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QUESTION 1

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. Assign the attribute to each item where a review is requested

D. Configure the maximum length of the reviews on the e-commerce site at the product level

E. Create a reference attribute for each review length and assign them to each item where a review is required

Correct Answer: A

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

QUESTION 2

A company uses Dynamics 365 Commerce. The company creates customer orders in its stores for home delivery.

Customers who return products to the stores often want to exchange their product for a different product. The company wants the stores to process these exchanges as a single transaction.

You need to configure the system.

What should you do?

A. Enable the Use realtime service for eCommerce order creation parameter

B. Enable the Process return orders as sales orders parameter

C. Enable the Create customer order in async mode parameter

D. Disable the Prohibit mixing sales and returns in one receipt parameter

Correct Answer: B

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

QUESTION 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:

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 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

Correct Answer: B

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

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QUESTION 4

DRAG DROP

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.

Select and Place:

Actions	Answer Area		
Increase the over delivery percentage value on the purchase order line	**Requirement**		**Action**
Increase the purchasing over delivery percentage value on the product	Enable the store to receive orders		Action
Increase the over delivery percentage value to the transfer order line	Prevent the problem from recurring		Action
Increase the inventory transfer order over delivery percentage value on the product			

Correct Answer:

Actions	Answer Area		
	Requirement		**Action**
	Enable the store to receive orders		Increase the over delivery percentage value on the purchase order line
Increase the over delivery percentage value to the transfer order line	Prevent the problem from recurring		Increase the purchasing over delivery percentage value on the product
Increase the inventory transfer order over delivery percentage value on the product			

Reference: https://docs.microsoft.com/en-us/dynamics365/commerce/pos-inbound-inventory-operation

QUESTION 5

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 screen. Close the shift

Correct Answer: C

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

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QUESTION 6

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

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QUESTION 7

A company has recently deployed Microsoft Dynamics 365 Finance.

You have been hired as a Systems Administrator. Your role will include the management of the Dynamics 365 system.

You need to configure the sales tax functionality in Dynamics 365 Finance.

You have created the main accounts and set up the ledger posting groups for sales tax.

Which of the following actions should you perform next?

A. Set up sales tax reporting codes.

B. Set up sales tax authorities.

C. Set up sales tax codes.

D. Set up sales tax groups.

Correct Answer: B

QUESTION 8

DRAG DROP

A company uses Dynamics 365 Commerce.

The company revises the receipt numbering format and POS operational policy rules.

You need to implement the new policy rules in the company\\'s retail stores.

Which components should you reconfigure? To answer, drag the appropriate components to the correct requirements. 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	Answer Area		
Register		Requirement	Component
Device		Define the receipt numbering format	Component
Receipt profile		Void suspended transactions when closing a shift	Component
Functionality profile			

Correct Answer:

Components	Answer Area		
Register		Requirement	Component
Device		Define the receipt numbering format	Functionality profile
Receipt profile		Void suspended transactions when closing a shift	Functionality profile
Functionality profile			

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

https://docs.microsoft.com/en-us/dynamics365/commerce/retail-functionality-profile

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QUESTION 9

You are preparing to migrate data to Dynamics 365 Finance from a personalized version of a legacy application. A number of the fields in the entity are identical, while others vary.

You want to automatically map as much fields as you can within Dynamics 365 Finance.

You make use of the Mapping visualization tool.

Does this action map the fields in Dynamics 365 Finance?

A. Yes, it does

B. No, it does not

Correct Answer: A

Reference: https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/data-entities/data-entities-data-packages?toc=/fin-and-ops/toc.json#mapping

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QUESTION 10

Your company has a Lifecycle Services (LCS) project for which you are the owner. The LCS project will be used to install a Dynamics 365 for Finance and Operations environment.

Testers must have the ability to document procedures that become business processes and test plans.

You want to make sure that the system is configured to produce User Acceptance Testing (UAT) test plans.

Which of the following actions should you take FIRST?

