Practice Exam Questions

Microsoft

MB-300

Microsoft Dynamics 365 Core Finance and Operations

EXAMKILLER

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Microsoft

Exam MB-300

Microsoft Dynamics 365: Core Finance and Operations

Version: 23.0

[Total Questions: 361]

Topic break down

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Topic 1, Relecloud Case

Background

Relecloud is a cloud point of sale (POS) software company specializing in direct to consumer food stands. They have multiple business units using their new Dynamics 365 Finance and Operations implementation including customer-facing representatives for account management, technical support, customer service, and finance. There are two legal entities, one for operations and one for financials. Customers pay for the Relecloud POS software monthly and everything is deployed in the cloud. The Dynamics instance URL is https//relecloud prod operations.dynamics.com.

Munson’s Pickles and Preserves Farm is a company that uses Relecoud's cloud POS software to sell their produce in farmers markets. Munson's was one of Relecloud's first customers, and Relecloud stocks their employee lunchroom with Munson's products. Munson's has also been subcontracting their employees to Relecloud to help functionally build a best-in-breed solution. Munson's employees assume multiple organizational positions. Each employee has only a single email address by which people can contact them.

Current environment: System and IT

- Dynamics 365 for Finance and Operations was recently updated.
- All recurring batch jobs in the system were removed and recreated.
- The alert notification batch processing was recently changed from every 10 minutes to once every two hours.
- Real-time reporting of the information is not needed.

Current environment: Customer Service

- Customer credit requests are entered through the customer service team.
- All requests must contain a date, time, reason for request, and customer service notes on initial recommendations for credit action.
- Customers have multiple points of contact who can enter support tickets to the Relecoud portal.
- Tickets are automatically generated in the support team's third-party system when they are created by support technicians.
- The Dynamics 365 email client mail is used to correspond with customers.

Current environment: Technical Support/IT

- The technical support team gets involved when technical issues arise with the Relecloud software. Service tickets are entered and get escalated to the team, depending on the issue.
- Microsoft Flow is used for automating different workstreams.
- Workflows are not configured for the technical support request flows in Dynamics 365 Finance and Operations.
- Management and history of technical support tickets are handled in a third-party

issue management solution.
- The technical service team manages issues related to the Relecloud POS as well as the Dynamics 365 application.

Current environment: Account Representatives

- Each customer is assigned a single account representative.
- Account representatives use multiple devices.
- Only account representatives have the ability to approve credits.
- All email to customers come through their own Outlook instance.

Current environment: Finance

- Customers do not have invoice accounts.
- Only finance resources have the ability to enter credits.
- Credits can be entered by any of the four finance resources assigned the Credits and Refunds security role.
- If the request has not been updated in four days, the request is escalated to the Controller. The account representative must be alerted when this occurs.

Requirements: Technical support/IT

- Support technicians must use Microsoft's existing knowledge base to resolve open issues.
- If an issue exists, support technicians must report the status of the issue on a weekly basis.
- If there is no existing support request, support technicians must create one for Microsoft evaluation.
- All software must be installed centrally when possible.
- The Dynamics 365 Finance and Operations production environment must have an update cadence of every second Saturday from 4-7 A.M. EST.
- Updates must be tested in separate environment.

Requirements: Account representatives

- Account representatives must be able to see only the relevant customer fields and records automatically from their dashboard.
- Account representatives must be able to export the list of customers to Microsoft Excel.
- Account representatives must be able to navigate to the customer master record for any editing or record entry tasks.
- The forms must be relevant based on each account representative's needs.
- Account representatives need a centralized location to see multiple data components.
- Account representatives require an offline list of their current customers in Excel with only the fields they need.
- The IT Director must reassign all instances of an account representative's customer contacts if the representative leaves the company.
- An alert must be sent automatically to an account representative when a credit is

issued or any data is changed on a customer's record.

Requirements: Financials

- Any refund must be printed as a physical check.
- All printers must be exclusive to the financial legal entity.

Issues

- Typing 'pickle' in the search box yields no returned results for the account representative.
- After the latest update, an account representative reports that he is no longer receiving alert notifications when a customer's contact is changed.
- An account representative has recently resigned.

Question No : 1 - (Topic 1)

You need to configure the system for account representatives.

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

NOTE: Each correct selection is worth one point.

A. Recreate the job alert as a change-based alert.
B. Enable change-based alerts.
C. Increase the batch job running frequency.
D. Specify the batch server for the alert notifications job.

Answer: A,C

Question No : 2 HOTSPOT - (Topic 1)

You need to address the client's technical support requirements.

Which solutions should you use? To answer, select the appropriate options in the answer area

NOTE: Each correct selection is worth one point.

