



MB6-897^{Q&As}

Microsoft Dynamics 365 for Retail

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QUESTION 1

You calculate Recency, Frequency, and Monetary (RFM) scoring by using a 1 through 5 point scale. What are the buying habits of a customer that has an RFM score 515?

- A. The customer has made a purchase recently but does make frequent orders. Their order total is higher than the average customer.
- B. The customer has made a purchase recently but does not make frequent orders. Their order total is lower than the average customer.
- C. The customer has not made a purchase recently but makes frequent orders. Their order total is higher than the average customer.
- D. The customer has made a purchase recently and makes frequent orders. Their order total is lower than the average customer.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/dynamics365/unified-operations/retail/set-up-rfm-analysis>

QUESTION 2

You need to capture details and notes for a customer.

Which two actions should you perform? Each correct answer presents a complete solution.

- A. Define case categories
- B. Create customers.
- C. Create contacts.
- D. Define the case process.

Correct Answer: BC

QUESTION 3

Which two roles have the required permissions to upload vendor catalog information? Each correct answer presents a complete solution.

- A. any role with upload permissions
- B. sales manager
- C. purchasing manager
- D. vendor

Correct Answer: AD



QUESTION 4

You configure a loyalty program for a store.

Which two actions can you perform? Each correct answer presents a complete solution.

- A. Use retail price group to enable the feature of loyalty specific pricing and offer.
- B. Link channels to loyalty scheme.
- C. Use multiple-tier qualifying criteria over flexible periods to achieve loyalty status.
- D. Create activities that can accumulate points or status.

Correct Answer: CD

QUESTION 5

A user named User1 is assigned to a position that is related to a job named J03.

User1 requires permissions to perform functions that are not permitted by job J03.

You need to ensure that only User1 can perform the additional functions.

What should you do?

- A. Create a new permission group and assign the group to job J03.
- B. Assign a new permission group to User1.
- C. Override the permission group for User1.
- D. Assign a new position to User1.

Correct Answer: C

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