

MB-340:Microsoft Dynamics 365 Commerce Functional Consultant

Module 1: Get started with Dynamics 365 Commerce

- Introduction to Unified Commerce platform
- Dynamics 365 Commerce architecture
- Deployment of Dynamics 365 Commerce
- Hardware and Peripherals
- Overview of Dynamics Fraud Protection
- Fraud Protection Services
- Configure and work with Fraud Protection

Module 2: Configure Commerce Headquarters

- Configure prerequisites and Commerce parameters
- Configure and maintain payment processing
- Configure Commerce Data Exchange (CDX)
- Configure delivery modes and charges
- Configure and work with statements
- Configure and Manage Distributed Order Management (DOM)

Module 3: Products and Merchandising

- Product information management
- Merchandising in Dynamics 365 Commerce
- Product recommendations
- Product search and discovery

Module 4: Store Commerce (Point Of Sale)

- Store channel setup
- Configure cash and shift management
- Worker setup
- Point of sales setup
- Customer management at POS
- Transaction processing

- End of the day processing
- Reporting

Module 5: Configure and work with call Center in Dynamics 365 Commerce

- Configure a call centre channel
- Configure product catalogs
- Configure order holds
- Create call centre orders
- Configure directed selling
- Configure Returns and Refunds
- Configure Continuity orders and instalments

Module 6: Get Started with E-commerce

- E-Commerce Core Capabilities
- Configure an E-commerce channel in Dynamics 365 Commerce
- Configure an E-Commerce site
- Configure and manage E-Commerce site content