([LEAVE A REPLY](#))

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/customer-orders-overview>

NEW QUESTION: 16

You need to identify the configuration issue for the active student who is buying a clearance shirt with a coupon.

What should you use?

A. Category price rules

- B. Price simulator
- C. Retail price reports
- D. View all discounts operation
- E. Discount concurrency mode

Answer: B (LEAVE A REPLY)

Reference:

<https://technologyblog.rsmus.com/microsoft/retail-price-simulator-d365/>

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NEW QUESTION: 17

A company uses Dynamics 365 Commerce to create and manage customer sales orders.

You must send customers email updates when their order status changes.

You need to configure the system.

How should you complete the configuration? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/email-notification-profiles>

<https://docs.microsoft.com/en-us/dynamics365/commerce/email-templates-transactions>

NEW QUESTION: 18

You need to configure the solution for the store opening and closing procedures and address college credit requirements.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Add the task management POS operation to configure the store worker's POS permission groups.

B. Use Task Recorder to document the different POS processes by worker role.

C. Document the tasks using the Dynamics 365 help documentation.

D. Implement the data task automation tool.

E. Create a recurring task list for all stores.

Answer: A,E (LEAVE A REPLY)

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/task-mgmt-overview>

<https://docs.microsoft.com/en-us/dynamics365/commerce/task-mgmt-configure>

NEW QUESTION: 19

A company wants to create a new Dynamics 365 Commerce e-commerce website.

You need to complete all the prerequisites before you publish the online channel.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Create assortments and add the online store.
- B. Configure the category navigation hierarchy of the website.
- C. Create the online store and configure properties.
- D. Add the online store to the channel database.
- E. Add the online store to the organization hierarchy.

Answer: B,C,E (LEAVE A REPLY)

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/channel-setup-online>

<https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-an-online-store>

NEW QUESTION: 20

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Solution: Create a call center and add User1 and User2 as channel users.

Create another call center and add User3 as a channel user.

For each call center select Set up and then Payment methods. Create a payment method and set the function to Normal.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B (LEAVE A REPLY)

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-order-processing-options>

NEW QUESTION: 21

A company uses Dynamics 365 Commerce for their retail store operations.

The company needs to implement curbside pickup. Each store can handle twenty pickups by customers and two pickups by distribution vendors per hour.

You need to configure the retail stores for curbside pickup requirements.

Which component should you use? To answer, drag the appropriate components to the correct requirements. Each component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/dev-itpro/pickup-timeslots>

NEW QUESTION: 22

A company uses Dynamics 365 Commerce Modern POS across 100 stores.

Stores receive product deliveries directly from vendors. The stores use the inbound inventory operation within Modern POS to receive the orders into store inventory.

A store encounters the following error when trying to receive an order:

The quantity entered exceeds the over-delivery tolerance. The maximum total quantity you can receive for this product is '15'.

You need to resolve the issue and prevent it from happening again.

What should you do? To answer, drag the appropriate actions to the correct requirements. Each action may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Answer:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/pos-inbound-inventory-operation>

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