

## Course duration

- 4 days

## Course Benefits

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

Microsoft Certified Partner

Webucator is a Microsoft Certified Partner for Learning Solutions (CPLS). This class uses official Microsoft courseware and will be delivered by a Microsoft Certified Trainer (MCT).

## Course Outline

1. Get started with Dynamics 365 Commerce
  1. Introduction to Unified Commerce platform
  2. Dynamics 365 Commerce architecture
  3. Deployment of Dynamics 365 Commerce
  4. Hardware and peripherals
  5. Lab : Group discussion on hardware
  6. Lab : Group discussion on store topologies
2. Configure Commerce Headquarters
  1. Configure prerequisites and Commerce parameters
  2. Configure and maintain payment processing
  3. Configure Commerce Data Exchange (CDX)
  4. Configure delivery modes and charges
  5. Configure and work with statements
  6. Lab : Configure prerequisites for Online store channel
  7. Lab : Group discussion on selection of the right payment connector
3. Products and Merchandising
  1. Product information management
  2. Merchandising in Dynamics 365 Commerce
  3. Product recommendations and product discovery
  4. Lab : Configure a retail product
  5. Lab : Group discussion on Product discoverability

4. Retail Pricing
  1. Manage Pricing
  2. Manage discounts and promotions
  3. Lab : Create and simulate sales pricing
  4. Lab : Retail discounts
5. Loyalty and customer experience
  1. Customer Management
  2. Loyalty and affiliations
  3. Lab : Configure a new Loyalty scheme
  4. Lab : Group discussion on Importance of clienteling in Retail
6. Point of sale
  1. Introduction to POS
  2. Channel Setup
  3. Configure Cash and Shift management
  4. Worker Setup
  5. Point of Sale Setup
  6. Customer management at POS
  7. Transaction processing
  8. Inventory processing
  9. End of day processing
  10. Reporting
  11. Configure and work with Task management
  12. Test POS
  13. Maintain registers and devices
  14. Localization
  15. Lab : Set up a new POS register and device
  16. Lab : Create a customer pick up order and pick up the order
7. Configure and work with call centers in Dynamics 365 Commerce
  1. Configure channel
  2. Configure Product Catalogs
  3. Configure Order Holds
  4. Create call center orders
  5. Configure call center directed selling
  6. Configure Returns and Refunds
  7. Configure continuity orders and installment billing
  8. Lab : Create transactions in a call center
  9. Lab : Create a call center order
8. Work with E-Commerce in Dynamics 365 Commerce
  1. Describe e-commerce core capabilities
  2. Configure an E-Commerce Channel in Dynamics 365 HQ
  3. Configure an E-Commerce site
  4. Configure and manage E-Commerce site content
  5. Describe & Demonstrate digital asset management
  6. Configure business-to-business (B2B) site
  7. Configure Ratings and reviews functionality
  8. Demonstrate E-Commerce Order Processing
  9. Lab : Configure an online store channel

10. Lab : Create and manage an e-commerce site
9. Manage order fulfillment and inventory in Dynamics 365 Commerce
  1. Configure and work with Stock replenishment
  2. Configure and work with Order fulfillment
  3. Lab : Set up a rule for DOM & see it in action
  4. Lab : DOM Scenarios, Rules and examples
10. Work with Dynamics 365 Fraud Protection
  1. Overview of Dynamics Fraud Protection
  2. Describe Dynamics Fraud Protection Services
  3. Configure and work with Dynamics Fraud Protection with Dynamics 365 Commerce
  4. Lab : Group discussion: Discuss options for identifying and preventing fraud
  5. Lab : Group discussion: A fraud protection case study

## Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.

### Class Prerequisites

Experience in the following *is required* for this Dynamics 365 class:

- Core Microsoft Dynamics 365 skills (or MB-300 certification)
- General understanding of Commerce principles