

MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

HOTSPOT

You need to configure the customer reward scheme.

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

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement

Value

Gold customer discount type and assignment

Value
Threshold discount assigned to a loyalty price group
Threshold discount assigned to an affiliation price group
Mix and Match discount assigned to a loyalty price group
Mix and Match discount assigned to an affiliation price group

Silver customer earning rule activity type

Value
Sales transaction count
Purchase products by amount
Purchase products by quantity

Reward redemption rule

Value
Payment by amount
Payment by quantity
Loyalty points discount

Correct Answer:

Answer Area

Requirement

Value

Gold customer discount type and assignment

Threshold discount assigned to a loyalty price group
Threshold discount assigned to an affiliation price group
Mix and Match discount assigned to a loyalty price group
Mix and Match discount assigned to an affiliation price group

Silver customer earning rule activity type

Sales transaction count
Purchase products by amount
Purchase products by quantity

Reward redemption rule

Payment by amount
Payment by quantity
Loyalty points discount

Box 1: Threshold discount assigned to loyalty price group

Gold customers must automatically receive a 5 percent discount for all purchases over \$150.

Threshold discount, also called an amount-based discount. A threshold discount is a discount that is given to customers when the total for a transaction reaches one or more specified amounts. For example, you could create a discount that gives a 10 percent discount for purchases over 100.00 and a flat 25.00 discount for totals over 200.00.

Note:

1. Click Retail > Common > Pricing and discounts > Threshold discounts.
2. Click New to create a new threshold discount.
3. Enter a Discount identification (ID) number and a Name for the discount. If number sequences are set up, Microsoft Dynamics AX enters the ID automatically.
4. On the General FastTab, in the Status field, select Enabled or Disabled to enable or disable the discount.
- 5.

Click Price groups, and then select one or more price groups that the discount applies to.

Note: If a channel, catalog, affiliation, or loyalty program is associated with the price group that you select, the discount applies to that channel, catalog, affiliation, or loyalty program.

6.

Etc.

Box 2: Purchase product by amount

Silver: Award customer one point for each \$2 spent.

Box 3: Loyalty points discount

Customers must receive \$1 off any clothing item when they redeem 100 points

Note: Loyalty program

Fabrikam, Inc. plans to implement a loyalty program that includes the following tiers:

You must configure the loyalty program to meet the following requirements:

Customers must receive \$1 off any clothing item when they redeem 100 points.

Customers must collect 500 points within one year to progress to the next tier.

The marketing team must be able to award points to customers on an ad hoc basis to reward customers for interacting with the brand on social media platforms. The marketing team must be able to monitor brand interactions and must award the ad-hoc points manually.

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-a-threshold-discount>

QUESTION 2

You work as a Financial Consultant. You have been hired by a company to manage the Microsoft Dynamics Finance 365 system. The company consists of two legal entities.

You need to configure account structures.

Which two of the following statements are true?

- A. You can create multiple account structures per legal entity.
- B. Account structures cannot be reused across multiple legal entities.
- C. If you change an account structure, posted transactions are not affected.
- D. There is no limit to the number of segments in an account structure.

Correct Answer: AC

QUESTION 3

You have been tasked with implementing new processes via mobile apps.

You plan to create a mobile app that gives users the ability to consistently generate and alter data in a Finance and operations app data entity via a business process flow component with a SiteMap to make the navigation structure available.

Which of the following is the app type you should use?

- A. Canvas app
- B. Model-driven app
- C. Portal
- D. Xamarin

Correct Answer: B

References: <https://docs.microsoft.com/en-us/powerapps/maker/model-driven-apps/add-edit-app-components>

QUESTION 4

DRAG DROP

A company uses Dynamics 365 Commerce.

There has been an increase in fraudulent sales orders over the past two months. When sales orders appear suspicious, they must be put on hold for analysis.

You need to configure the system to identify suspicious sales order information.

How should you configure the system? To answer, drag the appropriate components to the correct scenarios. Each component 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:

Components

Customer on hold

Static fraud data

Fraud rule

Sales order on hold

Answer Area

Scenario

a customer who has the phone number 99999999
orders in any currency where the quantity ordered is
greater than 3000 and truck is the delivery mode

Component

Correct Answer:

Components

Customer on hold
Sales order on hold

Answer Area

Scenario

a customer who has the phone number 99999999 orders in any currency where the quantity ordered is greater than 3000 and truck is the delivery mode

Component

Static fraud data
Fraud rule

Explanation:

Box 1: Static fraud data

Static fraud data uses a specific value, such as a phone number that has been put on a list of blocked numbers or an email address that has been flagged because it's known to have been used for previous fraudulent transactions.

Box 2: Fraud rule

Fraud rules consist of user-defined variables and the conditions that are defined for those variables.

To create rules, go to Retail and Commerce > Channel setup > Call center setup > Fraud > Rules. Fraud rules let a company configure a more complex rule set that can include AND or OR statements to evaluate multiple conditions. For

example, a user wants all orders for customers who belong to a specific customer group and who ordered a specific product to be put on hold for fraud review. In this case, conditions to validate the customer and products are defined on the

Rules page, and an AND condition is used. An order is then put on hold only if both conditions are true, and if the score value that is assigned to this rule, plus the score value of any other rules that the order matches, causes the order's total

fraud score to exceed the Minimum score value that is defined on the Call center parameters page.