Action	Solution
Look for Microsoft submitted support requests that might match the issue in question.	Issue Search Open work items Release Notes Support Issues
Search criteria for the open Microsoft tickets.	alert notification “alert notification” alert+notification ‘alert notification’
Issue status update method.	Notifications Alert Service Manage Incidents Announcements

Answer:

Action	Solution
Look for Microsoft submitted support requests that might match the issue in question.	Issue Search Open work items Release Notes Support Issues
Search criteria for the open Microsoft tickets.	alert notification “alert notification” alert+notification ‘alert notification’
Issue status update method.	Notifications Alert Service Manage Incidents Announcements

Explanation:

Action	Solution
Look for Microsoft submitted support requests that might match the issue in question.	Issue Search Open work items Release Notes Support Issues
Search criteria for the open Microsoft tickets.	alert notification “alert notification” alert+notification ‘alert notification’
Issue status update method.	Notifications Alert Service Manage Incidents Announcements

Graphical user interface, text, application, table

Description automatically generated with medium confidence

Question No : 3 - (Topic 1)

You need to determine why the sales associate is not able to see Munson’s in the search results.

What is the cause of the issue?

A. The search criteria is searching for only names that are exactly ‘pickles’.
B. The search criteria is only able to search by the shortened search name of the customer.
C. The search criteria is searching for all customer names that start with ‘pickles’.
D. The search criteria is case sensitive.

Answer: C
Reference:

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/basics/search-records

Question No : 4 HOTSPOT - (Topic 1)

You need to ensure that the customer service representatives are able to initiate a refund request.

Which workflow elements should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Workflow configurations	Elements
Element to use	Approval steps Manual task Automated task Approval processes
Assignment type	Participant Workflow user Hierarchy User
Notifications	Delegate Request change Escalate Complete

Answer:

Workflow configurations	Elements
Element to use	Approval steps Manual task Automated task Approval processes
Assignment type	Participant Workflow user Hierarchy User
Notifications	Delegate Request change Escalate Complete

Explanation:

Workflow configurations	Elements
Element to use	Approval steps Manual task Automated task Approval processes
Assignment type	Participant Workflow user Hierarchy User
Notifications	Delegate Request change Escalate Complete

Question No : 5 - (Topic 1)

You need to resolve the contact reassignment issue. What should you search by?

A. name in the customer master
B. contact address in the global address book
C. email address in the person search report
D. user ID in the global address book
E. email in the customer and vendor master

Answer: A

Question No : 6 - (Topic 1)

You need to trigger a Flow when a technical service order request is created.

Which three objects can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Work items
B. Change-based alerts
C. Business Events
D. External feeds
E. Workflow

Answer: B,C,D

Question No : 7 DRAG DROP - (Topic 1)

You need to design a business process for the account manager's customer list requirements.

Which three actions you perform in sequence? To answer, move the appropriate actions to the answer area and arrange them in the correct order.

NOTE: Each correct selection is worth one point.

Actions

- On the workspace list, hide/remove fields by using **Personalize this form.**
- Use the **Export to Excel** functionality on the data in the grid.
- Use the **Open in Excel** functionality on the data in the grid.
- Add the form to a workspace as a list.
- Add the form to a workspace as a **Tile.**
- On the workspace list, apply filters for **Advanced filter or sort.**
- On the All Customers grid, hide/remove fields via **Personalize this form.**
- On the All Customers grid, apply filters for **Advanced filter or sort.**

Answer Area

Answer:

Actions

- On the workspace list, hide/remove fields by using **Personalize this form.**
- Use the **Export to Excel** functionality on the data in the grid.
- Use the **Open in Excel** functionality on the data in the grid.
- Add the form to a workspace as a list.
- Add the form to a workspace as a **Tile.**
- On the workspace list, apply filters for **Advanced filter or sort.**
- On the All Customers grid, hide/remove fields via **Personalize this form.**
- On the All Customers grid, apply filters for **Advanced filter or sort.**

Answer Area

- On the All Customers grid, hide/remove fields via **Personalize this form.**
- On the All Customers grid, apply filters for **Advanced filter or sort.**
- Add the form to a workspace as a list.

Explanation:

On the All Customers grid, hide/remove fields via **Personalize this form.**

On the All Customers grid, apply filters for **Advanced filter or sort.**

Add the form to a workspace as a list.

Question No : 8 - (Topic 1)

You need to detail a business process for streaming the customer editing process for account representatives.

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

NOTE: Each correct selection is worth one point.

A. Navigate to the All Customer form for the Accounts receivable module and select the appropriate customer
account.
B. Navigate to the account representative's workspace and select the appropriate customer account.
C. Select the form and then select Hide.
D. Hide Invoice account from the view.

Answer: A,D

Question No : 9 - (Topic 1)

You need to connect the Excel instance to the Relecloud production instance.

What should you do?

A. Set the server URL to Microsoft.Dynamics.Platform.Integration.Office.UrlViewerApplet.
B. Set the server URL to https://relecloud-prod.operations.dynamics.com.
C. Set the App Correlation ID to https://relecloud-prod.operations.dynamics.com.
D. Set the App Correlation ID to the App Id in the Dynamics 365 Office App Parameters.

