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Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

A company implements a Dynamics 365 Commerce call center.

The system must prevent a customer from conducting any additional activities when any of the following situations occur:

1.

The customer address, payment method, or other profile information needs to be updated.

2.

The customer has exceeded their credit limit.

3.

A sales manager decides to give the customer an additional discount.

You need to configure a mechanism to prevent future activity.

What should you configure?

A. Reason codes

B. Hold notes

C. Order hold codes

D. Info codes

Correct Answer: C

Sales Order Holds

There may be cases where you do not want to put an entire customer account on hold but just a specific sales order. You can do this by using order hold codes.

To place an order on hold, navigate to Accounts receivable > Sales orders > All sales orders. Click on the sales order you want to place on hold and click the "Order holds" button.

Reference: https://dynamics-tips.com/customer-and-sales-order-holds-d365-finance-and-operations/

QUESTION 2

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 the Microsoft Dynamics Finance system to classify costs according to their behavior in relation to changes in key business activities.

Which of the following should you configure?

A. Cost classification

B. Cost behavior

C. Allocation base

D. Cost elements

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/dynamics365/finance/cost-accounting/terms-cost-accounting

QUESTION 3

DRAG DROP

You are a Dynamics 365 Commerce consultant for a company.

The company has three retail channels: an online store, a retail store, and a call center.

The company requires customer orders to be available for pickup at its retail store. Sales orders for in-store pickup can be created in any retail channel.

You create a mode of delivery for customer pickups. You also create a fulfillment group.

Which retail channel should you select? To answer, drag the appropriate retail channels to the correct actions. Each retail channel 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:

Retail channels	Answer Area	
Both retail store and online store	**Action**	**Retail channel**
Call center	Assign the retail channel or channels to the mode of delivery.	Retail channel
Online store only	Assign the retail channel or channels to a line in the new fulfillment group.	Retail channel
Retail store only	Assign the new fulfillment group to the retail channel or channels.	Retail channel

Correct Answer:

Retail channels	Answer Area	
	Action	**Retail channel**
Call center	Assign the retail channel or channels to the mode of delivery.	Both retail store and online store
	Assign the retail channel or channels to a line in the new fulfillment group.	Retail store only
	Assign the new fulfillment group to the retail channel or channels.	Online store only

Reference: https://docs.microsoft.com/en-us/dynamics365/commerce/multiple-pickup-modes

QUESTION 4

A company has recently deployed Microsoft Dynamics 365 Finance. You have been hired as a Functional Consultant. Your role will include the management of the Dynamics 365 Finance system and to provide training for members of the

Accounts team.

You are providing training on the cost accounting module in the Dynamics 365 Finance system.

Which of the following can be primary or secondary?

A. Cost element

B. Cost classification

C. Cost control unit

D. Cost behavior

Correct Answer: A

QUESTION 5

A company uses Dynamics 365 Commerce.

The company wants to increase the selling price for specific items.

You need to update the item price.

What are three possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Sales agreements

B. Category price rules

C. Affiliation pricing

D. Base price

E. Sales price trade agreement

Correct Answer: BDE

D: The easiest place to set the price for a product is directly on the product. The value that you set directly on a product is often referred to as the base price for the product. You set the base price in the Price field on the Sell tab of the

Released product details page.

E: Sales price trade agreement

By using the trade agreement journal, you can create sales price trade agreements for each product. In Microsoft Dynamics 365, there are three customer scopes for sales price trade agreements: Table, Group, and All. The customer scope

determines the customers that a given sales price trade agreement applies to.

A Table sales price trade agreement is for a single customer that is set directly on the trade agreement. This scenario isn\\'t a typical business-to-consumer (B2C) scenario. However, if it occurs, the pricing engine uses Table trade agreements

when it determines price.

B: Category price rules

The prices can be increased or decreased by using the Price rule and Price basis fields of the category price rules.

Reference: https://docs.microsoft.com/en-us/dynamics365/commerce/price-management#setting-prices

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