MB-340 Q&As

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

You are a Dynamics 365 Commerce consultant. You are implementing a new e-commerce website.

The website must display information about inventory availability. When a customer views a product the website must indicate the stock as in stock, low stock, or out of stock.

You need to configure the stock status messaging.

Which functionality should you configure?

A. Tracking dimension groups

B. Channel-side inventory calculation

C. Safety stock journals

D. Inventory statuses

E. Inventory level profiles

Correct Answer: B

Channel-side inventory calculation The channel-side inventory calculation is a mechanism that takes the last-known channel inventory data in Commerce headquarters as a baseline, and then factors in additional inventory changes that occurred on the channel side that aren\\'t included in that baseline to calculate a near-real-time estimated on-hand inventory.

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

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QUESTION 2

DRAG DROP

A company is evaluating the e-commerce capabilities of Dynamics 365 Commerce.

You need to identify the appropriate e-commerce solution for each of the company\\'s requirements.

Which e-commerce solution should you recommend? To answer, drag the appropriate e-commerce solutions to the correct requirements. Each e-commerce solution 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:

E-commerce solutions

Business to business	Business to consumer

Answer Area

Requirement	E-commerce solution
Automatically create an association between two online accounts.	
Allow multiple online accounts to represent a single entity.	

Correct Answer:

E-commerce solutions

Answer Area

Requirement	E-commerce solution
Automatically create an association between two online accounts.	Business to consumer
Allow multiple online accounts to represent a single entity.	Business to business

Explanation:

Box 1: Business to consumer The identity record automatic linking feature to enable authenticated users to be automatically linked to an existing customer account record. This feature is used in business-to-business (B2B) and business-to-consumer (B2C) site flows to allow approved customers to sign up to an Azure Active Directory (Azure AD) B2C tenant and be linked to their created customer record. The identity record automatic linking feature can also be used in B2C site flows to automatically link users who sign up to an Azure AD tenant to their customer account record created earlier in Commerce through point of sale (POS), call center, or Commerce headquarters.

Commerce works with identity provider services such as Azure AD B2C to store a user\\'s authentication credentials such as username and password. The user\\'s identity provider record is referenced by a linking table in Commerce to associate the authenticated user to a customer account in Commerce.

Box 2: Business to business

Reference: https://docs.microsoft.com/en-us/dynamics365/commerce/identity-record-linking

QUESTION 3

Your role of Systems Administrator includes the management of your company\\'s Microsoft Dynamics 365 Finance system. The Finance Manager asks you to create a custom financial report. You plan to use Report Designer to configure the report. You need to identify the report components and their purposes.

Which component defines the period to use when data is extracted from the financial dimensions?

A. Row definition

B. Column definition

C. Reporting tree definition

D. Report definition

Correct Answer: B

QUESTION 4

HOTSPOT

You need to complete the configuration for digital gift cards.