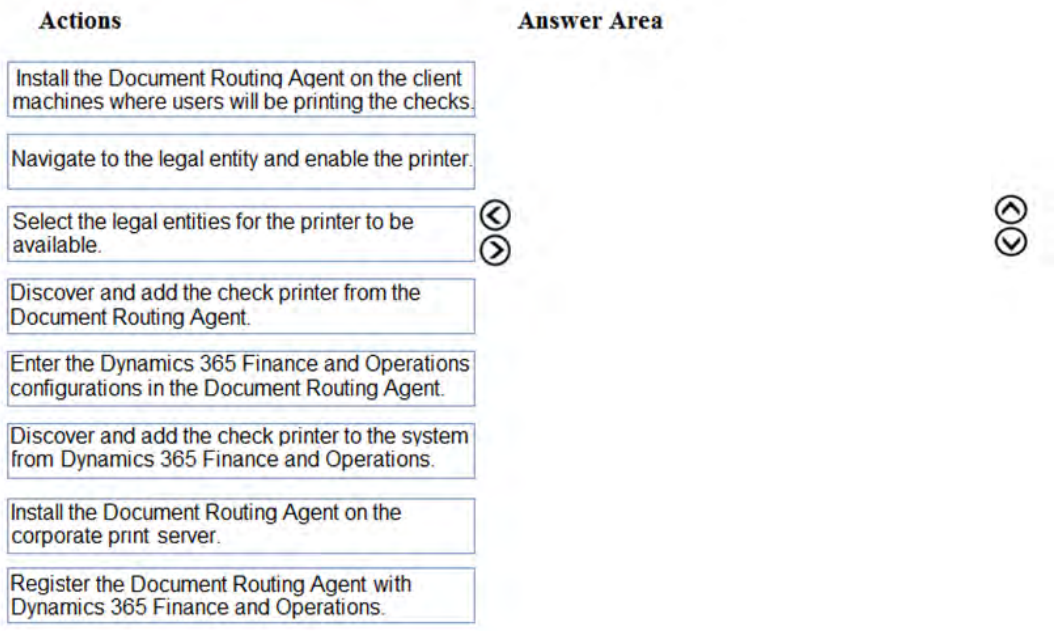
Answer: B
Reference:

https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/office-integration/use-excel-add-in

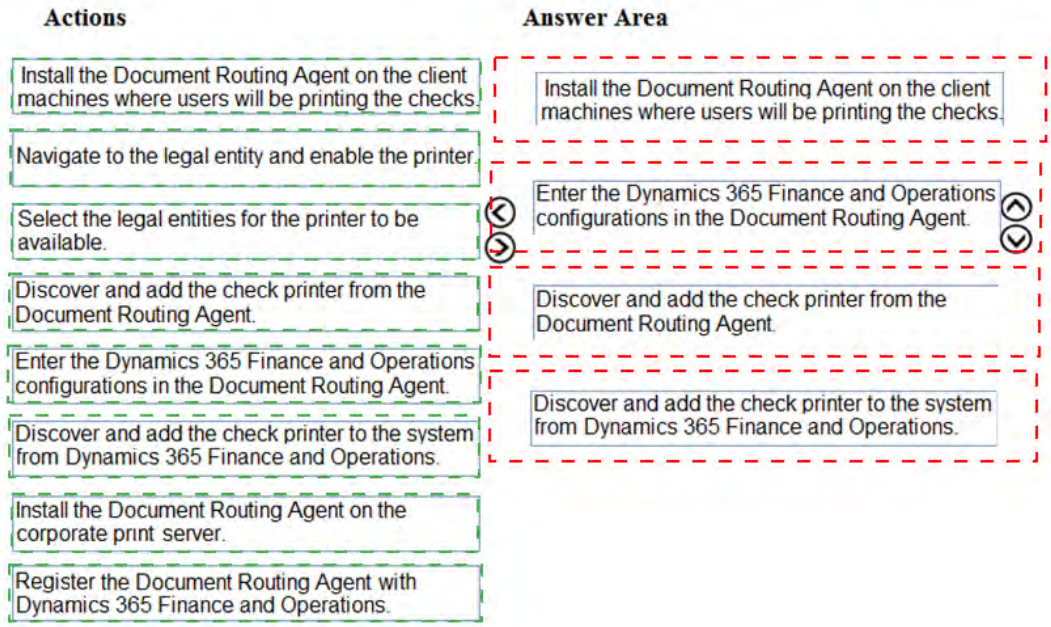
Question No : 10 DRAG DROP - (Topic 1)

You need to configure check printing for Munson's.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Answer:



Explanation:

Install the Document Routing Agent on the client machines where users will be printing the checks.

Enter the Dynamics 365 Finance and Operations configurations in the Document Routing Agent.

Discover and add the check printer from the Document Routing Agent.

Discover and add the check printer to the system from Dynamics 365 Finance and Operations.

Question No : 11 - (Topic 1)

You need to determine when and where the user regression testing should take place for new Dynamics 365

Finance releases.

When and where should the testing take place?

