

Microsoft Dynamics 365 for Retail Training

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

The Microsoft Dynamics 365 for Retail Training & Certification Course offered by Multisoft Systems is an extensive program designed to equip learners with the skills needed to efficiently use Microsoft Dynamics 365 for Retail. This course provides an in-depth understanding of how to manage and operate retail processes using Dynamics 365, covering key areas such as store operations, merchandise management, inventory control, and customer service.

Module 1: Set up and configure organizational parameters

- ✓ Model an organization
- ✓ Configure retail parameters
- ✓ Configure workflows
- ✓ Integrate stores
- ✓ Manage retail channels

Module 2: Set up and configure Point of Sale

- ✓ Perform Point of Sale (POS) set up processes
- ✓ Configure POS terminals
- ✓ Configure barcodes and labels

Module 3: Set up and configure Products

- ✓ Configure basic product parameters
- ✓ Build product category hierarchies
- ✓ Create and manage catalogues
- ✓ Manage delivery modes
- ✓ Manage direct delivery
- ✓ Manage pricing discounts
- ✓ Connect vendor information to products
- ✓ Manage Retail Operations
- ✓ Generate retail information reports
- ✓ Implement customer loyalty schemes and gift cards
- ✓ Manage journals
- ✓ Manage inventory replenishment
- ✓ Manage a call center

Module 4: Conduct Retail Activities

- ✓ Perform POS operations

- ✓ Manage sale orders
- ✓ Manage customers
- ✓ Manage drawer operations and daily operations
- ✓ Manage installment billing
- ✓ Manage returns and Return Merchandise Authorization (RMA) processing