



MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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**QUESTION 1**

A company uses Dynamics 365 Commerce to manage store operations. The store manager uses an analytical workspace in the headquarters app. The workspace has an embedded report that shows the total sales by register for each store

as a pie chart.

A store manager needs to display the data as a bar chart to visualize year-over-year changes.

You need to make the required changes.

What should you use?

- A. Power BI service
- B. Dynamics 365 Modern POS
- C. Lifecycle Services
- D. Dynamics 365 Commerce
- E. Power BI Desktop

Correct Answer: E

Reference: <https://dynamics-tips.com/how-to-connect-power-bi-to-d365-finance-and-operations/>

QUESTION 2

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>

**QUESTION 3**

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.

Create another call center and add User3 as a channel user.

For each call center select Set up and then Payment methods. Create a payment method and set the function to Normal.

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 4



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.

Correct Answer: AE

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

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

QUESTION 5

A company is adding a new store.

You need to configure mandatory profiles for the store.

Which three profiles should you configure? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Rating
- B. Functionality
- C. Visual
- D. Fulfillment
- E. Hardware

Correct Answer: BCE

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

QUESTION 6

A sales director wants to create a consistent revenue stream by targeting customers to sign up for continuity programs.

You need to configure continuity programs.



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

NOTE: Each correct selection is worth one point.

- A. Create template sales orders for the customers.
- B. Configure order fulfillment.
- C. Create a continuity program.
- D. Create a parent product for the continuity program.
- E. Configure Commerce shared parameters.

Correct Answer: CDE

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

QUESTION 7

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. catalog price groups
- B. channel price groups
- C. customer total discount price group
- D. loyalty price groups

Correct Answer: D

Price groups are used to create and manage prices and discounts for products. Set up the price groups that include the discounts that apply to your loyalty programs. Price groups are assigned to loyalty programs and loyalty program tiers.

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

QUESTION 8

DRAG DROP

A company is implementing Dynamics 365 Commerce.

The company wants to sell items exclusively by using the POS system. No configurations have been made in the system yet.

You need to determine the minimum actions the company must perform to sell new products through the retail store.



What must the company do? To answer, drag the appropriate types to the correct prerequisites. Each 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:

Types

Optional

Mandatory

Answer Area

Prerequisite

Configure a new product catalog.

Add products to the assortment.

Type

Type

Type

Correct Answer:

Types

Answer Area

Prerequisite

Configure a new product catalog.

Add products to the assortment.

Type

Optional

Mandatory

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

QUESTION 9

Your role of Systems Administrator includes the management of your company's Microsoft Dynamics 365 Finance system. Users report that the results in financial reports are incorrect.

You discover that the discrepancies are caused by users selecting invalid main account and dimension combinations when posting journal entries. You need to specify which financial dimensions are valid for which main accounts to prevent the invalid main account and dimension combinations. What should you configure?

- A. Ledger allocation rules
- B. Financial dimension sets
- C. Account structure
- D. Cost classifications



Correct Answer: B

QUESTION 10

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

NOTE: Each correct selection is worth one point.

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

Correct Answer: AB

QUESTION 11

Your company has a Dynamics 365 Finance environment that has been extensively modified.

Various users have begun complaining about a number of significant problems.

A new hotfix that will remedy these problems has become available. You want to make sure that the hotfix does not disrupt any modifications.

You have downloaded the hotfix from Lifecycle Services (LCS) and install the hotfix in your Microsoft Azure DevOps application development environment in an Active state.

Does this action indicate whether the hotfix disrupts any modifications or not?

- A. Yes, it does
- B. No, it does not

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/migration-upgrade/install-metadata-hotfix-package>



QUESTION 12

HOTSPOT

A company wants to make sure that tasks are performed by the correct store workers at the correct times.

You need to enable task notifications, details, statuses, and links to reports for store workers on POS devices.