A. the Monday before the second Saturday in the month in the base Test/User Acceptance Testing
environment
B. the Monday before the second Saturday in the month in the base sandbox environment
C. the Monday after the second Saturday in the month in the base Test/User Acceptance Testing
environment
D. the Monday after the second Saturday in the month in the base sandbox environment

Answer: A

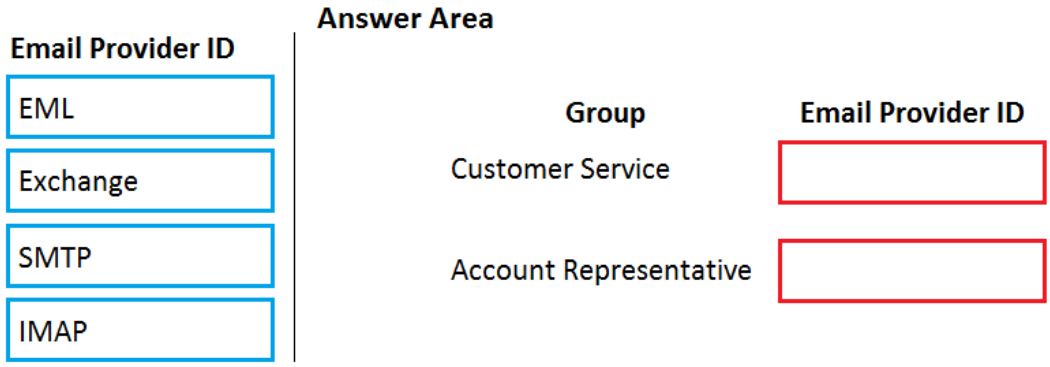
Question No : 12 DRAG DROP - (Topic 1)

You need to enable interactive email providers for the different groups in the organization.

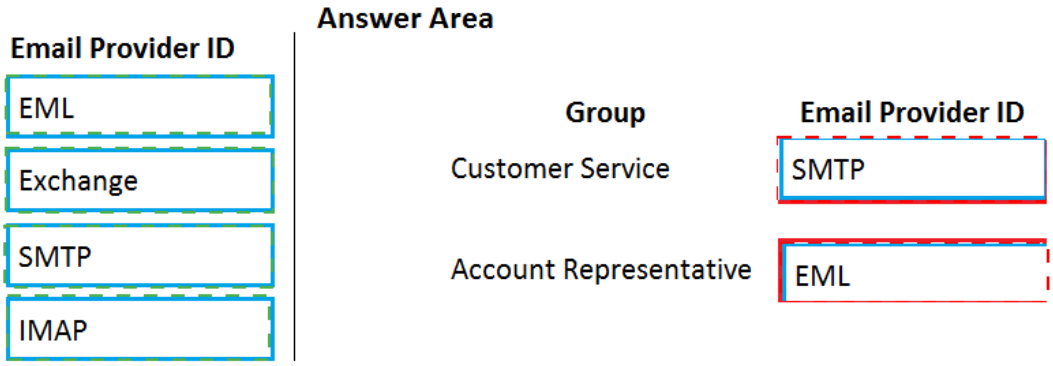
Which email providers should you enable? To answer, drag the appropriate email provider IDs to the correct groups. Each email provider ID may be used once, more than once, or

not at all. You may need to drag the split bar between panes or scroll to view content.

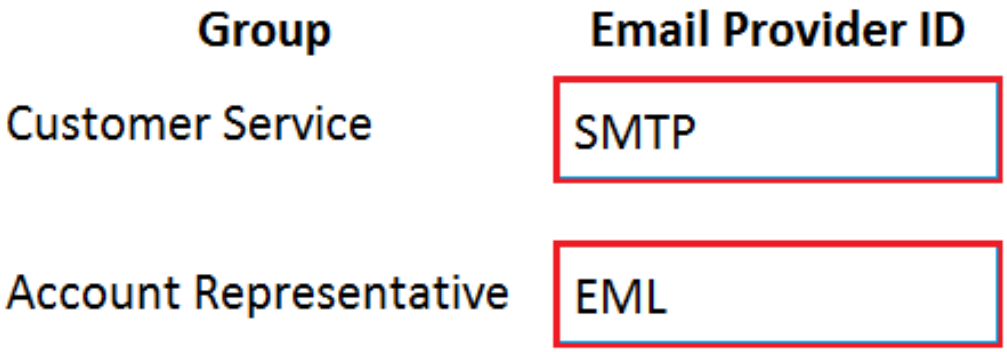
NOTE: Each correct selection is worth one point.



Answer:



Explanation:



Topic 2, Contoso. LtdCase Study

This is a case study. Case studies are not timed separately. You can use as much exam time at you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time prowled.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study, Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new sectary you cannot return to this section.

To start the case study

To display the first question m this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment and problem statements, if the case study has an All Information tab. note that the information displayed is identical to the information displayed on the subsequent tabs. When you are ready to answer a question, click the Question button to return to the question.

Background

Current environment

Liberty’s Delightful Sinful Bakery & Cafe is a baked goods company headquartered in Denver. Colorado. The company has 200 locations around the United States.

