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NEW QUESTION: 1

Drag and Drop Question

You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm.

Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many site visits may require more than one technician to be sent for the repair.

Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task. Each resource scheduling component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 2

You need to use the Agreement function in Microsoft Dynamics 365 Field Service to automatically generate work orders and invoices. This configuration will be used for preventative and maintenance work.

You need to determine the configurations that are available for you to use in the Agreements setup.

Which three configurations are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Booking Recurrence specification
- B. Auto Generate Work Order
- C. Generate Work Order Days in Advance
- D. Resources Priority
- E. Auto Generate Booking Dates in 24 hours

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 3

Which two objects or roles are required to customize the Field Service mobile application? Each correct answer presents part of the solution.

- A. Resco Woodford
- B. Field Service - Administrator
- C. Package Deployer
- D. Field Service project

Answer: A,B ([LEAVE A REPLY](#))

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-the-mobile-app#step-2-import-the-field-service-mobile-project-template-into-the-woodford-solution>

NEW QUESTION: 4

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are setting up assets for a customer.

The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.

Solution: You create each serialized component as a sub-asset to its parent asset.

Does this meet the goal?

- A. Yes
- B. No

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 5

You are a Dynamics 365 for Field Service Administrator.

You have a requirement to make a custom attribute "Contract Status" required and to not allow invalid data to be entered in the attribute.

What are three ways that you can make an attribute required on a form within the Dynamics 365 for Field Service Mobile App and ensure invalid data cannot be entered? Each correct answer presents a complete solution.

- A. Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.
- B. Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.
- C. Create an Option Set with all possible options for the attribute.
- D. Create an OnChange rule to highlight a field when it does not contain correct field data.

E. Create an OnSave rule to check any field's data, but without highlighting the field when the condition is not met.

Answer: A,C,E (LEAVE A REPLY)

Section: Manage field service mobility

NEW QUESTION: 6

Your company uses Dynamics 365 for Field Service.

The company's inventory clerk goes to the bin location for electrical switches and discovers there are none in stock. However, the Field Service Inventory shows a quantity of one.

In which order should the required fields be entered to adjust the inventory to the correct amount?

To answer, move the three appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

NEW QUESTION: 7

You are a Dynamics 365 for Field Service Mobile (FSM) customizer.

Technicians report that they are not seeing their Bookings in the FSM app.

You need to investigate why they cannot see their bookings.

What are three actions you must take to perform your investigation? Each correct answer presents a complete solution.

- A. Check Drip Scheduling setting on the Bookable Resource.
- B. Check sync filter on Bookable Resource Booking View.
- C. Check if sync filter on Bookable Resource entity is too restrictive for offline mode.
- D. Check that FSM app is syncing to server.
- E. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.

Answer: (SHOW ANSWER)

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-faq-bookings-not-showing>

NEW QUESTION: 8

The field service team manager needs you to give a new technician user access to the system.

The technician will use the mobile application to fill out work orders when they are onsite doing field work to repair factory motors at customer sites. When the dispatcher takes vacation, the new technician user will manage dispatcher functions.

Which two field service security roles will the new technician user need? Each correct answer presents part of the solution.

- A. Field Service-Dispatcher
- B. Field Service-App Access and Field Service -Resource
- C. Field Service-Mobile User
- D. Field Service-User

Answer: A,B (LEAVE A REPLY)

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/view-user-accounts-security-roles#field-service-roles>

NEW QUESTION: 9

You are a Dynamics 365 for Field Service Administrator. Your organization wants to use Connected Field Service for existing Customer Assets.

You install Connected Field Service and set up Azure IoT Central, but it seems no alerts are being received in Dynamics 365 for the devices.

You need to find the issue and resolve it.

Which action should you choose?

- A.** Configure the Create CFS alerts from IoT Central Workflow within Dynamics 365.
- B.** Create the IoT Connected Device connection role to link devices to customer assets.
- C.** Register the device in Dynamics 365 Connected Field Service.
- D.** Configure the Create CFS alerts from IoT Central within Microsoft Flow.