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

QUESTION 5

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	Answer Area	Module type
Buy box	Requirement Display navigation to product categories and provide information links to company policies.	Module type
Header and footer	View the product name, description, and product ratings.	Module type
Marketing	Display the attributes about a product.	Module type
Product specifications		

Correct Answer:

Module types	Answer Area	Module type
	Requirement Display navigation to product categories and provide information links to company policies.	Header and footer
Marketing	View the product name, description, and product ratings.	Buy box
	Display the attributes about a product.	Product specifications

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

QUESTION 6

Your company has a Dynamics 365 Finance environment that includes the use of Lifecycle Services (LCS). You want to make sure that you are able to use Business Process Modeler (BPM) in the environment. Which of the following is TRUE with regards to using BPM?

A. As a minimum, you need Microsoft Office 2010 and a Microsoft Azure DevOps project.

- B. As a minimum, you need Microsoft Office 2019 and a Microsoft Azure DevOps project.
- C. As a minimum, you need Microsoft Office 2010 and Dynamics 365 Project Service Automation.
- D. As a minimum, you need Microsoft Office 2019 and Dynamics 365 Project Service Automation.

Correct Answer: A

Reference:

<https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/lifecycle-services/bpm-overview>

QUESTION 7

A company plans to implement Dynamics 365 Commerce. The company wants to use offline point of sale (POS) operations.

Which three features can the company implement? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Blind close shift
- B. Bank drop
- C. Add to gift card
- D. Add affiliation
- E. Add loyalty card

Correct Answer: ACE

QUESTION 8

A company is using the call center feature in Dynamics 365 Commerce.

Several customers require monthly sales orders that contain the same products and quantities. They need to have sales orders automatically created for them over time. The orders must be fully paid for before the orders are shipped.

You need to configure the system.

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

NOTE: Each correct selection is worth one point.

- A. Cancellation notice day before order
- B. First notice days from start
- C. Backorder – Number of days
- D. Revenue journal name

E. Continuity days before delivery

Correct Answer: DE

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-continuity-programs>

QUESTION 9

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

NOTE: Each correct selection is worth one point.

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

Correct Answer: BD

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

QUESTION 10

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 11

A company uses Dynamics 365 Commerce for call centers.

The company tests a new line of health products in three markets. Each market has different pricing and targets a different demographic.

The company mails a brochure that describes the new products to customers in the three markets. The brochure includes a promotional code that allows customers to purchase the products at special introductory prices.

You need to configure the special pricing to apply to the sales orders.

What should you use?

A. Customer account number

B. Affiliation

C. Source code

D. Target market ID

E. Channel number

Correct Answer: C

QUESTION 12

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

Correct Answer: B

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

QUESTION 13

You need to configure the system for discontinued products. What should you do?

A. Move discontinued products to a product category that is excluded from the items sold in store

B. Include items by products categories and explicitly specify each discontinued product to exclude

C. Stop the discontinued products for sales in the Default order settings

D. Block the discontinued products at the register

E. Include items by product categories and exclude discontinued products by product categories

Correct Answer: C

QUESTION 14

DRAG DROP

A customer implements Dynamics 365 Commerce.

You need to create and configure the call center channel to meet the following requirements:

Enforce collection of payments against sales orders before sales orders are submitted.

Display order recaps.

Do not allow cross-selling or up-selling.

Enable Fraud checks.

Ensure that only authorized users can change the sales price of an item during order entry.

In which order should you perform the actions? 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

- Create a Hold code and a Credit code.
- Enable order price control. Disable order completion and direct selling.
- Enable order completion and order price control. Disable direct selling.
- Create a warehouse.
- Create a call center.

Answer area

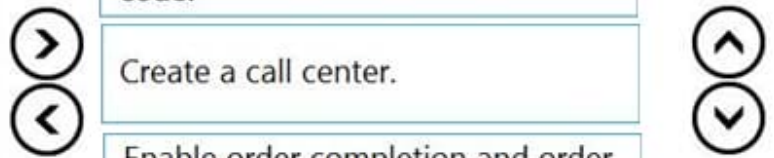


Correct Answer:

Actions

-
-
-
-
-

Answer area



- Create a warehouse.
- Create a Hold code and a Credit code.
- Create a call center.
- Enable order completion and order price control. Disable direct selling.
- Enable order price control. Disable order completion and direct selling.

Reference: <https://docs.microsoft.com/en-us/dynamics365/commerce/channel-setup-callcenter>

<https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-order-processing-options>

QUESTION 15

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

You are configuring the methods of payment in the Accounts Receivable module.

You need to configure the system to perform validation while using a method of payment in a journal entry. The

validation must ensure that the wire number is entered when an electronic payment is received.

Which of the following validation options should you select?

- A. Payment reference is mandatory
- B. Bank transaction type is mandatory
- C. Payment specification is mandatory
- D. Payment ID is mandatory
- E. Payment note is mandatory

Correct Answer: A

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