Contoso, Lid purchases a majority stake m Liberty's As part of this acquisition. Contoso, Ltd plans to implement Dynamics 365 Finance, Dynamics 365 Supply Cham Management and Dynamics 365 Retail to support the rapid future growth Streamlined business processes will be implemented to replace manual processes and Microsoft Excel.

Contoso, Ltd. already has 10 legal entitles that use all Dynamics 365 modules in a single tenant. Liberty s with exist within the Contoso. Ltd. tenant as its own legal entity and Lifecycle Services (LCS) project. AN environments are cloud based.

General

Contoso. Ltd. uses One Version tor detailed regression test planning. The testing plan is fully automated by using the Regression Suite Automation Tool 1RSAT). There is a standardized set of core business processes in a single Business Process library and functionality-specific business process libraries for the various Contoso. Ltd. businesses.

Environments

The following hilts are used to connect to Contoso, Ltd. s environments:

Microsoft SharePoint: httpsyAibertys.sharenoint.com

Dynamics 365: httpsVAibertviAos.cloodaK.dynamics.com

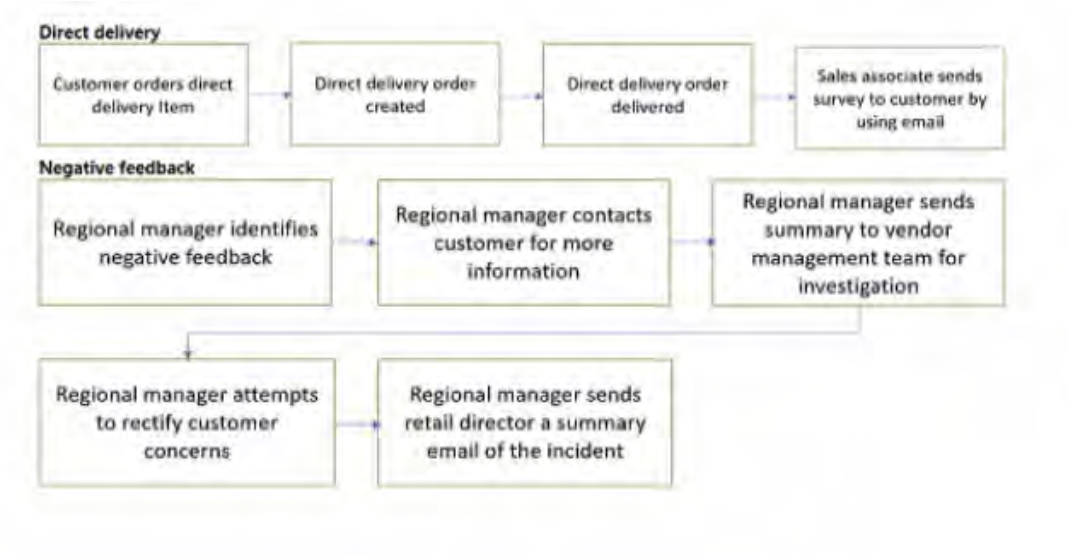
Microsoft A2ure Dev Ops https/Libertysvisualstudiocom

Microsoft Office 365: httpsi/Libertys-my.sharepoint com

The company uses the following Dyn

amics 365 version: 10.06/Update 30.

Current delivery



Business Processes/LCS
Liberty s needs lo leverage as many existing Contoso. Ltd.'s business processes as possible to shorten the implementation lifecycle and create similarities between the organizations. There will be one master business process library for Liberty s There are 100 user acceptance testing scripts. Fourth Coffee is one of Contoso. Ltd/s legal entities. Liberty's has a business process library that contains a specific set of functionality. Liberty s would like to use as an existing node In their core business process library.
Sales discounts for high-volume customers must be calculated by using predefined Excel templates. Sales team members must be able to access the template directly from the sales order form.
Data import/Export
Any Excel templates need to be standardized and easily accessible. The integrity of shared templates must be strictly maintained.
After the Implementation, the core Liberty's team needs to be empowered to further identify future value-add opportunities for interacting and manipulating their data as future phase initiatives- Once they understand the data structures and
capabilities, they need to start creating their own templates that meet then specific needs.

Workflow
A workflow to streamline the feedback of the customer experience is critical. Any negative experience needs to be quickly addressed. Any steps to rectify the customer concerns are handled offline at the discretion of regional managers
As the company grows, customer history of vendor direct delivery performance must be documented to assure stakeholders that the company is monitoring vendor performance. Any actions to rectify the customer concerns must be approved prior to execution.

Go Live/Cutover
• Go live axe. October 1.
• Cutover Sewn days before go live with daily delta imports occurring nightly. This process has been fully vetted and is operating properly.
• Data Packages to migrate: Two.
• Data Imports: Six hours total for all imports.

• Performance testing: Liberty's team system administrator reports that they are not planning to conduct performance testing.

