



MB6-897^{Q&As}

Microsoft Dynamics 365 for Retail

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QUESTION 1

You need to determine which optional features can be added to a call center. Which two should you choose? Each correct answer presents a complete solution.

- A. Add the call center to the default assortment hierarchy.
- B. Create scripts that appear in the sales order form at the time of order entry.
- C. Add a call center channel.
- D. Import a file that indicates duplicate customers.
- E. Process the assortment for the new call center channel.

Correct Answer: AE

QUESTION 2

You are labeling retail products of various sizes.

You need to create a label that is neither size nor color specific.

Which type of label should you create?

- A. product label
- B. location label
- C. shelf label
- D. license label

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/create-and-print-labels-overview>

QUESTION 3

You are making a sale to a customer using a point of sale (POS) register.

After initially deciding to pay partially with the first credit card, the customer chooses instead to pay in full with a second credit card.

You need to remove the first credit card from the transaction.

What should you do?

- A. Select the payment line for the partial payment and click Void payment.
- B. Select the payment line for the partial payment and click Void line.



C. Select the payment line for the partial payment and click Void transaction.

D. Tender the remaining amount and return the sale.

Correct Answer: A

QUESTION 4

A store runs all point of sale (POS) registers in offline mode.

Which three of the following operations can you perform? Each correct answer presents a complete solution.

A. close shift

B. safe drop

C. bank drop

D. blind close shift

E. view reports

Correct Answer: BCE

Reference: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/dev-itpro/retail-modern-pos-offline>

QUESTION 5

Which three activities occur when you perform a customer merge? Each correct answer presents a complete solution.

A. Customer transactions remain on the same account.

B. The new customer references the old customer.

C. The old information is permanently deleted.

D. When users search or select the old customer in the system, the new customer will automatically replace them.

E. The old customer references the new customer.

Correct Answer: ADE

QUESTION 6

You manage a chain of retail stores.

A specific product is not available in one retail store.

You need to ensure that employees can identify other stores where the product is available.

To which type of group should you assign the retail stores?



- A. sales
- B. price
- C. store locator
- D. customer

Correct Answer: C

QUESTION 7

You plan to configure the Retail catalog approval workflow to send notifications to users when specific triggers occur.

You need to send a notification to workflow users when specific conditions occur.

For which two scenarios can you trigger a notification? Each correct answer presents a complete solution.

- A. A workflow instance is completed.
- B. A workflow instance stops because of a warning.
- C. A workflow instance stops because of unrecoverable error.
- D. A workflow instance is canceled.

Correct Answer: AC

QUESTION 8

You are a Microsoft Dynamics 365 for Retail administrator.

You need to modify a store record to set up tax calculations based on the delivery location.

Which option should you use?

- A. sales tax code for a customer delivery address
- B. sales tax group
- C. sales tax code on a customer record
- D. destination based tax
- E. items sales tax group

Correct Answer: A

QUESTION 9

You need to extend a 10 percent discount to all employees at a partner company. What should you do?



- A. Create an affiliation with special pricing and assign it to each customer account that is related to the employees at the partner.
- B. Create a new product category hierarchy and generate new trade agreements.
- C. Create a new discount for the retail channel.
- D. Create a new target market for the customer accounts that are related to each employee.

Correct Answer: A

QUESTION 10

You start using the order holds feature for your store.

Which two values can you set against a hold code? Each correct answer presents a complete solution.

- A. Remove inventory reservation
- B. Default for sales order
- C. Worker
- D. Customer group

Correct Answer: AB

Reference: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/work-with-order-holds>

QUESTION 11

What is the purpose of a store locator group?

- A. Group retail stores together based on logical combinations.
- B. Group stores together that are allowed to trade on-hand inventory.
- C. Define the physical location information for a retail store.
- D. Define the aisle, rack, and shelf information for the layout of a retail store.

Correct Answer: A

QUESTION 12

You are a Microsoft Dynamics 365 for Retail administrator.

You need to model the retail organization hierarchy.

Which three types of operating units can you use? Each correct answer presents a complete solution.



- A. cost center
- B. registers
- C. retail channel
- D. business unit
- E. devices

Correct Answer: ACD

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/working-with-organizations-and-organizational-hierarchies-retail-essentials>

QUESTION 13

You are configuring bar codes.

What is the purpose of the bar code mask?

- A. It defines the digits of a bar code for each product.
- B. It identifies the prefix and segments of a bar code.
- C. It identifies the bar code type.
- D. It defines the minimum and maximum length of a bar code.

Correct Answer: B

QUESTION 14

You are configuring the Retail catalog approval workflow.

For which three types of events can you configure notifications? Each correct answer presents a complete solution.

- A. document change request
- B. document rejections
- C. cancelled events
- D. documents assigned for approval
- E. document delegation requests

Correct Answer: ABE

Reference: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/fin-and-ops/organization-administration/configure-approval-process-workflow>



QUESTION 15

You are a cashier working on a point of sale (POS) register at a retail store.

Your shift ends in the middle of the business day and you must report the cash in your drawer.

You need to count your cash drawer in the back office.

What should you perform first?

- A. log off the register
- B. perform a tender declaration
- C. perform a blind close shift
- D. close the shift

Correct Answer: C

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