



Microsoft

Exam Questions MB-340

Microsoft Dynamics 365 Commerce Functional Consultant

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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 to notify store workers to prepare store pickup orders. Which three 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.

Actions

Enable the notification workflow.

Add the notification to the POS permission group.

Enable notifications on the POS operation.

Create the alert that is triggered when retail transactions are created.

Run the Distribution scheduler job.

Activate the appropriate business event.

Post the journal.

Answer area

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- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface, text, application, chat or text message Description automatically generated
Reference:
<https://docs.microsoft.com/en-us/dynamics365/commerce/notifications-pos>

NEW QUESTION 3

- (Exam Topic 2)

You need to provide ecommerce developers with the required design standards that must be met for the ecommerce guidelines. What should you use?

- A. Content Delivery Network
- B. Microsoft Trust Center
- C. E-commerce site builder
- D. Microsoft Accessibility Center
- E. docs.microsoft.com

Answer: E

NEW QUESTION 4

- (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 length
- 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 5

- (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 6

- (Exam Topic 3)

A company wants to create a new Dynamics 365 Commerce e-commerce website. You need to complete all the prerequisites before you publish the online channel.

Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Create assortments and add the online store.
- B. Configure the category navigation hierarchy of the website.
- C. Create the online store and configure properties.
- D. Add the online store to the channel database.
- E. Add the online store to the organization hierarchy.

Answer: BCE

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/channel-setup-online> <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-an-online-store>

NEW QUESTION 7

- (Exam Topic 3)

A company deploys a business-to-business (B2B) e-commerce website by using Dynamics 365 Commerce. A customer uses the online form to submit a request to become a business partner.

You need to complete the onboarding process for the customer.

What should you do? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Onboarding process

Action

Generate the request.

Run the 1010-Customers distribution schedule batch job.
Run the Retail document operation processing batch job.
Run the Submit proposed customer changes batch job.
Run the Synchronize customers and business partners from async mode batch job.

Review the request.

Review the customer record.
Review the lead record.
Review the prospect record.
Review the supplier record.

Accept the request.

Change the status of the lead to Qualify.
Convert the prospect to a customer.
On the customer record, set the Invoice and delivery on hold value to No.
On the prospect record, select the Approve action.

- 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/b2b/manage-b2b-users>

NEW QUESTION 8

- (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 9

- (Exam Topic 3)

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.

Module types

Buy box
Header and footer
Marketing
Product specifications

Answer Area

Requirement

Display navigation to product categories and provide information links to company policies.

View the product name, description, and product ratings.

Display the attributes about a product.

Module type

Module type

Module type

Module type

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

Graphical user interface, application Description automatically generated with medium confidence
Reference:
<https://docs.microsoft.com/en-us/dynamics365/commerce/quick-tour-pdp>

NEW QUESTION 10

- (Exam Topic 3)
A customer order is placed on hold by the system for potentially fraudulent activity. You need to determine which aspect of the order caused it to be placed on hold. What should you do?

A. View the order holds report and filter on the fraud hold code and order number.
B. View the fraud notes set on the order hold for the order.
C. View the hold reason code set on the order hold for the order.
D. View the fraud details specified on the order hold for the order.

Answer: D

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

NEW QUESTION 10

- (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	<table><tr><td></td><td>▼</td></tr><tr><td colspan="2">Statement method</td></tr><tr><td colspan="2">Split by statement method</td></tr><tr><td colspan="2">One statement per day</td></tr><tr><td colspan="2">Post as business day</td></tr></table>		▼	Statement method		Split by statement method		One statement per day		Post as business day	
	▼										
Statement method											
Split by statement method											
One statement per day											
Post as business day											
Ignore all cash discrepancies when posting statements	<table><tr><td></td><td>▼</td></tr><tr><td colspan="2">Statement method</td></tr><tr><td colspan="2">Split by statement method</td></tr><tr><td colspan="2">Disable counting required</td></tr><tr><td colspan="2">Maximum difference- shift</td></tr></table>		▼	Statement method		Split by statement method		Disable counting required		Maximum difference- shift	
	▼										
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 12

- (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 16

- (Exam Topic 3)
Company A uses Dynamics 365 Commerce. The company deploys a business-to-business (B2B) e-commerce website.
Company B has a business partner account with Company A.

Company B hires a purchasing manager. The purchasing manager must be able to place orders on the B2B e-commerce website on behalf of Company B. You need to ensure the purchasing manager can place orders as required.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Advise the purchasing manager to register for a new account using the B2B e-commerce site.
- B. Advise the administrator user of Company B to add a new user by using the self-service pages of the e-commerce site.
- C. Create a new customer account
- D. Navigate to the customer hierarchy for Company B and assign the new customer account.
- E. Create a new customer account
- F. Set the invoice account value to Company B's customer account number.

Answer: BC

Explanation:

Reference:

<https://docs.microsoft.com/en-us/dynamics365/commerce/b2b/manage-b2b-users>

NEW QUESTION 18

- (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 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

Answer: B

Explanation:

Reference:

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

NEW QUESTION 21

- (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 24

- (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 25

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