APP

MB-340: MICROSOFT DYNAMICS 365 COMMERCE FUNCTIONAL CONSULTANT

Course Level:
Beginner

Course Overview:

This Microsoft Dynamics 365 Commerce Functional Consultant certification training cours from CloudThat teaches candidates how to set up, use, and support the application functionality in Dynamics 365 Commerce and provide support for the application. Candidates attending exam MB-340 must have a strong understanding of unifie commerce business operations and experience deploying, configuring, and maintaining Dynamic 365 Commerce.

Prerequisites

- Candidates for this MB-340 exam should have a knowledge on POS and retail operations

- Candidates should have an experience of maintaining, using and deploying Microsoft Dynamics 365 for retail

Objectives

- Configure Dynamics 365 Commerce Headquarter

- Configure products, prices, discounts, loyalt , and affiliatio

- Manage Point of Sales (POS) in Dynamics 365 Commerce

- Configure and manage Dynamics 365 Commerce call center

- Manage e-commerce

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Course Outline

Module 1: Configure Dynamics 365 Commerce Headquarters

Configure Prerequisites and Commerce Parameters

- Create employee and customer address books
- Configure and manage retail wor ers
- Assign address books to customers, channels, and workers
- Create email templates and email notification profil
- Configure organizational hierarchies and hierarchy purpose
- Configure Commerce shared parameter
- Configure company-specific Commerce paramete

Describe and configure additional functionality

- Create and configure channel and sales order attribute
- Configure commissions and sales representative
- Configure payment methods and card type
- Configure and manage gift card
- Describe Omni-channel capabilities including payments, orders, and returns
- Configure data distributio
- Create info codes, sub-codes, and info code groups
- Describe Dynamics 365 Fraud Protection purchase protection, loss prevention, and account protection Manage statements
- Describe advantages of using trickle feed-based posting
- Validate retail transactions by using the transaction consistency checker
- Configure and manage retail statement calculations and postin
- Troubleshoot statement posting issues

Configure Distributed Order Management (DOM)

- Configure fulfillment profi
- Configure cost components including shipping, handling, and packaging cost
- Configure management rules and parameter
- Monitor fulfillment plans and order xceptions Configure order fulfillme
- Configure modes of delivery including shipments, pick u , and carry out
- Configure curbside customer order picku
- Configure charge codes, charge groups, and automatic charge
- Configure and assign order fulfillment grou

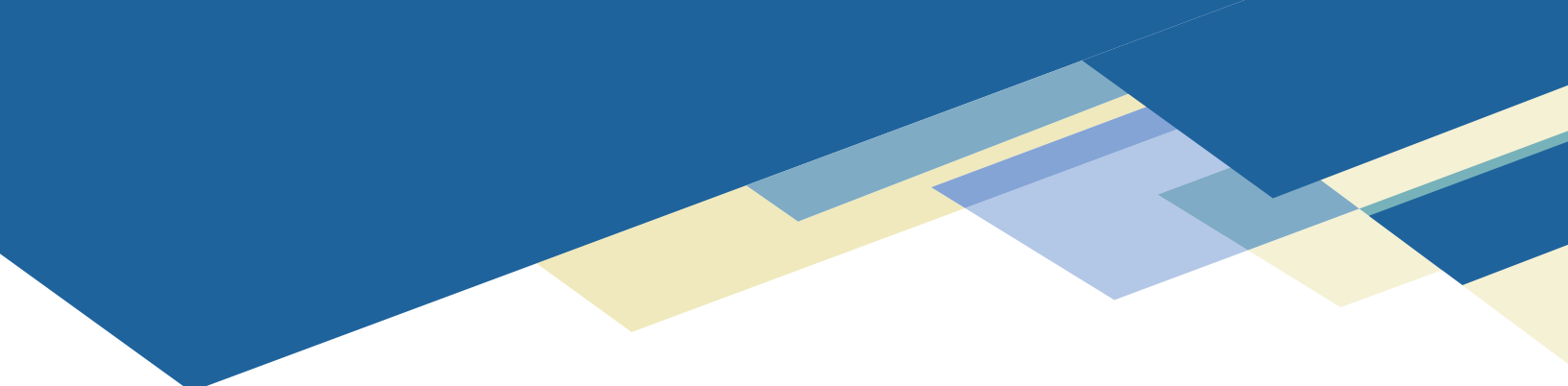## Module 2: Configure products, prices, discounts, loyalt , and affiliation

Configure products and merchandising

- Configure product category hierarchie
- Configure product attributes and attribute group
- Configure assortment
- Manage product labels and shelf labels
- Describe uses cases for recommendation types including product, personalized, Shop similar looks, and Shop similar descriptions recommendations
- Configure recommendation
- Configure warranty setting
- Configure inventory buffers and inventory leve
- Configure products and variants including configuring barcod

Manage pricing

- Design and create price groups
- Configure pricing prioritie
- Configure product pricing including smart roundin

- Configure catalog pricing
- Configure affiliation pricin
- Configure category pricing rules

