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Microsoft Dynamics 365 Commerce Functional Consultant

Microsoft MB-340

Version Demo

Total Demo Questions: 10

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Topic Break Down

Topic	No. of Questions
Topic 1, Case Study 1	2
Topic 2, Case Study 2	3
Topic 3, Case Study 3	2
Topic 4, Case Study 4	5
Topic 5, Case Study 5	2
Topic 6, Mixed Questions	47
Total	61

QUESTION NO: 1

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

Explanation:

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

QUESTION NO: 2

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 plans to set up a multi-tier loyalty program.

Customers must advance from one loyalty tier to another based on the number of purchases that are made.

You configure all processing batch jobs. You need to complete the configuration.

Solution: Configure a loyalty scheme that has defined reward rules.

Does the solution meet the goal?

- A. Yes
- B. No

ANSWER: B

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-customer-loyalty-program>

QUESTION NO: 3 - (DRAG DROP)

DRAG DROP

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.

Select and Place:

Module types

- Buy box
- Header and footer
- Marketing
- Product specifications

Answer Area

Requirement

- Display navigation to product categories and provide information links to company policies.
- View the product name, description, and product ratings.
- Display the attributes about a product.

Module type

- Module type
- Module type
- Module type

ANSWER:

Module types

- Buy box
- Header and footer
- Marketing
- Product specifications

Answer Area

Requirement

- Display navigation to product categories and provide information links to company policies.
- View the product name, description, and product ratings.
- Display the attributes about a product.

Module type

- Header and footer
- Buy box
- Product specifications

Explanation:

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

QUESTION NO: 4

A company uses Dynamics 365 Commerce. The company implements Modern POS for store operations.

The company requires a near real-time view of the inventory for the stores. The view must reflect sales throughout the day.

You need to ensure that on-hand quantities for products in the stores are up to date.

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

NOTE: Each correct selection is worth one point.

- A. Retrieve transactions from stores
- B. Post store statements
- C. Run the Transaction Consistency Checker tool
- D. Calculate store statements
- E. Post inventory

ANSWER: B D

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/calculated-inventory-retail-channels>

QUESTION NO: 5 - (HOTSPOT)

HOTSPOT

You need to design the integration solution for stores that are not yet using Dynamics 365 Commerce.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Component

Import transaction records from the legacy system.

Sales orders

Retail transactions

Retail statements

Check for issues.

Sales order confirmation

Validate store transactions

Data validation checklist

Calculate statement in batch

Correct the issues.

Data management workspace

Microsoft Excel add-in

Store Financials workspace

Sales order details

ANSWER:

Answer Area

Requirement

Import transaction records from the legacy system.

Check for issues.

Correct the issues.

Component

	▼
Sales orders	
Retail transactions	
Retail statements	
	▼
Sales order confirmation	
Validate store transactions	
Data validation checklist	
Calculate statement in batch	
	▼
Data management workspace	
Microsoft Excel add-in	
Store Financials workspace	
Sales order details	

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/valid-checker>

QUESTION NO: 6

A company uses Dynamics 365 Commerce and implements Distributed Order Management (DOM).

The company needs to run an order fulfillment profile for all the sales orders and review results in the fulfillment plan.

You need to test the fulfillment profile.

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

NOTE: Each correct selection is worth one point.

- A. Set the Process orders with empty sales origin option to No.
- B. Set the Auto apply result option to No.
- C. Set the Process orders with empty sales origin option to Yes.
- D. Set the Auto apply result option to Yes.

ANSWER: B C

Explanation:

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

QUESTION NO: 7

A company uses Dynamics 365 Commerce. The company would like to promote 10 specific products for an upcoming holiday.

You must display the list on the category, home, and shopping cart pages.

You need to configure the product collection.

Which product list configuration type should you use?

- A. Related products
- B. Frequently bought together
- C. People also like
- D. Best selling
- E. Curated

ANSWER: E

Explanation:

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/product-collection-module-overview>

QUESTION NO: 8 - (DRAG DROP)

DRAG DROP

A company uses Dynamics 365 Commerce.

The company wants to provide a special offer to a group of customers. This group of customers will receive a promotional code by email.

The special offer gives customers a 10 percent discount on their next order. To qualify for the offer, the order must have a value of over \$100. The promotional code must be entered when customers submit their next order.

You need to configure the special offer. Which four actions should you perform in sequence?

To answer, move the appropriate actions from the list of actions to the answer area and arrange them 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.

Select and Place:

Actions to perform

- Configure a new shipping threshold discount and select the Coupon code required option.
- Configure a new coupon for single use per customer.
- Enable the discount.
- Assign the appropriate price groups.
- Activate the coupon.
- Configure a new threshold discount and select the Coupon code required option.

Required actions in correct sequence

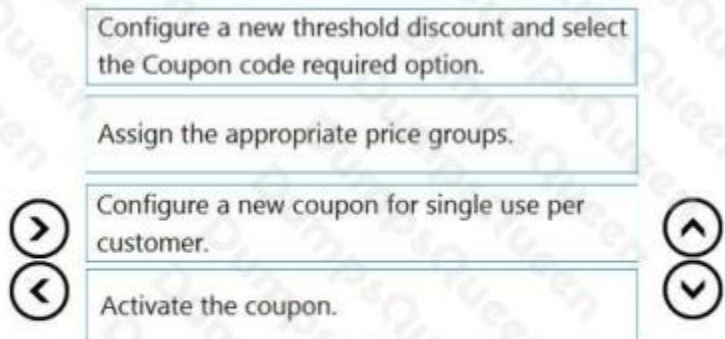


ANSWER:

Actions to perform

- Configure a new shipping threshold discount and select the Coupon code required option.
- Configure a new coupon for single use per customer.
- Enable the discount.
- Assign the appropriate price groups.
- Activate the coupon.
- Configure a new threshold discount and select the Coupon code required option.

Required actions in correct sequence



Explanation:

Reference:

<https://ellipsesolutions.com/who-doesnt-like-discounts-in-the-dynamics-365-retail-channel/> <https://ellipsesolutions.com/keep-calm-and-coupon-in-dynamics-365/>

QUESTION NO: 9

A company uses Dynamics 365 Commerce. The company creates customer orders in its stores for home delivery.

Customers who return products to the stores often want to exchange their product for a different product. The company wants the stores to process these exchanges as a single transaction.

You need to configure the system.

What should you do?

- A. Enable the Use realtime service for eCommerce order creation parameter
- B. Enable the Process return orders as sales orders parameter
- C. Enable the Create customer order in async mode parameter
- D. Disable the Prohibit mixing sales and returns in one receipt parameter

ANSWER: B

Explanation:

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

QUESTION NO: 10 - (HOTSPOT)

HOTSPOT

You need to configure functionality to help sales associates who are students interpret customer behavior analysis data.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Enable required functionality in Dynamics 365 Commerce.

Specify the student information to display to sales associates in the POS system.

Component

Customer Insights
Feature management
Lifecycle Services
Microsoft Azure

Customer attributes
Dimensions
Customer groups
Attribute groups

ANSWER:

Answer Area

Requirement

Enable required functionality in Dynamics 365 Commerce.

Specify the student information to display to sales associates in the POS system.

Component

Customer Insights
Feature management
Lifecycle Services
Microsoft Azure

Customer attributes
Dimensions
Customer groups
Attribute groups