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# **Q&A**

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**Exam** : **MB6-897**

**Title** : Microsoft Dynamics 365 for  
Retail

**Version** : DEMO

1.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:** BD

2.You are setting up gift cards for a multi-company configuration. On the Retail Parameters form, you select a company in the gift card company field.

Which responsibility is assumed by the company that sells the gift cards and processes related transactions?

- A. liability
- B. distributing cards
- C. posting
- D. posting statements

**Answer:** C

3.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
- D. documents assigned for approval
- E. document delegation requests

**Answer:** ABE

4.You need to determine which optional features can be added to a call center.

Which two should you choose? Each correct answer presents a complete solution.

- A. Add the call center to the default assortment hierarchy.
- B. Create scripts that appear in the sales order form at the time of order entry.
- C. Add a call center channel.
- D. Import a file that indicates duplicate customers.
- E. Process the assortment for the new call center channel.

**Answer:** AE

5.A company announces on September 1 that it plans to add a new division on December 1.

You add the following information to the existing organizational hierarchy:

- a time zone
- a description of the change
- an effective date of December 1 for the new division

What happens to your changes after you click the Publish button on the Publish changes form?

- A. The hierarchy changes are published immediately and the changes are implemented November 30.
- B. The hierarchy changes are published and implemented immediately.
- C. The hierarchy changes are published immediately and the changes are implemented December 1.
- D. The changes made on the hierarchy stay in Draft mode until December 1.

**Answer: C**