MB-340^{Q&As}

Microsoft Dynamics 365 Commerce Functional Consultant

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QUESTION 1

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 are examples of cost behavior?

A. Primary, secondary

B. By elements, by traceability

C. Products, projects, departments

D. Fixed, variable, semi-variable

Correct Answer: D

QUESTION 2

A company uses Dynamics 365 Commerce. Stock from a single warehouse is sold from multiple channels.

Orders placed on the company\\'s website take too long to appear in Dynamics 365 Headquarters. The inventory for orders is not reserved until the orders have been created in Commerce Headquarters.

The delay in reserving the stock for e-commerce orders causes orders to be unfulfilled and cancelled.

You need to reduce the time it takes for e-commerce orders to appear in the system.

For which two batch jobs should you change the schedule? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Post Inventory

B. Synchronize Orders

C. Process automatic notification and cancellation events

D. Channel transactions data distribution

Correct Answer: BD

QUESTION 3

Your role of Systems Administrator includes the management of your company\\'s Microsoft Dynamics 365 Finance

system.

You have assigned the Vendor (external) security role to a vendor that will work with purchase orders.

Which two of the following actions can the vendor perform? (Choose two)

A. Respond to and view information about purchase orders.

B. Request a new user account for a contact person by using the Provision user action.

C. Add a new or existing contact person to the vendor accounts that they are a contact for.

D. Request that a contact person\\'s user account be inactivated.

E. Maintain vendor collaboration invoices.

Correct Answer: AE

QUESTION 4

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

Correct Answer: B

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

QUESTION 5

You need to resolve the customer loyalty issue. What should you do?

A. Resolve duplicate card number conflicts.

B. Configure the Update loyalty card tiers job.

C. Replace the customer loyalty cards.

D. Configure the Process loyalty schemes job.

Correct Answer: B

Issue: Customers report that they are not upgraded to the Silver membership despite meeting the spending requirements for upgrade to the Silver membership level.

Loyalty processes

The following table describes the processes that must be run to send the loyalty configurations and data to your stores, and to retrieve the loyalty transactions from your stores.

*

Update loyalty card tiers (correct)

Run this process to evaluate the customer\\'s earning activity against the tier rules for a loyalty program, and to update the customer\\'s tier status. This process is required only if you change the tier rules in loyalty programs and want the

updated rules to be retroactively applied to loyalty cards that have already been issued. This process can be run as a batch process or for individual cards.

*

Process loyalty schemes (not correct)

Run this process to associate loyalty schemes with the channels that the loyalty scheme is assigned to. This process can be scheduled to run as a batch process. You must run this process if you change loyalty configuration data, such as

loyalty schemes, loyalty programs, or loyalty reward points.

*

Etc.

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

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