Software updates

The customer cannot take updates during their busy season from November 1 - December 3v Any system downtime requires a notification to the users through the proper application management tool. 100% of user acceptance testing is required
for any system update.

The first official update to the live software will be the third week of October.

Regression testing

There will be no dedicated 'egression testing team after going live. They are dedicated prior to go live and anything that can be done to virtually eliminate the overhead of regression testing will be done prior to go live.

Workspaces

A standard workspace will be assigned to each regional manager. The workspace will show the following information for stores associated with a regional manager

• Single detailed view of multiple components of their sales data
• KPIs for regional sales goals
• Drill down capabilities to inquire about the data
• Any direct delivery special orders
• Any negative inventory items

Regional managers may personalize workspaces as needed.

Issues

The current Open m Excel templates option on the All Customers form is missing several fields. It also contains several additional fields. This form must be replaced.

There was an issue with agreeing upon a supplemental organizational hierarchy used for sales reporting at go I've. This hierarchy is exclusively for reporting purposes

Customer surveys are conduced by using open-ended emails or in store comment cards from the regional managers at random. This process makes it difficult to consistently analyze satisfaction metrics.

There is a concern that there will be something that pops up stopping the go live. A list must be compiled describing notable risk points.

A regional manager is asked to review a direct delivery sales order to determine whether it was created correctly in a test environment The regional manager trainer cannot see the sales order in question by using the direct delivery sales order link in the user's workspace.

Liberty's Instinct goes live successfully. In preparation for the first update, several business scenarios were reported as failing in the validation testing. You are working with Microsoft support and reviewing potential fixes to address the Issues.

Question No : 13 HOTSPOT - (Topic 2)

You need to configure the workflows.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Direct Delivery Sales Order is delivered.	Create an alert that is triggered to send externally. Create a Dynamics 365 workflow that is triggered to send external notifications. Trigger a Power App embedded within Dynamics 365 to send a survey.
Reach out to the customer for feedback.	Use an automatic email from the manager. Use Forms Pro connection. Use an SMS text message.

Answer:

Direct Delivery Sales Order is delivered.	Create an alert that is triggered to send externally. Create a Dynamics 365 workflow that is triggered to send external notifications. Trigger a Power App embedded within Dynamics 365 to send a survey.
Reach out to the customer for feedback.	Use an automatic email from the manager. Use Forms Pro connection. Use an SMS text message.

Explanation:

Direct Delivery Sales Order is delivered.	Create an alert that is triggered to send externally. Create a Dynamics 365 workflow that is triggered to send external notifications. Trigger a Power App embedded within Dynamics 365 to send a survey.
Reach out to the customer for feedback.	Use an automatic email from the manager. Use Forms Pro connection. Use an SMS text message.

Question No : 14 - (Topic 2)

You need to design the security roles to assign user teams.

What should you do?

A. Use a single security role but use two different duties with two different privileges for the table that contains
the commission restrictions.
B. Use segregation of duties for the security roles assigned to the two sales teams.
C. Use two separate versions of the sales order form for the two different teams.

D. Use two different security policies for the internal sales team and the Adventure Works Cycles
administrative sales team security roles.
E. Use two different security roles for the internal sales team and the Adventure Works Cycles administrative
sales team.

Answer: D
Reference:

https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/sysadmin/extensible-data-security-policies

Question No : 15 - (Topic 2)

You need to ensure that Liberty's can use the business processes from Contoso. Ltd.

What should you do?

A. Download a clean business process library template and create the Contoso, Ltd s business processes by using Task Recorder.
B. import a business process library Excel file from Contoso. ltd. s business process Liberty.
C. Create a new business process library and use Task Recorder to document business processes.
D. Use Task Recorder to create Contoso. Lid. business processes for the current implementation.

Answer: B
Reference:

https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/lifecycle-services/creating-editing-browsing

Question No : 16 HOTSPOT - (Topic 2)

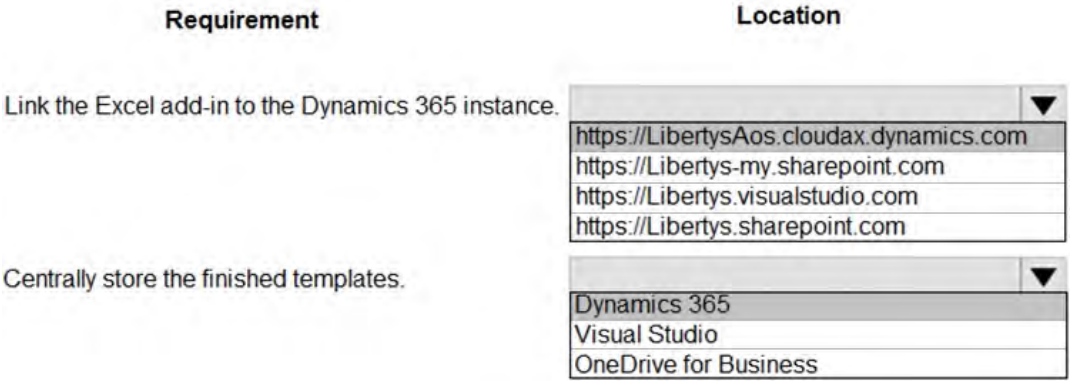
You need to configure integration with Excel.

