



Vendor: Microsoft

Exam Code: MB-340

Exam Name: Microsoft Dynamics 365 Commerce
Functional Consultant

Version: DEMO

QUESTION 1

Case Study 1 - Bellows College

Background

Bellows College enrolls 10,000 students a year. Students purchase books and supplies from five physical stores near the campus. The stores carry essential books and supplies that students need for classes and labs. Store employees are students that are allowed to manage and run the stores in the Bellows College Retail and Hospitality management program.

Current environment

General

Bellows College uses Dynamics RMS. The college is migrating to Dynamics 365 Commerce.

All stores follow the same set of 40 opening and closing procedures. Managers from each store assign these tasks to store workers. These tasks include returning unsold inventory back to the shelves, vacuuming the floor, cleaning the bathrooms, and sanitizing all customer-facing surfaces.

Each morning, store employees print several educational sales reports for retail operations and education.

You need to identify the configuration issue for the active student who is buying a clearance shirt with a coupon.

What should you use?

- A. Category price rules
- B. Price simulator
- C. Retail price reports
- D. View all discounts operation
- E. Discount concurrency mode

Answer: B

Explanation:

<https://technologyblog.rsmus.com/microsoft/retail-price-simulator-d365/>

QUESTION 12

Case Study 2 - Wingtips Toys

Background

Wingtip Toys sells toys made for children who are ages zero to 12 years old. The toys focus on science, technology, engineering, and mathematics (STEM) concepts.

The company has 200 retail stores globally. Several physical store sales locations exist, but the majority of sales are direct sales through independent contractors who sell to a close network of acquaintances. Sales representatives are non-salaried employees who are exclusively compensated through commissions.

Current environment. General

Wingtip Toys uses Dynamics 365 Commerce to manage retail operations. The company has independent sales representatives who use a mobile app to create orders and then submit the orders by emailing the company a Microsoft Excel workbook.

All physical store locations run the Modern Point of Sale (POS) application on Microsoft Surface devices. High-performing sales representatives use the Modern POS on Apple iOS devices. Commerce channels are logically grouped by region and serviced by a single warehouse.

You need to configure a solution to optimize the entry of customer reviews for the different review lengths.

What should you do?

- A. Configure the maximum length of all reviews on the e-commerce site at the site level
- B. Create a text attribute for each review length and assign them to the product category attributes for the Commerce product hierarchy
- C. Create a text attribute for the maximum review length. Assign the attribute to each item where a review is requested
- D. Configure the maximum length of the reviews on the e-commerce site at the product level
- E. Create a reference attribute for each review length and assign them to each item where a review is required

Answer: A

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/commerce/configure-ratings-reviews>

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 plans to set up a multi-tier loyalty program.

Customers must advance from one loyalty tier to another based on the number of purchases that are made.

You configure all processing batch jobs. You need to complete the configuration.

Solution: Configure loyalty cards that have defined loyalty programs.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

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

QUESTION 4

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 plans to set up a multi-tier loyalty program.

Customers must advance from one loyalty tier to another based on the number of purchases that are made.

You configure all processing batch jobs. You need to complete the configuration.

Solution: Configure a loyalty scheme that has defined reward rules.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

Explanation:

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

QUESTION 5

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 plans to set up a multi-tier loyalty program.

Customers must advance from one loyalty tier to another based on the number of purchases that are made.

You configure all processing batch jobs. You need to complete the configuration.

Solution: Create a loyalty program that has defined program tiers and tier rules.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

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

QUESTION 6

A company uses Dynamics 365 Commerce for their store point of sale (POS) operations.

The system is configured with a 10 percent coupon for a single product.

Customers can request the shelf label price if it is less expensive than the system price.

Customers must receive the best price for a product.

You need to configure the system to meet the requirement.

What should you do?

- A. Set the Key in price field to the Must key in lower/equal price field.
- B. Enable the Apply discounts to price overrides field.
- C. Enable the Manual line discounts compound on top of system discounts field.
- D. Enable the Apply discounts to key in price products field.
- E. Enable the Allow price adjustments to increase product price field.

Answer: A

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. customer line discount price group
- C. customer total discount price group
- D. loyalty price groups

Answer: A

QUESTION 8

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

Answer: B

Explanation:

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

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