A. Create business process libraries in the LCS project.

B. Enable Azure DevOps sync.

C. Configure Azure DevOps for the LCS project.

D. Configure system administrator help parameters to the LCS project.

E. Enable Sync test cases.

Correct Answer: A

QUESTION 11

You work as a Financial Consultant. You have been hired by a company to manage the Microsoft Dynamics Finance 365 system.

You need to configure a journal to use for vendor invoices.

You need to determine which journal type to use to post vendor invoices that have been approved to the appropriate ledger accounts.

Which journal type should you use?

A. Vendor invoice pool

B. Vendor invoice recording

C. Approval

D. Vendor disbursement

Correct Answer: C

QUESTION 12

HOTSPOT

You need to configure functionality to help sales associates who are students interpret customer behavior analysis data.

Which components should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Requirement	Component
Enable required functionality in Dynamics 365 Commerce.	▼
	Customer Insights
	Feature management
	Lifecycle Services
	Microsoft Azure
Specify the student information to display to sales associates in the POS system.	▼
	Customer attributes
	Dimensions
	Customer groups
	Attribute groups

Correct Answer:

Answer Area

Requirement	Component
Enable required functionality in Dynamics 365 Commerce.	▼
	Customer Insights
	Feature management
	Lifecycle Services
	Microsoft Azure
Specify the student information to display to sales associates in the POS system.	▼
	Customer attributes
	Dimensions
	Customer groups
	Attribute groups

QUESTION 13

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

Correct Answer: B

Reference: https://technologyblog.rsmus.com/microsoft/retail-price-simulator-d365/

QUESTION 14

DRAG DROP

A company deploys Dynamics 365 Commerce.

You make changes to the configuration keys and are creating the first commerce channel. When you select the Configuration Status button, the following error message displays:

A validation template has not been assigned.

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Actions

In the Template field, select **RetailVal**.

In the Type field, select **Azure Active Directory**.

Navigate to Commerce shared parameters.

Refresh the data entities by using the Import default template button.

Answer area

Correct Answer:

Actions

> [ ]
>
> [ ]
>
> [ ]
>
> [ ]

Answer area

> Navigate to Commerce shared parameters.

> In the Type field, select **Azure Active Directory**.

> Refresh the data entities by using the Import default template button.

> In the Template field, select **RetailVal**.

Explanation: Step 1: Navigate to Commerce shared parameters Step 2: In the Type field, select Azure Active Directory

Example:

1.

In Commerce, go to Commerce Shared Parameters and select Identity

select Identity Providers in the left menu.

2.

Under Identity Providers, do the following:

In the Issuer box, enter the identity provider issuer string. To find your issuer string, see Obtain issuer string for headquarters setup below.

In the Name box, enter a name for your issuer record.

In the Type box, enter Azure AD B2C (id_token).

3.

Etc.

Step 3: Refresh the data entities by using the import default template button.

Step 4: In the Template field, select RetailVal

In Retail Shared Parameters > Entity Validation Template (Tab) click on Import Default Template (button) which will generate the Standard Template for validation. Once this is generated, select the default "RetailVal" template in Template

field.

Save the Retail Shared Parameters and check for the Configuration Status in Retail Store form it should be displayed.

Reference: https://community.dynamics.com/365/commerce/f/dynamics-365-commerce-forum/277032/configuration-status-is-missing-in-all-retail-stores-actionpane

https://docs.microsoft.com/en-us/dynamics365/commerce/set-up-b2c-tenant

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QUESTION 15

You need to generate the static reports for the stores and for the student records. Which technology should you use?

A. SQL Server stored procedures

B. Dynamics 365 Commerce

C. Lifecycle Services

D. Dynamics 365 Modern POS

Correct Answer: C

Generate reports for your online channel in Microsoft Dynamics 365 Commerce.

You can generate and view several reports in Commerce to see how your online channel is performing.

For example, the Channel summary report

The Channel summary report shows a summary of the following transactions for the selected channel:

Sales transactions

Payment transactions

Tax transactions

Discounted transactions

Reference: https://docs.microsoft.com/en-us/dynamics365/commerce/generate-reports