How should you complete the configuration? To answer, select the appropriate options in the answer area.

NOT: Each correct selection is worth one point.

Answer:

Explanation:

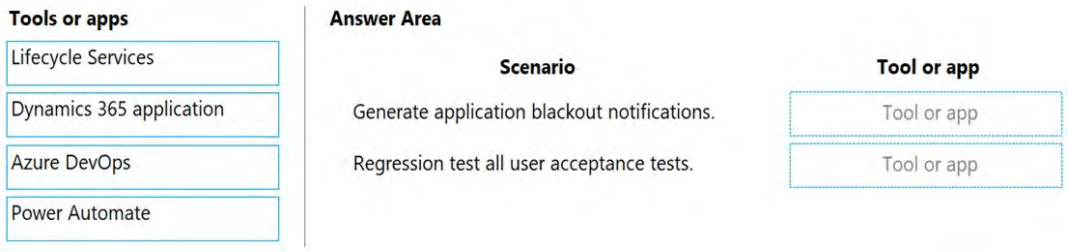


Question No : 17 DRAG DROP - (Topic 2)

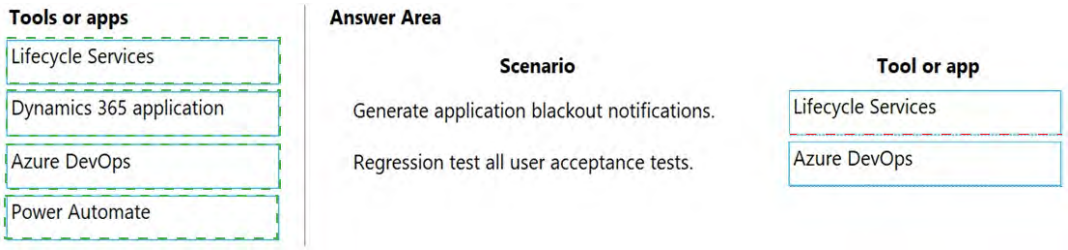
You need to configure regression testing and user notification processes for updates.

What should you use? To answer, drag the appropriate tools or apps to the correct scenarios. Each tool or app may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

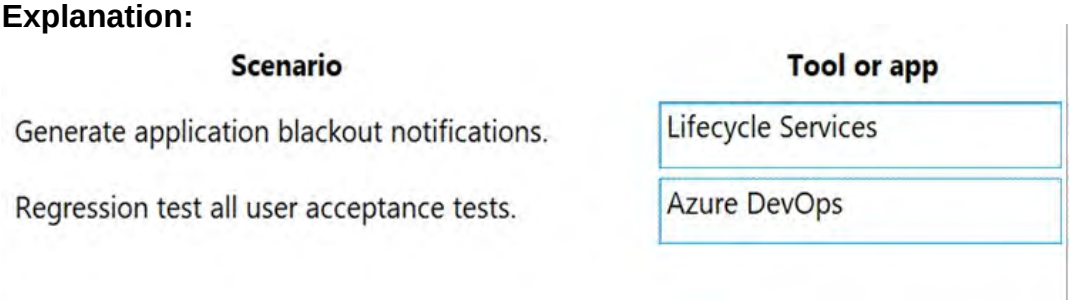
NOTE: Each correct selection is worth one point.



Answer:



Explanation:

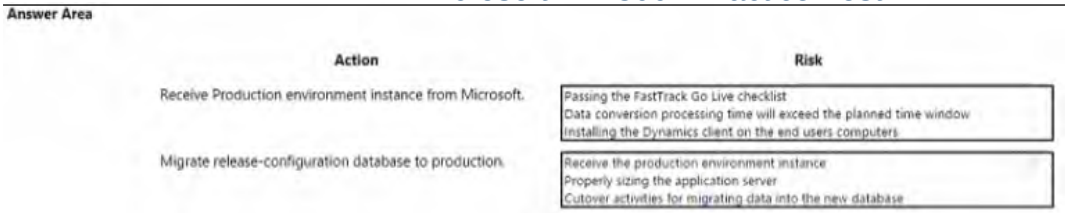


Question No : 18 HOTSPOT - (Topic 2)

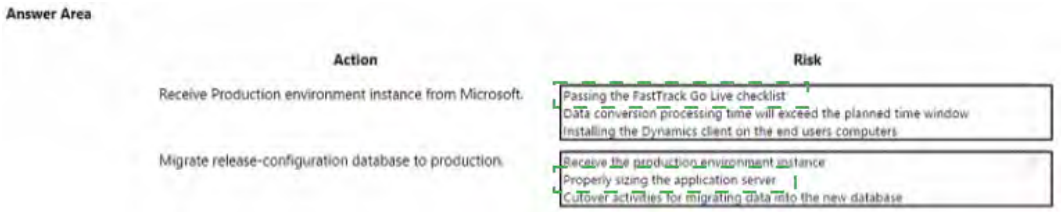
You need to identity the risk points that ate present one week poor to go live.

