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**Vendor:**Microsoft

**Exam Code:**MB6-897

**Exam Name:**Microsoft Dynamics 365 for Retail

**Version:**Demo

### QUESTION 1

Which three options can you configure on the Picking workbench form? Each correct answer presents a complete solution.

- A. price group
- B. line matching criteria
- C. group criteria
- D. item group
- E. order matching criteria

Correct Answer: BCE

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### QUESTION 2

You need to ensure that items specify a new delivery mode when items are sold.

To which two objects can you assign the delivery mode? Each correct answer presents a complete solution.

- A. customer
- B. vendor
- C. channels
- D. products

Correct Answer: CD

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/set-up-modes-of-delivery>

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### QUESTION 3

You need to set up and configure a product kit.

Which two actions should you perform? Each correct answer presents a complete solution.

- A. Define kit pricing.
- B. Generate an assembly order.
- C. Add the product kit to a retail assortment.
- D. Create new counting journals.

Correct Answer: AB

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/create-retail-product-kits>

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#### QUESTION 4

You need to determine which optional features can be added to a call center. Which two should you choose? Each correct answer presents a complete solution.

- A. Add the call center to the default assortment hierarchy.
- B. Create scripts that appear in the sales order form at the time of order entry.
- C. Add a call center channel.
- D. Import a file that indicates duplicate customers.
- E. Process the assortment for the new call center channel.

Correct Answer: AE

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#### QUESTION 5

On which two forms can you view the loyalty transactions for a store? Each correct answer presents a complete solution.

- A. Sales orders
- B. Retail store transactions
- C. Customer item statistics
- D. Loyalty programs

Correct Answer: BD

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/view-loyalty-rewards-transactions>

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#### QUESTION 6

Your retail store policy states that you cannot have more than \$1,000.00 or less than \$200.00 in the cash drawer at any given time. You have a busy hour at your store resulting in a \$1,200.00 balance in the cash drawer.

You need to ensure that you are following the store policy.

What should you do?

- A. Perform a cash return transaction for \$1,000.00, then perform a bank drop for \$1,000.00.
- B. Perform a bank drop for \$1,000.00.
- C. Perform a tender removal for \$200.00, then perform a safe drop for \$1,000.00.

D. Perform a float entry of \$200.00, then perform a safe drop for \$1,000.00.

Correct Answer: B

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### QUESTION 7

You create an organizational hierarchy that is divided into regions.

You need to ensure the stock levels are maintained in accordance with the hierarchy structure.

What should you do?

- A. Create separate organization hierarchies for each region.
- B. Add the retail assortment purpose to the organization hierarchy.
- C. Add the retail replenishment purpose to the organization hierarchy.
- D. Set up replenishment for buyers push or cross-docking in Inventory management.

Correct Answer: C

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### QUESTION 8

You are configuring data distribution. You set up a channel profile to enable retail communication. You create the channel database groups.

You need to complete the data distribution and publish data to the retail stores.

What should you do?

- A. Configure the distribution schedules.
- B. Create jobs in the Retail Scheduler.
- C. Create retail channels.
- D. Configure the Retail Server URL.

Correct Answer: A

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### QUESTION 9

You configure a new retail channel for a call center. You define the default warehouse and default customer.

Call center employees must be able to take sales orders.

You need to complete the call center configuration with the minimum required settings.

Which three actions should you perform? Each correct answer presents part of the solution.

- A. Assign channel users to the call center.
- B. Enable order completion.
- C. Add affiliation discounts to the call center channel.
- D. Set up payment methods for the call center channel.
- E. Assign the Retail reporting purpose to the organization hierarchy.

Correct Answer: ABD

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#### **QUESTION 10**

You are labeling retail products of various sizes.

You need to create a label that is neither size nor color specific.

Which type of label should you create?

- A. product label
- B. location label
- C. shelf label
- D. license label

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/dynamicsax-2012/appuser-itpro/create-and-print-labels-overview>

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#### **QUESTION 11**

You plan to configure the Retail catalog approval workflow to send notifications to users when specific triggers occur.

You need to send a notification to workflow users when specific conditions occur.

For which two scenarios can you trigger a notification? Each correct answer presents a complete solution.

- A. A workflow instance is completed.
- B. A workflow instance stops because of a warning.
- C. A workflow instance stops because of unrecoverable error.
- D. A workflow instance is canceled.

Correct Answer: AC

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#### **QUESTION 12**

You receive a box of returned items from a customer. After inspecting the items, you determine that an item is damaged.

You need to send a new item to the customer.

What should you do?

- A. Create a movement journal to remove the item from inventory. Then, create a new sales order to ship a new item.
- B. Create a quality order to enter the details of the inspection, and then validate the results.
- C. Apply a disposition code to scrap the item in your inventory. Then, send a replacement to the customer.
- D. Place the original sales order on hold. Add a note for the customer service representative to call the customer.

Correct Answer: C

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