



MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

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>

QUESTION 2

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.

Correct Answer: D

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

**QUESTION 3**

You are implementing Dynamics 365 Commerce. You need to configure automatic charges.

Which three elements can you configure on the Commerce channel? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Customer group
- B. Customer charge group
- C. Sales tax override groups
- D. Delivery charge group
- E. Item charge group

Correct Answer: ABD

Customer Charge Codes

The first step to automatically applying charges to an order is to setup a Charge code. These codes are used to track different types of Charges and determine how each one will post. Later these Charges will be used along with Customer,

Item and/or Delivery Charge groups to be systematically added to orders based on pre-defined criteria.

Reference: <https://ellipsesolutions.com/automatic-charges-dynamics-365-finance-operations/>

QUESTION 4

A company has recently deployed Microsoft Dynamics 365 Finance. You have been hired as a Systems Administrator. Your role will include the management of the Dynamics 365 system. The company has several departments. You need to configure allocations for the departments. The company has the following requirements for the allocations:

1.

The allocations should be fixed or variable.

2.

Allocation journal entries must be automatically created for review before posting.

You need to configure the system to meet the requirements.

What should you configure?

- A. Transfer balance
- B. Allocation terms



- C. Ledger settlements
- D. Ledger allocation rules

Correct Answer: D

<https://docs.microsoft.com/en-us/dynamics365/finance/general-ledger/ledger-allocation-rules>

QUESTION 5

Your role of Systems Administrator includes the management of your company's Microsoft Dynamics 365 Finance system.

You have assigned the Vendor (external) security role to a vendor that will work with purchase orders.

Which two of the following actions can the vendor perform? (Choose two)

- A. Respond to and view information about purchase orders.
- B. Request a new user account for a contact person by using the Provision user action.
- C. Add a new or existing contact person to the vendor accounts that they are a contact for.
- D. Request that a contact person's user account be inactivated.
- E. Maintain vendor collaboration invoices.

Correct Answer: AE

QUESTION 6

Your role of Systems Administrator includes the management of your company's Microsoft Dynamics 365 Finance system.

You are configuring collections in the Accounts Receivable module. You have configured members of the Accounts team as collection agents.

Each collection agent will monitor different groups of customers. You need to define groups of customer accounts that can be displayed and managed for collections or aging processes by the collection agents.

Which of the following should you configure?

- A. Customer groups
- B. Customer pools
- C. Customer aging snapshots
- D. Collection agent teams



Correct Answer: B

QUESTION 7

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



Correct Answer:

**Actions to perform**

Configure a new shipping threshold discount and select the Coupon code required option.

Enable the discount.

Required actions in correct sequence

Configure a new threshold discount and select the Coupon code required option.

Assign the appropriate price groups.

Configure a new coupon for single use per customer.

Activate the coupon.

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 8

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 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>

QUESTION 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

Correct Answer: B

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

QUESTION 10

A company plans to create a discount that applies to all items in a shopping cart.

The discount must override any other applied discounts.

You need to set up the discount.

Which discount type should you use?

A. Exclusive

B. Best price

C. Compounded



D. Best performance

Correct Answer: A

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

QUESTION 11

A company implements Dynamics 365 Commerce to manage stores.

A store worker receives an error that is related to the volume of inbound purchase lines in Modern POS.

You need to use an inbound inventory operation to process the purchase order.

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

NOTE: Each correct selection is worth one point.

- A. Retail Document Operation Processing batch
- B. Retail Document Operation Monitor batch
- C. Validate store transactions
- D. Post inventory
- E. Process Item Counting

Correct Answer: AB

Create and schedule two batch jobs for the document processing and monitoring tasks

The batch jobs that you create will be used to process documents that fail or time out. They will also be used when the number of active inventory documents that are being processed from POS exceeds a system-configured value.

1.

Go to System administration > Inquiries > Batch jobs.

2.

On the Batch job page, create two batch jobs:

Configure one job to run the RetailDocumentOperationMonitorBatch class.

Configure the other job to run the RetailDocumentOperationProcessingBatch class.

3.

Schedule the new batch jobs to run on a recurring basis. For example, set the schedule so that the jobs are run every five minutes. Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/pos-inbound-inventory-operation>

QUESTION 12



DRAG DROP

A company plans to replace an existing e-commerce website by implementing Dynamics 365 Commerce. You deploy the environment and initialize e-commerce functionality.

You need to complete the configuration.

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

Create and publish the content pages.

Assign the online store to an organization hierarchy.

Create a site.

Configure an online store.

Synchronize data to the Commerce Scale Unit.



Answer area



Correct Answer:

**Actions**

Answer area

	Configure an online store.	
	Assign the online store to an organization hierarchy.	
➤	Synchronize data to the Commerce Scale Unit.	⬆
⬅	Create and publish the content pages.	⬇
	Create a site.	

Reference: <https://docs.microsoft.com/en-us/learn/modules/create-online-presence/>

QUESTION 13**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

Correct Answer:

Module types

Marketing

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

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

QUESTION 14

Your role of Systems Administrator includes the management of your company's Microsoft Dynamics 365 Finance system.

A company requirement states that all purchase orders for purchases under \$500 must be approved by a line manager. All purchase orders for purchases over \$500 must be approved by the Finance Manager.

You are configuring workflow process in Dynamics 365 Finance to meet the purchase order approval requirements.

You need to configure the permissions in the workflow.

Which of the following actions should the 'originator' be able to perform?

- A. Delegate
- B. Complete
- C. Start a workflow
- D. Approve

Correct Answer: C



QUESTION 15

Your role of Systems Administrator includes the management of your company's Microsoft Dynamics 365 Finance system.

You need to configure posting definitions and posting profiles.

You need to determine under which circumstance you should configure a posting definition or a posting profile.

Which two of the following statements are true? (Choose two).

A. You should use posting definitions when you need to support encumbrance accounting for purchase orders and pre-encumbrance accounting for purchase requisitions.

B. You should use posting profiles when you need to support encumbrance accounting for purchase orders and pre-encumbrance accounting for purchase requisitions.

C. You should use posting definitions when you need to generate multiple, balanced ledger entries based on attributes such as transaction types and accounts.

D. You should use posting definitions when you need only one offset ledger entry.

Correct Answer: AC

<https://docs.microsoft.com/en-us/dynamics365/finance/general-ledger/posting-definitions>

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