Which risk points should you discuss? To answer, select the appropriate options in the answer area.

NOTE Each correct selection is worth one point.



Answer:



Explanation:

Question No : 19 - (Topic 2)

You need to configure the system to meet the data import, export, and operations requirements.

Which two options should you implement? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Document templates
B. Electronic reporting
C. REST APIs
D. Excel Add-in data source
E. Application Integration Framework

Answer: A,D

Question No : 20 - (Topic 2)

You need to ensure that Liberty's can use the business processes from Contoso, Ltd.

What should you do?

A. Import the specific BPM library into the appropriate sub-node as a child.
B. Create a reference to the BPM library into the appropriate sub-node as a sibling.
C. Create a reference to the BPM library into the appropriate sub-node as a child.
D. Import the specific BPM library into the appropriate sub-node as a sibling.

Answer: C

Question No : 21 - (Topic 2)

You need to recommend a tool to identify the Dynamics 365 components required for the data administrator to

perform their tasks.

Which tool should you use?

A. Docs.microsoft.com
B. Entity Store
C. Dynamics 365 Help documentation
D. Database Schema
E. Technical reference reports

Answer: B
Reference:

https://docs.microsoft.com/en-us/dynamics/s-e/global/axtechrefrep_61

Question No : 22 HOTSPOT - (Topic 2)

You need to identify the platform version that Liberty's live instance uses as well as the update version they must use if they continue to delay updates due to reported issues.

Which answers should you give? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Request	Answer
Platform version for Liberty's live instance	Update 23 10.0.5 Dynamics 365 Dynamics AX
Application version that can no longer be delayed	10.0.8 Update 34 10.0.10 Update 32

Answer:

Request	Answer
Platform version for Liberty's live instance	Update 23 10.0.5 Dynamics 365 Dynamics AX
Application version that can no longer be delayed	10.0.8 Update 34 10.0.10 Update 32

Explanation:

Request	Answer
Platform version for Liberty's live instance	Update 23 10.0.5 Dynamics 365 Dynamics AX
Application version that can no longer be delayed	10.0.8 Update 34 10.0.10 Update 32

Question No : 23 - (Topic 2)

You need to recommend a solution to meet the regional managers workspace reporting requirements.

What should you use?

A. Record Grid
B. inquiry form
C. Power Apps
D. Power Bl

Answer: C

Question No : 24 HOTSPOT - (Topic 2)

You need to resolve issues with the default Excel templates.

What should you do? To answer, select the appropriate options in the answer area.

NOTE Each correct selection is worth one point.

Answer:

Explanation:

Requirement	Option
Configure a usable Excel template from the sales order form.	Update the existing Customer form document template. Upload a modified document template. Delete and replace the existing base document template. Create a new Customer entity for the form.
Assign the document template.	Customer Entity for the form Customer Form Customer template for the form

Question No : 25 - (Topic 2)

You need to configure the system to meet the workflow requirements.

What should you use?

A. Document Management Notes and Power Automate
B. Power Automate and workflow
C. Vendor Score Cards and Power Automate
D. Case Management and workflows

Answer: C

Question No : 26 - (Topic 2)

You need to determine the root cause for the regional manager's issue.

What is the root cause?

A. The sales order was not created.
B. The user does not have the proper permissions.
C. There is a filter on the grid.
D. The user is in the wrong environment.

Answer: D

Topic 3, Wide World ImportersCase Study

This is a case study. Case studied are not timed separately. You can use at much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your lime to ensure that you are able to complete all questions included on this exam in the time provided.
To answer the Questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described m the case study. Each question is independent of the other questions in this case study.
At the end of this case study, a review screen will appear, this screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.
To start the case study
To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. If the case study has an All Information tab. note that the information displayed is identical to the information displayed on the subsequent tabs. When you ate ready to answer a question, click the Question button to return to the question.

Background

Wide World Importers (WWI) is an importer and supplier of fair trade, handmade home goods to independent retailers in North America.

One of WWI's products was recently featured on several major television talk shows and has become very popular. As a result, WWI is expanding their prospective sales operations to new markets as well as engaging current customers in a more direct manner.

Sales representatives
• Sales representatives are highly competent users of this Dynamics 365 Finance implementation.
• They typically operate independently, but due to the recent high sales volume they must work together as a team.
• Sales representatives are not variable to test the new business processes and security roles being introduced.
• Customer and prospect data is currently stored in Excel spreadsheets.

Functional requirements
• A mechanism to facilitate an inter active step-by-step training guide within the Dynamics J65 application must be implemented.
• Tips and hints for data entry in the interactive training guide must also be included because most sales representatives will not be available for training prior to implementation of the new functionality. They need to be able to use the functionality as soon as it is implemented.
• Sales representatives must be able to see all report and form data for specific sales and