



MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

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:

1.

User1 and User2 must be able to perform payments. User3 must not be able to perform payment processing

2.

All agents must be able to offer directed selling

3.

All agents must be able to change the sales price of an item during order entry

4.

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, Enable directed selling, and Enable order price control to Yes.

Create another call center and add User3 as a channel user. Set Enable directed selling and Enable order price control to Yes. Set Enable order completion to No.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

QUESTION 2



A company has recently deployed Microsoft Dynamics 365 Finance. You have been hired as a Functional Consultant. Your role will include the management of the Dynamics 365 Finance system and to provide training for members of the Accounts team.

You are providing training on the cost accounting module in the Dynamics 365 Finance system.

Which of the following are examples of cost behavior?

- A. Primary, secondary
- B. By elements, by traceability
- C. Products, projects, departments
- D. Fixed, variable, semi-variable

Correct Answer: D

QUESTION 3

You need to configure the system for the store inventory visibility requirements. Which functions should you use?

- A. Data distribution pull job and the Post inventory job in batch
- B. Synchronize orders job and the Post inventory job in batch
- C. Synchronize orders job and the Product availability job in batch
- D. Validate store transactions job and the Post transactional statements job in batch
- E. Data distribution job and Synchronize orders job in batch

Correct Answer: D

QUESTION 4

A multicompany enterprise has recently deployed Microsoft Dynamics 365 Finance. You have been hired as a Functional Consultant. Your role will include the management of the Dynamics 365 Finance system.

You need to configure intercompany accounting.

You begin by configuring the intercompany main accounts to use for the Due to and Due from accounting entries.

Which of the following should you select in the Main account type field on the Main accounts page?

- A. Total
- B. Balance sheet



C. Equity

D. Profit and loss

Correct Answer: B

<https://docs.microsoft.com/en-us/dynamics365/finance/general-ledger/intercompany-accounting-setup>

QUESTION 5

A company uses Dynamics 365 Commerce to manage stores and e-commerce channels.

Sales orders created in the e-commerce channels do not appear in Dynamics 365 Commerce Headquarters.

You need to retrieve all missing transactions.

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

NOTE: Each correct selection is worth one point.

A. the Channel transactions data distribution job

B. the Full data sync for sales orders data distribution job

C. the Customers and Sales orders data distribution jobs

D. the Validate store transactions job

E. the Post Inventory process

F. the Synchronize orders process

Correct Answer: DF

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/valid-checker> <https://docs.microsoft.com/en-us/dynamics365/commerce/tasks/posting-online-sales-payments>

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