



MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

A company uses Dynamics 365 Commerce for call centers.

The company tests a new line of health products in three markets. Each market has different pricing and targets a different demographic.

The company mails a brochure that describes the new products to customers in the three markets. The brochure includes a promotional code that allows customers to purchase the products at special introductory prices.

You need to configure the special pricing to apply to the sales orders.

What should you use?

- A. Customer account number
- B. Affiliation
- C. Source code
- D. Target market ID
- E. Channel number

Correct Answer: C

QUESTION 2

DRAG DROP

A company deploys Dynamics 365 Commerce.

You make changes to the configuration keys and are creating the first commerce channel. When you select the Configuration Status button, the following error message displays:

A validation template has not been assigned.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Actions

In the Template field, select **RetailVal**.

In the Type field, select **Azure Active Directory**.

Navigate to Commerce shared parameters.

Refresh the data entities by using the Import default template button.

Answer area

Correct Answer:



Actions

Answer area

Navigate to Commerce shared parameters.

In the Type field, select **Azure Active Directory**.

Refresh the data entities by using the Import default template button.

In the Template field, select **RetailVal**.

Explanation: Step 1: Navigate to Commerce shared parameters Step 2: In the Type field, select Azure Active Directory

Example:

1.
In Commerce, go to Commerce Shared Parameters and select Identity
select Identity Providers in the left menu.
2.
Under Identity Providers, do the following:

In the Issuer box, enter the identity provider issuer string. To find your issuer string, see Obtain issuer string for headquarters setup below.

In the Name box, enter a name for your issuer record.

In the Type box, enter Azure AD B2C (id_token).

3.



Etc.

Step 3: Refresh the data entities by using the import default template button.

Step 4: In the Template field, select RetailVal

In Retail Shared Parameters > Entity Validation Template (Tab) click on Import Default Template (button) which will generate the Standard Template for validation. Once this is generated, select the default "RetailVal" template in Template

field.

Save the Retail Shared Parameters and check for the Configuration Status in Retail Store form it should be displayed.

Reference: <https://community.dynamics.com/365/commerce/f/dynamics-365-commerce-forum/277032/configuration-status-is-missing-in-all-retail-stores-actionpane>

<https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-b2c-tenant>

QUESTION 3

A company uses Dynamics 365 Commerce to process sales through its retail store channels.

You need to offer alternative prices to a group of valued customers for a selection of products. If the system identifies that multiple prices are valid for the valued customers, the customers must be charged the lowest price.

What should you configure?

- A. affiliation price groups
- B. channel price groups
- C. catalog price groups
- D. customer multiline discount price group

Correct Answer: A

QUESTION 4

HOTSPOT

A company uses Dynamics 365 Commerce.

A sales director wants to ensure that transactions aggregate and post in accordance with industry requirements.

You configure store posting to aggregate voucher transactions.

You need to complete the statement posting configuration.

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

Requirement

Generate a single sales order for transactions that occur between 10:00 AM and 2:00 AM

Configuration option

| | |
|---------------------------|---|
| | ▼ |
| Statement method | |
| Split by statement method | |
| One statement per day | |
| Post as business day | |

Ignore all cash discrepancies when posting statements

| | |
|---------------------------|---|
| | ▼ |
| Statement method | |
| Split by statement method | |
| Disable counting required | |
| Maximum difference- shift | |

Correct Answer:

Answer Area

Requirement

Generate a single sales order for transactions that occur between 10:00 AM and 2:00 AM

Configuration option

| | |
|---------------------------|---|
| | ▼ |
| Statement method | |
| Split by statement method | |
| One statement per day | |
| Post as business day | |

Ignore all cash discrepancies when posting statements

| | |
|---------------------------|---|
| | ▼ |
| Statement method | |
| Split by statement method | |
| Disable counting required | |
| Maximum difference- shift | |

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

<https://docs.microsoft.com/en-us/dynamics365/commerce/statement-posting-eod>

QUESTION 5

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 all users as channel users. Set Enable order completion and Enable directed selling to Yes.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

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

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