



## Microsoft Dynamics 365 Commerce Functional Training Curriculum

### — STRUCTURE —



## **Microsoft Dynamics 365 Commerce Functional Training Curriculum**

“Our MD 365 Commerce functional training makes sure that you are way ahead of your colleagues. So, hurry up and enroll today to work smartly.”

### **About Croma Campus:**

Croma Campus Training & Development Private Limited is an education platform since 2010 providing rigorous industry-relevant programs designed and delivered in collaboration with world-class faculty and industry.

- Hands-On Live Projects
- Simulation Test Papers
- Industry Cases Studies
- 61,640+ Satisfied Learners
- 140+ Training Courses
- 100% Certification Passing Rate
- Live Instructor Classroom / Online Training
- 100% Placement Assistance

### **Course Objectives:**

- Configure Dynamics 365 Commerce Headquarters
- Configure products, prices, discounts, loyalty, and affiliations
- Manage Point of Sales (POS) in Dynamics 365 Commerce
- Configure and manage Dynamics 365 Commerce call centers
- Manage e-commerce

### **Course Description:**

If you're a functional consultant, developer, information worker, or IT or business professional using Dynamics 365 Commerce to support your team and organization, this certification could help give your career a boost. As a candidate for this certification, you configure, deploy, and maintain Dynamics 365 Commerce applications.

Candidates must have a strong understanding of unified commerce business operations. They configure Dynamics 365 Commerce headquarters; configure and manage Commerce call centers, manage Point of Sale (POS) in Commerce, manage e-commerce, and configure products, prices, discounts, loyalty, and affiliations.

### **Certification Details:**

- Configure Dynamics 365 Commerce Headquarters (20-25%)
- Configure products, prices, discounts, loyalty, and affiliations (20-25%)
- Manage Point of Sales (POS) in Dynamics 365 Commerce (15-20%)
- Configure and manage Dynamics 365 Commerce call centers (10-15%)
- Manage e-commerce (15-20%)

## Croma Campus Training Program Deliverables:

- **Session Recordings** - Original Class Room Voice & Video Recording
- **Training Material** - Soft Copy Handbooks
- **Assignments** | Multiple Hands-on Exercises
- **Test Papers** - We provide **Practice Test** as part of our course to help you prepare for the actual certification exam.
- **Live Case Studies**
- **Live Projects** - Hands-on exercises and Project work. You will work on real time industry-oriented projects and assignments for each module to practice.
- **Key focus on Hands-on exercises and Project work.** You will work on real time industry-oriented projects.
- Faculty with more than **10+ Years of Experience** in the Industry.
- **Technical Resume Designing & Job Assistance:** With more than 100+ Clients across the Globe and we help learners to get a good job in their respective field. We also help learners with resume preparation.
- **Interview Q&A**
- **About Croma Campus Training Certificate:** Croma Campus will provide you with an industry-recognized (Certified by **ISO 9001:2015** & **E-Cell IIT Jodhpur**) course completion certificate which has lifelong validity.
- **How I Unlock my Croma Campus Certificate:** Attend Complete Batch & Submit at least One Completed Project.

## Module 1: Configure Dynamics 365 Commerce Headquarters (20-25%)

### Configure prerequisites and commerce parameters

- create employee and customer address books
- configure retail workers
- retire retail workers
- assign address books to customers, channels, and workers
- create email templates and email notification profiles
- configure organizational hierarchies and hierarchy purposes
- configure shared commerce parameters
- configure commerce parameters for individual legal entities

### Configure additional options

- create and configure channel and sales order attributes
- configure commissions
- configure payment methods and card types
- configure data distribution
- create info codes, sub-codes, and info code groups
- configure modes of delivery including shipments, pick up, and carry out
- configure charge codes, charge groups, and automatic charges

## **Manage Statements**

- validate retail transactions by using the transaction consistency checker
- configure and manage retail statement calculations and posting
- troubleshoot statement posting issues

## **Configure Distributed Order Management (DOM)**

- configure DOM fulfillment profiles
- configure DOM cost components including shipping, handling, and packaging costs
- configure DOM management rules and parameters
- monitor DOM fulfillment plans and order exceptions

## **Module 2: Configure products, prices, discounts, loyalty, and affiliations (20-25%)**

### **Configure products and merchandising**

- configure the commerce product category hierarchy
- configure other product category hierarchies
- configure assortments
- configure product attributes and attribute groups
- configure product catalogs
- manage product labels and shelf labels
- configure product recommendations
- configure warranty settings

### **Manage pricing**

- design a strategy for price groups and create price groups
- configure product pricing
- configure catalog pricing
- configure affiliation pricing
- configure category pricing rules

### **Manage discounts and promotions**

- configure discount parameters
- configure channel or customer-specific discounts
- configure quantity, shipping, tender-based, and threshold-based discounts
- configure discount concurrency rules
- configure pricing priorities
- manage coupons

### **Manage customers, loyalty, and affiliations**

- configure client books
- configure customer attributes
- configure customer affiliations
- 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 (15-20%)**

#### **Configure retail stores**

- create a retail store
- configure POS registers and devices
- configure retail profiles
- configure sales tax overrides
- configure Task Management lists and parameters
- define cash management processes
- define shifts and shift management processes
- configure channel return policies

#### **Manage store inventory**

- configure availability calculations for products
- manage inbound and outbound inventory operations
- process customer pick-up and shipment orders
- process stock counts in POS
- look up product inventory data in POS

#### **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 (10-15%)**

#### **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 holds
- configure fraud alerts

#### **Configure continuity orders and instalment billing**

- set up continuity programs and parameters
- configure continuity order batch jobs
- manage continuity child orders

#### **Manage call centers**

- create and process call center orders
- process call center payments

- manage order holds
- create return merchandise authorizations (RMAs)
- process returns, exchanges, and replacements

## **Module 5: Manage e-commerce (15-20%)**

### **Configure an e-commerce channel**

- create an online store
- configure an e-commerce site
- configure channel assignments for an e-commerce site
- configure ratings and reviews

### **Manage e-commerce content**

- configure URLs and aliases for e-commerce sites
- configure product detail pages and category pages for an e-commerce site
- 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 groups

### **Operate an e-commerce channel**

- create e-commerce orders
- synchronize e-commerce orders
- moderate ratings and reviews

## **Module 6: Placement Guide**

- Tips to clear an Interview
- Common Interview questions and answers
- Microsoft Dynamics 365 Commerce Functional Interview Questions
- Resume Building Guide
- Career roadmap and certifications
- Attempt for the Global Certification Exam
- Start applying for Jobs