Answer: D ([LEAVE A REPLY](#))

Section: Configure field service applications

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-alerts>

NEW QUESTION: 10

You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

- A.** Service
- B.** Non Inventory
- C.** Inventory
- D.** Product

Answer: B,C ([LEAVE A REPLY](#))

You only can add Work Order Products of type Inventory and Non-Inventory, if you try to add a product of type Service, popup is displayed with the message: The product can only be a product with the Field Service product type of Inventory or Non Inventory.

NEW QUESTION: 11

You are a Dynamics 365 for Field Service Dispatcher.

You need to use the schedule board to find resources for a work order. The work order can be completed by any resource who has the correct piece of equipment and who is available at 9:00 A.M during a selected week.

Which four steps must you take, in sequence, to successfully implement this capability within the schedule board? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

NEW QUESTION: 12

You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

- A. Product
- B. Non Inventory
- C. Inventory
- D. Service

Answer: B,C ([LEAVE A REPLY](#))

You only can add Work Order Products of type Inventory and Non-Inventory, if you try to add a product of type Service, popup is displayed with the message: The product can only be a product with the Field Service product type of Inventory or Non Inventory.

NEW QUESTION: 13

Drag and Drop Question

Your client wants to build some workflows to automate certain approvals.

You need to enable Microsoft Power Automate flows in the Microsoft Dynamics 365 Field Service settings.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

NEW QUESTION: 14

You are a Dynamics 365 for Field Service scheduling coordinator.

When you select the Book button on a work order, TechnicianA never shows up as available.

You need to update the system to see TechnicianA's availability.

What should you do?

- A. Set Enable for Availability Search to Yes on the TechnicianA bookable resource record.
- B. Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.
- C. Set Real Time Mode to Yes on the Schedule Assistant view.
- D. Set Display on Schedule Board to Yes on the TechnicianA bookable resource record.

Answer: A (LEAVE A REPLY)

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources>

NEW QUESTION: 15

Your company recently implemented Microsoft Dynamics 365 Field Service. You helped set up and configure the required components to ensure that a work order can be created and completed successfully.

One of the dispatchers reports to their manager that the duration in the work order is missing. You need to ensure the duration is rolled-up to the work order duration.

Which component must you configure?

- A. Hourly Rate of the Resources
- B. Start Date and End Date in Service Task
- C. Estimated Duration in Service Task
- D. Pricing in Product / Service

Answer: C (LEAVE A REPLY)

NEW QUESTION: 16

You have created a new entity to tie to the Asset to capture key data. You launch the Microsoft Dynamics 365 Field Service mobile app in offline mode.

You need to ensure that you can see the entity.

What should you do?

- A. Sign in to Power Apps, and ensure the entity is enabled for Microsoft Outlook mobile offline.
- B. Enable the entity for mobile.
- C. Sign in to the System Business Settings to ensure the entity is enabled for mobile offline.
- D. Sign in to Power Apps, and ensure the entity is enabled for mobile offline.

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 17

Service technicians perform groups of related activities. You need to provide a total estimated duration for the group of activities so that they can be scheduled as one assignment.

Which set of entities should you use?

- A. work order and service tasks
- B. case and service tasks
- C. case and activities
- D. work order and activities

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 18

You are in charge of setting up the new Dynamics 365 CE Field Services environment for your company.

As the field Service Administrator, you need to configure the field service settings for work orders for your environment.

Which three work order settings can be configured by the Field Service Administrator? Each correct answer presents a complete solution.

- A. Default work order type
- B. Auto generate resource requirement for work order
- C. Work order invoice creation
- D. Default work order completed status
- E. Auto generate work order for agreement booking

Answer: A,B,D ([LEAVE A REPLY](#))

Section: Manage field service mobility

NEW QUESTION: 19

Drag and Drop Question

Your organization recently implemented the Connected Field Service for Azure IoT Hub to remotely monitor IoT devices.

You need to register IoT devices from IoT Hub.