Manage discounts and promotions

- Configure discount parameters
- Configure channel or customer-specific discounts
- Configure quantit , shipping, tender-based, and threshold-based discounts
- Configure discount concurrency rules
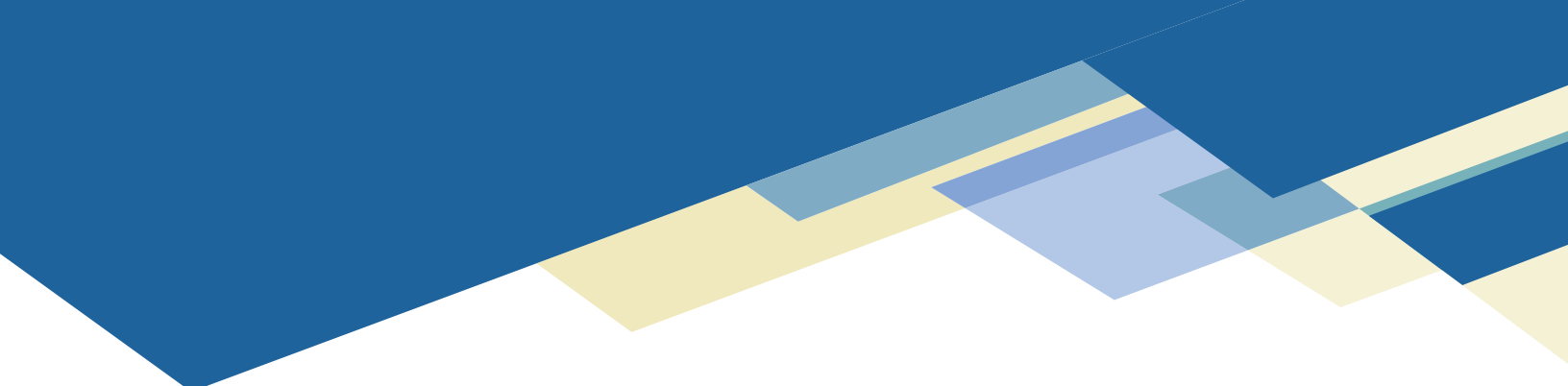- Manage coupons

Manage customers, loyalty, and affiliations

- Configure client boo s
- Configure customer attributes
- Configure customer affiliation
- Configure loyalty programs, loyalty schemes, and reward points
- Manage loyalty tier calculations and processing

Module 3: Manage Point of Sale (POS) in Dynamics 365 Commerce

Configure retail stores

- Create a retail store
- Configure POS registers and devices
- Configure retail profiles
- Configure sales tax overrides
- Configure ask Management lists and parameters
- Define cash management processes

- Define shifts and shift management processe
- Configure channel return policie
- Describe offline capabilities and limitatio

Manage store inventory

- Configure availability calculations for product
- Manage inbound and outbound inventory operations within the POS
- Process customer pick-up and shipment orders
- Manage inventory processes including stock counts
- Look up product inventory
- Process serialized items

Perform POS operations

- Perform sales and order processes
- Perform end of day processes
- Reconcile store cash
- Monitor store productivity by using Task Management and reporting features

Module 4: Configure and Manage Dynamics 365 Commerce call centers

Configure call centers

- Create a call center
- Configure and publish product catalog
- Create product catalog scripts
- Configure fraud conditions, rules, and variables to trigger order hold
- Configure fraud alert

Configure continuity orders and installment billing

- Set up continuity programs and parameters
- Configure continuity order batch job
- Manage continuity child orders

Manage call centers

- Create, modify, and process sales orders
- Process call center payments
- Manage order holds
- Create return merchandise authorizations (RMAs)
- Process returns, exchanges, and replacements

Module 5: Manage e-commerce

Configure an e-commerce channel

- Create an online store
- Configure an e-commerce sit
- Configure channel assignments for an e-commerce sit
- Configure ratings and review

Manage e-commerce content

- Configure URLs and aliase
- Configure product detail pages and category page
- Manage site themes, page fragments, templates, layouts, and pages
- Upload and manage digital assets including videos and images
- Set focal points and attribute values for media assets
- Configure publish group

Operate an e-commerce channel

- Create e-commerce orders
- Synchronize e-commerce orders
- Moderate ratings and reviews

Configure business-to-business (B2B) e-commerce

- Describe differences between B2B and business-to-consumer (B2C) solution
- Describe use cases for organizational modeling hierarchies
- Manage business partners and business partner users
- Configure product quantity limit

Who should attend this course?

Candidates for this Microsoft MB-340 exam design, configur , and manage Dynamics 365 Commerce and provide ongoing support for the app. Candidates have a strong understanding of unified commerce business operations. They may have experience deploying, using, and maintaining Dynamics 365 Commerce.

About CloudThat

CloudThat is the first company in India to offer Cloud raining & Consulting services for mid-market & enterprise clients from across the globe. Since our inception in 2012, we have trained over 500K IT professionals from fortune 500 companies on technologies such cloud, virtualization, Artificial Intelligenc , Machine Learning, IoT, OpenStack, OpenShift, DevOps, MongoDB, Big Data and more.

Through sheer dedication and excellence in the field of cloud training, CloudThat has been recently re - ognized as VMware Authorized Training Reseller. In addition, CloudThat is a proud Microsoft Gold Partner, AWS Advanced Consulting Partner, Google Cloud Platform Partner, and Databricks Partner. Recently, we have won the Microsoft Asia Superstar Campaign for India-2021 for being a global leader in providing cloud training and consultancy services with exemplary track record.

Our Success Track

11+ Years of Experience	**100+** Corporates served	**28+** countries catered
650K+ Professionals trained	**300+** Projects delivered	**500+** Cloud certi cations

To know more about our VMware certification training, email a **sales@cloudthat.com** or call us at **+918880002200.**