How should you configure the system? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

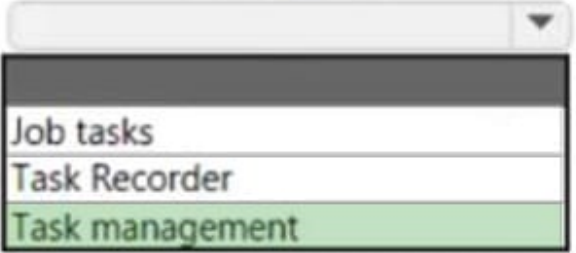
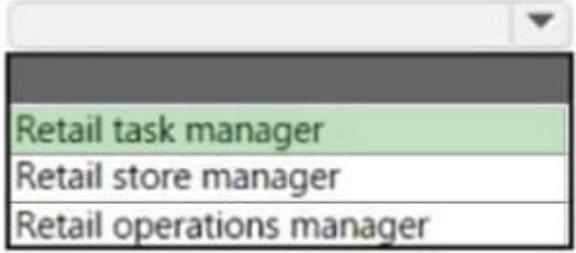

Hot Area:

Answer Area

Requirement	Component
Enable the capability for workers.	<div data-bbox="887 792 1455 846">▼</div> <ul data-bbox="887 846 1455 1043" style="list-style-type: none">Job tasksTask RecorderTask management
Assign the correct security role to a worker.	<div data-bbox="887 1077 1455 1131">▼</div> <ul data-bbox="887 1131 1455 1328" style="list-style-type: none">Retail task managerRetail store managerRetail operations manager
Run reports by using a task link.	<div data-bbox="887 1368 1455 1422">▼</div> <ul data-bbox="887 1422 1455 1570" style="list-style-type: none">Menu itemPOS operation

Correct Answer:

**Answer Area**

Requirement	Component
Enable the capability for workers.	
Assign the correct security role to a worker.	
Run reports by using a task link.	

Box 1: Task Management

Before Dynamics 365 Commerce managers and employees can use the task management features in Commerce, task management must be configured.

Box 2: Retail task manager

Configure permissions for employees

Employees must have permissions to create task lists, manage assignment criteria, and configure the recurrence of any task list. To configure these permissions, you assign employees to the Retail task manager role.

Incorrect:

* Retail Store Manager Every worker in a given store can view all tasks that are assigned to that store. They can also update the status of the tasks that are assigned to them. However, personas such as store managers must have task management permissions to manage tasks that are assigned to the store and to create single-purpose tasks.

Box 3: POS Operation

User POS Operation to configure a POS operation, such as "Sales reports." (see 2 below)

Note: Use task links to help improve worker productivity

Commerce lets you link tasks to specific POS operations, such as running a sales report, viewing an online training video for new employee orientation, or performing a back-office operation. This feature helps task owners get the information



that they need to complete a task efficiently.

To add task links while you create a task, follow these steps.

1.

On the Tasks FastTab of an existing task list, select Edit.

2.

In the Edit task dialog box, in the Task link field, select one or more of the following options:

Select Menu item to configure a back-office operation, such as "Product kits." Select POS Operation to configure a POS operation, such as "Sales reports." Select URL to configure an absolute URL.

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

QUESTION 13

You need to configure a component so that students receive copies of the sales reports for the research papers. Which component should you configure?

- A. Lifecycle services
- B. Document routing agent
- C. Electronic reporting
- D. Office integration

Correct Answer: C

QUESTION 14

A company uses Dynamics 365 Commerce.

The company wants to increase the selling price for specific items.

You need to update the item price.

What are three possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Sales agreements
- B. Category price rules
- C. Affiliation pricing



D. Base price

E. Sales price trade agreement

Correct Answer: BDE

D: The easiest place to set the price for a product is directly on the product. The value that you set directly on a product is often referred to as the base price for the product. You set the base price in the Price field on the Sell tab of the

Released product details page.

E: Sales price trade agreement

By using the trade agreement journal, you can create sales price trade agreements for each product. In Microsoft Dynamics 365, there are three customer scopes for sales price trade agreements: Table, Group, and All. The customer scope

determines the customers that a given sales price trade agreement applies to.

A Table sales price trade agreement is for a single customer that is set directly on the trade agreement. This scenario isn't a typical business-to-consumer (B2C) scenario. However, if it occurs, the pricing engine uses Table trade agreements

when it determines price.

B: Category price rules

The prices can be increased or decreased by using the Price rule and Price basis fields of the category price rules.

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/price-management#setting-prices>

QUESTION 15

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

Configuration option

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

	▼
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

Configuration option

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

	▼
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>

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