



MB6-897^{Q&As}

Microsoft Dynamics 365 for Retail

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QUESTION 1

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 2

You create an organizational hierarchy that is divided into regions.

You need to ensure the stock levels are maintained in accordance with the hierarchy structure.

What should you do?

- A. Create separate organization hierarchies for each region.
- B. Add the retail assortment purpose to the organization hierarchy.
- C. Add the retail replenishment purpose to the organization hierarchy.
- D. Set up replenishment for buyers push or cross-docking in Inventory management.

Correct Answer: C

QUESTION 3

You are configuring bar codes.

What is the purpose of the bar code mask?

- A. It defines the digits of a bar code for each product.
- B. It identifies the prefix and segments of a bar code.
- C. It identifies the bar code type.
- D. It defines the minimum and maximum length of a bar code.

Correct Answer: B



QUESTION 4

You create a new online channel.

You need to create a category hierarchy for an online store product catalog.

Which category hierarchy type should you use?

- A. retail channel navigation
- B. supplemental retail
- C. retail product
- D. retail vendor product

Correct Answer: A

QUESTION 5

You need to ensure that all returns over \$25.00 for purchases paid by credit cards are reviewed and approved. What should you do?

- A. Create a hold code that requires a manager to clear the hold.
- B. Configure the credit card approval amount in the call center parameters.
- C. Create an order event that requires a manager to review the order.
- D. Configure the Pending return hold code in the call center parameters.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/configuring-parameters-and-initial-settings-call-center>

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