Microsoft

Exam Questions MB-340

Microsoft Dynamics 365 Commerce Functional Consultant

NEW QUESTION 1
- (Exam Topic 1)
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:
Reference:
https://technologyblog.rsmus.com/microsoft/retail-price-simulator-d365/

NEW QUESTION 2
- (Exam Topic 1)
You need to configure the system for the store inventory visibility requirements. Which functions should you use?

A. Data distribution pull job and the Post inventory job in batch
B. Synchronize orders job and the Post inventory job in batch
C. Synchronize orders job and the Product availability job in batch
D. Validate store transactions job and the Post transactional statements job in batch
E. Data distribution job and Synchronize orders job in batch

Answer: D

NEW QUESTION 3
- (Exam Topic 1)
You need to configure the POS layout to include a process to retrieve the customer transaction for pickup in the store.
Which operation should you use?

A. Conclude transaction
B. Order fulfillment
C. Pick up all products
D. Recall transaction
E. Outbound operation

Answer: C

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/customer-orders-overview

NEW QUESTION 4
- (Exam Topic 1)
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.

Answer: AE

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

NEW QUESTION 5
- (Exam Topic 2)
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 lengt
D. Assign the attribute to each item where a review is requested
E. Configure the maximum length of the reviews on the e-commerce site at the product level
F. Create a reference attribute for each review length and assign them to each item where a review is required

Answer: A

Explanation:

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

NEW QUESTION 6
- (Exam Topic 3)
A company uses Dynamics 365 to manage retail stores.
You create the following workers. Both workers use Cloud POS and Modern POS applications:

Worker	Requirements
Store associate	This worker must be able to perform POS daily operations but must not be able to activate devices
Retail IT regression tester	This worker must be able to validate and activate devices and be able to perform POS daily operations

You add both users to one POS permission group.
You need to configure the system to meet the requirements.
Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Create one device for CPOS and one device for MPO
B. Assign one register to each device
C. Associate an existing identity with the Store Associate worker and run the Staff and Registers job
D. Override the POS permissions group and grant permission to manage devices
E. Associate an existing identity for the Retail IT regression tester worker and run the Staff and Registers job
F. For both devices, select a package name for Register package

Answer: ACD

NEW QUESTION 7
- (Exam Topic 3)
A company uses Dynamics 365 Commerce and implements Distributed Order Management (DOM). The company needs to run an order fulfillment profile for all the sales orders and review results in the
fulfillment plan.
You need to test the fulfillment profile.
Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Set the Process orders with empty sales origin option to No.
B. Set the Auto apply result option to No.
C. Set the Process orders with empty sales origin option to Yes.
D. Set the Auto apply result option to Yes.

Answer: BC

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/dom

NEW QUESTION 8
- (Exam Topic 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:

≫ User1 and User2 must be able to perform payments. User3 must not be able to perform payment processing

≫ All agents must be able to offer directed selling

≫ All agents must be able to change the sales price of an item during order entry

≫ 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

Answer: B

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

NEW QUESTION 9
- (Exam Topic 3)
A company uses Dynamics 365 Commerce.
A security audit report notes the following compliance issues:

≫ Point of sale (POS) user passwords are not updated regularly

≫ The access rights of users who no longer work with POS have not been revoked You need to resolve the compliance issues.
In which two areas should you update the configuration? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Commerce shared parameters
B. User records
C. Commerce parameters
D. Worker records

Answer: AD

NEW QUESTION 10
- (Exam Topic 3)
A company uses the distributed order management (DOM) functionality to route orders for shipping from its stores.
The company introduces a new shipping option for same-day delivery. The same-day delivery option must be available only from the distribution center so that the company can closely control picking times.
You need to configure DOM.
What should you do? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Requirement	Action
Add the new mode of delivery.	▼
	Create a new fulfillment profile.
	Update the existing fulfillment profile.
	Create a new location priority rule.
	Update the existing location priority rule.
Restrict fulfillment to the distribution center.	▼
	Create a location priority rule as a hard constraint.
	Create an offline location rule. Do not configure the rule as a hard constraint.
	Create a partial orders rule as a hard constraint.
	Create a shipping cost factor.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Text Description automatically generated
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/dom

NEW QUESTION 10
- (Exam Topic 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.
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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:
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-customer-loyalty-program

NEW QUESTION 11
- (Exam Topic 3)
A company uses Dynamics 365 Commerce.
The company wants to provide a special offer to a group of customers. This group of customers will receive a promotional code by email.
The special offer gives customers a 10 percent discount on their next order. To qualify for the offer, the order must have a value of over $100. The promotional code must be entered when customers submit their next order.
You need to configure the special offer. Which four actions should you perform in sequence?

