Dynamics 365 Commerce: Fundamentals

Duration: 2 days remote (onsite) | **Focus Area:** Business / IT Alignment | **Difficulty level:** 200

Intended Audience

Individuals responsible for overseeing the day-to-day operations related to commerce and retail business processes.

Primary Audience: Commerce, Retail and Procurement professionals
Secondary Audience: AP Professionals

Overview

The Microsoft Dynamics 365 Commerce: Fundamentals Chalk Talk is a two-day engagement delivered remotely or on-site (upon request) by a Dynamics 365 Commerce specialist. This course is geared toward individuals who are responsible for overseeing the day to-day operations related to commerce and retail business processes.

Objectives

Individuals who attend this course will retain a working knowledge of the commerce functionality available in Dynamics 365 Commerce by covering the following areas:
• Commerce architecture
• Retail channel management
• Inventory management
• Product and catalog management
• Pricing and discounts
• Store Commerce, Call-Center and Online Store

Key takeaways

Individuals who attend this course will retain a working knowledge of the Retail and Commerce functionality available in Dynamics 365 Commerce by covering the following areas:
• Overview of the basic concepts around commerce
• Commerce architecture and data flow(s)
• Setup and configuration of the retail and commerce module(s)
• Retail channel management and daily procedures

Agenda

Day 1
• **Module 1: Commerce overview**
• **Module 2: Retail channels and organization modeling**
• **Module 3: Inventory and merchandising**

Day 2
• **Module 4: Store commerce and store operations**
• **Module 5: Commerce call center overview**
• **Module 6: E-Commerce introduction**
• **Module 7: Distributed order management (DOM)**

Microsoft

Course details

Module 1: Commerce overview
- Commerce introduction
- Terminology and definitions overview
- Functionality overview
- Architecture overview
- Integrations overview
- Data synchronization overview

Module 2: Retail channels and organization modeling
- Commerce architecture
- Retail channel management
- Organizational modelling

Module 3: Inventory and merchandising
- Workflow configuration
- Product and Catalog Management
- Assortments
- Barcodes and Labels
- Modes of delivery
- Category hierarchy
- Pricing and discounts
- Replenishment
- Periodic functions

Module 4: Store commerce and store operations
- Commerce POS – building blocks
- Commerce POS setup and configuration
- Layouts design
- Typical Retail In-Store operations

Module 5: Commerce call center overview
- Call centers and catalogs
- Customer management
- Pricing and discounts
- Installment billing and continuity
- Order holds and fraud management

Module 6: E-Commerce introduction
- E-Commerce capabilities overview
- Online store setup and configuration
- Create transactions in e-commerce

Module 7: Distributed order management
- DOM parameters
- Fulfillment profiles
- DOM Processor job setup
- Clean-up job for DOM fulfillment plans
- Cost configurations

Pre-requisites

General working knowledge of the Dynamics 365 Supply chain management modules as well as retail related business processes are recommended but not required

For more information

Contact your Microsoft Account Representative for further details.

Microsoft