

**Microsoft Dynamics 365 Commerce Functional Training Curriculum**

**STRUCTURE**

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**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