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

Actions to perform

Required actions in correct sequence

Configure a new shipping threshold discount and select the Coupon code required option.

Configure a new coupon for single use per customer.

Enable the discount.

Assign the appropriate price groups.

Activate the coupon.

Configure a new threshold discount and select the Coupon code required option.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Graphical user interface, text, application Description automatically generated with medium confidence
Reference:
https://ellipsesolutions.com/who-doesnt-like-discounts-in-the-dynamics-365-retail-channel/ https://ellipsesolutions.com/keep-calm-and-coupon-in-dynamics-365/

NEW QUESTION 12
- (Exam Topic 3)
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

Answer: BD

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

NEW QUESTION 14
- (Exam Topic 3)
A company uses Dynamics 365 Commerce. The company's retail stores process large volumes of sales transactions.
Retail store managers report inventory inconsistency issues.
You determine that a channel-side inventory calculation is the appropriate method to resolve the issues.
You need to configure the channel-side calculated inventory availability mode.
Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Disable the Optimized product availability calculation feature
B. Configure the Functionality profile
C. Run the Global configuration distribution schedule job
D. Enable the Retail statement trickle feed feature
E. Run the Channel configuration distribution schedule job
F. Enable the Optimized product availability calculation feature

Answer: BEF

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

NEW QUESTION 17
- (Exam Topic 3)
A company uses a Dynamics 365 Commerce call center.
You need to restrict which agents can perform price overrides. You must also set limits on the value of the overrides.
Which two actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Create a permission group and configure the allow price override to None Allowed.
B. Configure a price override hold code within the call center parameters.
C. Enable order price control for the call center.
D. Configure override permissions with cost markup percentage values.
E. Assign a permission group to employees.

Answer: CD

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-override-permissions

NEW QUESTION 18
- (Exam Topic 3)
A company uses the advanced cash management feature of Dynamics 365 Commerce.
An issue with a register in one of the company's stores is preventing the manager from closing the current
shift. As a result, new sales cannot be processed on that register.
The issue will be investigated at a later time to allow sales to take place. All postings must be processed in Dynamics 365 while the investigation takes place.
You identify that a safe drop has not been reconciled.
You need to ensure that the store is able to process sales using this register as quickly as possible. What should you do?

A. Log in as an employee with manager privileges and close the shift
B. Reverse the safe drop with a minus value and close the shift
C. Use the Suspend Shift operation and review the shift later
D. Mark the safe drop as reconciled using the Manage Shifts scree
E. Close the shift

Answer: C

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/shift-drawer-management

NEW QUESTION 23
- (Exam Topic 3)
A company plans to create a discount that applies to all items in a shopping cart. The discount must override any other applied discounts.
You need to set up the discount. Which discount type should you use?

A. Exclusive
B. Best price
C. Compounded
D. Best performance

Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/retail-discounts-overview

NEW QUESTION 27
- (Exam Topic 3)
A company uses Dynamics 365 Commerce.
The company wants to introduce a restriction that prevents all product labels from being generated automatically when product prices are updated.
You need to implement the restriction. What should you do?

A. Disable the print option in Bar codes.
B. Configure product labels in Released products
C. Configure the product label report in the Commerce module
D. Set the Product label to None in the Commerce shared parameters

Answer: D

Explanation:
Reference:
https://msdynamicsworld.com/story/how-configure-product-labels-retail-microsoft-dynamics-ax-2012-r3

NEW QUESTION 32
- (Exam Topic 3)
A company uses Dynamics 365 Commerce. The company would like to promote 10 specific products for an upcoming holiday.
You must display the list on the category, home, and shopping cart pages. You need to configure the product collection.
Which product list configuration type should you use?