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

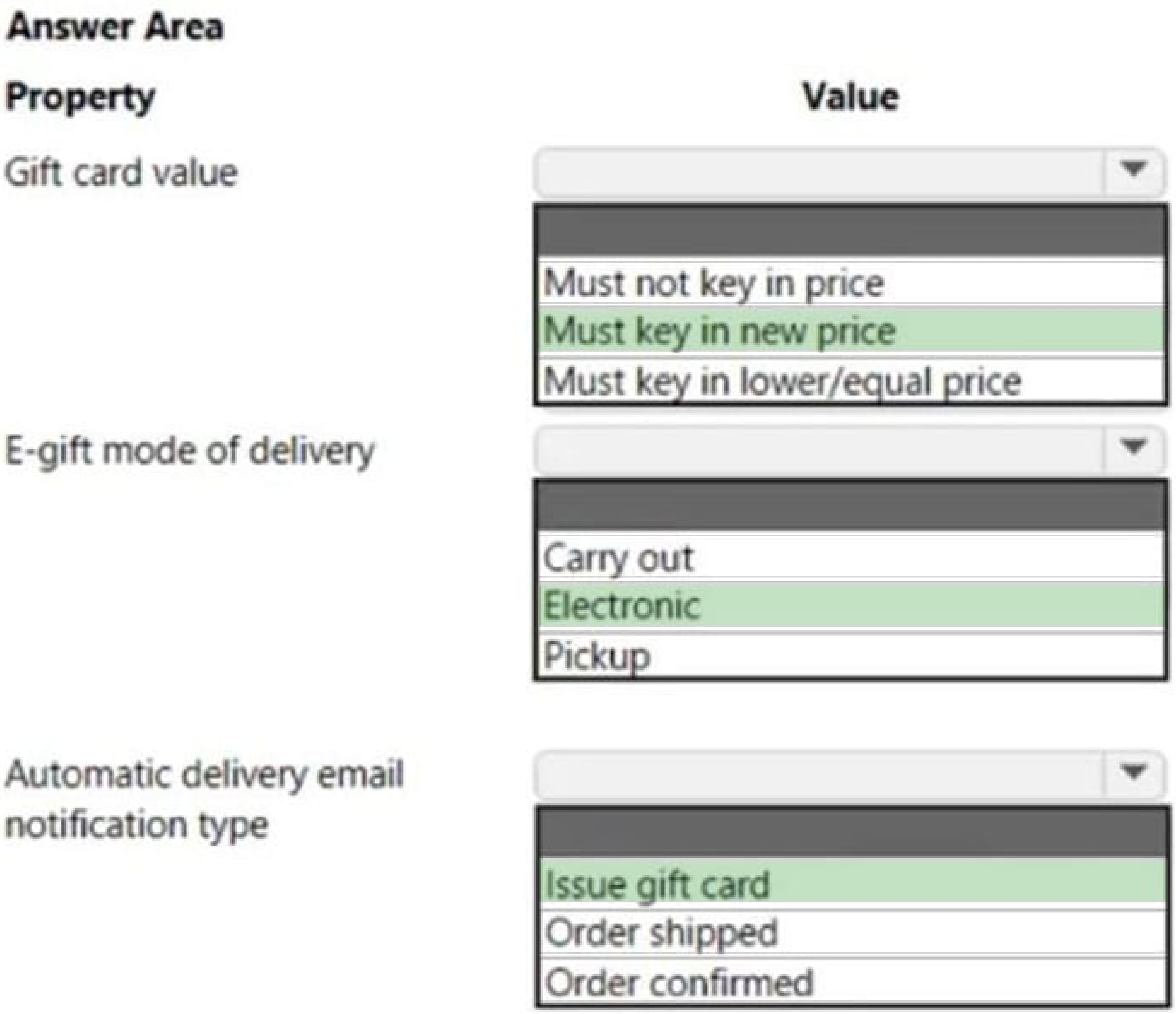
NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Property	Value
Gift card value	Must not key in price Must key in new price Must key in lower/equal price
E-gift mode of delivery	Carry out Electronic Pickup
Automatic delivery email notification type	Issue gift card Order shipped Order confirmed

Correct Answer:



Box 1: Must key in new price

Customers must be allowed to specify the value of the gift card up to a maximum of $500.

If customers must be able to specify a custom amount for a gift card in addition to predefined amounts, first set up a variant that allows for a custom amount. The Size attribute supports custom amount variants. Next, open the product from the

Released products in category page, and then, on the Commerce FastTab, set the Key in price field to Must key in new price, as shown in the following example illustration. This setting ensures that customers can enter a price when they

browse the product on a PDP.

Box 2: Electronic

The E-GIFT mode of delivery must be used for digital gift card sales.

The mode of delivery for a digital gift card must be set to Electronic.

Box 3: Issue gift card

To ensure that customers receive an email after a gift card is invoiced, create a new email notification type on the Email notification profiles page, and set the Email notification type field to Issue gift card.

Reference: https://docs.microsoft.com/en-us/dynamics365/commerce/digital-gift-cards

QUESTION 5

You need to resolve the customer loyalty issue. What should you do?

A. Resolve duplicate card number conflicts.

B. Configure the Update loyalty card tiers job.

C. Replace the customer loyalty cards.

D. Configure the Process loyalty schemes job.

Correct Answer: B

Issue: Customers report that they are not upgraded to the Silver membership despite meeting the spending requirements for upgrade to the Silver membership level.

Loyalty processes

The following table describes the processes that must be run to send the loyalty configurations and data to your stores, and to retrieve the loyalty transactions from your stores.

*

Update loyalty card tiers (correct)

Run this process to evaluate the customer\\'s earning activity against the tier rules for a loyalty program, and to update the customer\\'s tier status. This process is required only if you change the tier rules in loyalty programs and want the

updated rules to be retroactively applied to loyalty cards that have already been issued. This process can be run as a batch process or for individual cards.

*

Process loyalty schemes (not correct)

Run this process to associate loyalty schemes with the channels that the loyalty scheme is assigned to. This process can be scheduled to run as a batch process. You must run this process if you change loyalty configuration data, such as

loyalty schemes, loyalty programs, or loyalty reward points.

*

Etc.

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