

Microsoft MB6-897 Exam

Volume: 48 Questions

Question: 1

You need to capture details and notes for a customer.

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

- A. Define case categories.
- B. Create customers.
- C. Create contacts.
- D. Define the case process.

Answer: A,D

Question: 2

You need to set up and configure a product kit.

Winch two actions should you perform? Each correct answer presents part of the solution.

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

Answer: A,B

Question: 3

Which three point of sale (POS) operations can you void? Each correct answer presents a complete solution.

- A. entire transaction
- B. bank drop
- C. line items

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D. safe drop

E. payment

Answer: B,D,E

Question: 4

You are a Microsoft Dynamics365 for Retail administrator.

You need to modify a store record to set up tax calculations based on the delivery location. Which option should you use?

A. sales tax code for a customer delivery address

B. sales tax group

C. sales tax code on a customer record

D. destination based tax

E. items sales tax group

Answer: A

Question: 5

You are configuring a visual profile for a new point of sale (POS).

Which three features are controlled by the visual profile configuration? Each correct answer presents a complete solution.

A. button layout

B. POS type

C. screen layout

D. cursor visibility

E. screen size

Answer: C,D,E

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Question: 6

You create a job for a new staff member and assign the Cloud point of sale (POS) permission group to the job.

You need to assign an employee to the new Job.

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

- A. Assign the Cloud POS permission group to a position.
- B. Assign the job to the address book.
- C. Assign the position to a new job.
- D. Assign the position to a worker.

Answer: A,B

Question: 7

You plan to run the installment billing process for a company. You process a credit card payment.

Which two actions will occur? Each correct answer presents a complete solution.

- A. The payment requires manual authorization.
- B. The payment is added to the balance of the customer's account.
- C. The payment is settled.
- D. The payment is submitted for authorization.

Answer: B,D

Question: 8

You are configuring the Retail catalog approval workflow.

For which three types of events can you configure notifications? Each correct answer presents a complete solution.

- A. document change requests
- B. document rejections
- C. canceled events

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D. documents assigned for approval

E. document delegation requests

Answer: A,B,E

Question: 9

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

A. Retail store transactions

B. Customer item statistics

C. Sales orders

D. Loyalty programs

Answer: A,C

Question: 10

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 stops because of a warning.

B. A workflow instance is completed.

C. A workflow Instance stops because of an unrecoverable error.

D. A workflow instance is canceled.

Answer: B,D

Question: 11

You are a cashier working on a point of sale (POS) register at a retail store.

Your shift ends in the middle of the business day and you must report the cash in your drawer.

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You need to count your cash drawer in the back office.
What should you perform first?

- A. log off the register
- B. perform a tender declaration
- C. perform a blind close shift
- D. close the shift

Answer: C

Question: 12

You are configuring a screen layout for a modem point of sale (MPOS) register by using the Screen layout designer.

You need to configure the screen layout to display the following transaction details:

- the current customer
- each item as the items are added to the transaction
- the transaction total

Which three items should you add? Each correct answer presents part of the solution.

- A. customer card
- B. transaction grid
- C. product grid
- D. totals panel
- E. receipts panel

Answer: B,D,E

Question: 13

A sales order has the detailed status set to Open order.

What does this mean?

- A. The order is in the process of being created or modified.
- B. The order is awaiting payment authorization.