A. Related products

B. Frequently bought together
C. People also like
D. Best selling
E. Curated

Answer: E

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/product-collection-module-overview

NEW QUESTION 33
- (Exam Topic 3)
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.

Types

Optional
Mandatory

Answer Area

Prerequisite	Type
Configure a new product catalog.	Type
Add products to the assortment.	Type

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Graphical user interface, text Description automatically generated
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-retail-products

NEW QUESTION 36
- (Exam Topic 3)
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.

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

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Table Description automatically generated
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/retail-statements https://docs.microsoft.com/en-us/dynamics365/commerce/statement-posting-eod

NEW QUESTION 38

- (Exam Topic 3)
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

NEW QUESTION 43

- (Exam Topic 3)
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

Answer: DE

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

NEW QUESTION 46

- (Exam Topic 3)
A company uses Dynamics 365 Commerce. The company has an e-commerce website. The company plans to start a sale in three weeks.
You need to make changes to pages across the website. You must ensure that the changes:

≫ Do not restrict other changes from being implemented.

≫ Do not impact the operation of the live site.

≫ Are updated on the live site ready for the first day of the sale. What should you do?

A. On the live site, complete the change
B. Publish the amended pages.
C. On the live site, unpublish the pages and complete the change
D. Do not publish the changes.
E. Create a new publish grou
F. Copy the pages and complete the change
G. Set a schedule for the publish group.
H. Create a new publish grou
I. Copy the pages and complete the change
J. Publish the changes.
K. On the live site, create new page
L. Copy the existing designs and complete the change
M. Do not publish the changes.

Answer: C

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/publish-groups

NEW QUESTION 51

- (Exam Topic 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.
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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:
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-customer-loyalty-program

NEW QUESTION 52
- (Exam Topic 3)
A company uses Dynamics 365 Commerce.
The company wants to introduce the following scheme to reward customer loyalty and encourage repeat sales:

≫ Customers must automatically be assigned a status of Silver, Gold, or Platinum based on the value of orders completed in the last 12 months.

≫ Additional promotional discounts must be given based on customers' assigned status when they place new orders.

You need to configure the system to meet the requirements.
How should you configure the system? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Object	Configuration option
Price groups	Per program tier
	Per loyalty program
	Per loyalty scheme
	Per promotional discount
Loyalty program	Three tiers assigned to one program
	Three programs with no tiers
	Three earning rules assigned to one program
	Three programs with a redemption rule each
Reward point type	Amount
	Quantity
Earning rule type	Purchase products by amount
	Purchase products by quantity
	Sales transaction count

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Graphical user interface, text, application, email Description automatically generated
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-customer-loyalty-program

NEW QUESTION 57
- (Exam Topic 3)
A company wants to analyze ratings and reviews submitted by users through commerce channels. You need to analyze the feedback.
Which two actions will achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Import data into a Power BI template.
B. Synchronize product ratings.
C. Link product ratings to the reviews section.
D. Filter reviews by ratings or channels.

Answer: AD

Explanation:
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/manage-reviews

NEW QUESTION 61
- (Exam Topic 3)
A company uses Dynamics 365 Commerce Modern POS across 100 stores.
Stores receive product deliveries directly from vendors. The stores use the inbound inventory operation within Modern POS to receive the orders into store inventory.
A store encounters the following error when trying to receive an order:
The quantity entered exceeds the over-delivery tolerance. The maximum total quantity you can receive for this product is '15'.
You need to resolve the issue and prevent it from happening again.
What should you do? To answer, drag the appropriate actions to the correct requirements. Each action 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.

Actions	Answer Area	

Actions

Increase the over delivery percentage value on the purchase order line

Increase the purchasing over delivery percentage value on the product

Increase the over delivery percentage value to the transfer order line

Increase the inventory transfer order over delivery percentage value on the product

Answer Area

Requirement	Action
Enable the store to receive orders	Action
Prevent the problem from recurring	Action

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Graphical user interface, text, application Description automatically generated
Reference:
https://docs.microsoft.com/en-us/dynamics365/commerce/pos-inbound-inventory-operation

NEW QUESTION 62
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