

KOENIG SOLUTIONS • COURSE OUTLINE

# MB-340T00: Microsoft Dynamics 365 Commerce Functional Consultant

**6**

MODULES

**36**

TOPICS

## LEARNING OBJECTIVES

- Describe the Unified Commerce platform and its architecture
- Configure Fraud Protection services within Dynamics 365 Commerce
- Configure Commerce Headquarters parameters and payment processing
- Configure Commerce Data Exchange, delivery modes and DOM
- Manage product information, merchandising and product recommendations
- Configure Store Commerce point of sale, cash and shift management
- Configure call centre channels, orders, returns and instalments
- Configure an e-commerce channel and manage site content

# 6 Modules, 36 Topics

**01**

## Get Started with Dynamics 365 Commerce

### TOPICS

- 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

**02**

## Configure Commerce Headquarters

### TOPICS

- 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)

**03**

## Products and Merchandising

### TOPICS

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

**04**

## Store Commerce (Point Of Sale)

### TOPICS

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

**05**

## Configure and Work with Call Center in Dynamics 365 Commerce

### TOPICS

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

06

## Get Started with E-commerce

### TOPICS

- 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

### WHAT IS INCLUDED

## Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

### ABOUT KOENIG

## Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

### FLEXIBLE DELIVERY

## Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

## Ready to Get Started?

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