Which three steps should you perform in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

Answer:

NEW QUESTION: 20

A customer service agent fails to solve a customer's issue over the phone.

The agent needs to converted the case to a work order in order to schedule a technician visit.

What is required to successfully convert a case to a work order?

- A. Work Order Type
- B. SLA
- C. Incident Type
- D. Customer Asset

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 21

You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a separate component that compacts the recyclable materials to make them easier to transport.

These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs.

You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

- A.** Configure the customer asset records hierarchically, and maintain service history at the sub-component level.
- B.** Configure the customer inventory records individually, in order to maintain the service history at the parent component level.
- C.** Configure the customer inventory records in a hierarchy, and maintain service history at the sub- component level.
- D.** Configure the customer asset records hierarchically, and maintain service history at the service account level.

Answer: A ([LEAVE A REPLY](#))

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-set-up-customer-assets>

NEW QUESTION: 22

You have configured Microsoft Dynamics 365 Customer Voice, along with Dynamics 365 Field Service.

Your manager wants to add the customer's First Name, Last Name, and Work Order Number to the survey.

In which two survey elements can you add these variables? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A.** Section description
- B.** Footer text
- C.** Post-survey message heading
- D.** Survey header

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 23

You are a Dynamics 365 for Field Service scheduler using the Schedule Assistant.

You notice the Schedule Assistant always sets the Default Radius to 25 KM. You need to have the schedule assistant Default Radius set to 50 Miles.

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

- A. Set the Default Radius Unit to Miles under Field Service Settings, Work Order/Booking section.
- B. Set the Default Radius Value to 50 under Scheduling Parameters.
- C. Set the Default Radius Value to 50 under Field Service Settings, Work Order/ Booking section.
- D. Set the Default Radius Unit to Miles under Scheduling Parameters.

Answer: A,D (LEAVE A REPLY)

Explanation

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings>

NEW QUESTION: 24

You implement the Resco Field Service mobile application for an organization. You need to add sales features and functionality.

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

- A. Extend the Resco application to include leads, opportunities, and other entities needed for sales.
- B. Register the added entities Resco Woodford application prior to extending the Resco application.
- C. Purchase the required licenses to extend usage of the Resco application beyond field service entities.
- D. Implement the standard Microsoft Dynamics 365 mobile application instead of the Resco application.

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 25

You are a Dynamics 365 for Field Service Administrator.

You are setting up a new Incident Type. There are no service tasks or products created that are related to this incident.

Which seven actions should you perform in sequence to add these services? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Answer:

NEW QUESTION: 26

You are a Dynamics 365 for Field Service administrator for a construction company.

You need to schedule a work order for a group of resources that will work together for a set number of days, week, or months.

How should you achieve the goal without scheduling the same requirements multiple times manually by using the schedule board (or with the schedule assistant)?

- A. Use Facility Scheduling
- B. Use Multi-Resource Scheduling
- C. Use Resource Crew Scheduling
- D. Use Universal Resource Scheduling

Answer: B ([LEAVE A REPLY](#))

Section: Schedule and dispatch work orders

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups>

NEW QUESTION: 27

You are a Dynamics 365 for Field Service Administrator.

You are setting up a new Incident Type. There are no service tasks or products created that are related to this incident.

Which seven actions should you perform in sequence to add these services? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Answer:

NEW QUESTION: 28

You are Dynamics 365 for Field Service Administrator and work for a manufacturing company. The company provides customers with large power systems for sophisticated data centers. The power systems are serviced by a field engineering team.

The field engineering team documents work done on repairs and maintenance by completing Work Orders within Dynamics 365.

You need to easily schedule work orders for the field engineering team via the schedule and enable geocoding.

Which two steps must you take to schedule resources via the schedule board and enable geocoding? Each correct answer presents part of the solution.

- A. Set Auto Geo Code Addresses to Yes in Resource Scheduling.
- B. Connect to Maps in Resource Scheduling.
- C. Set Auto Geo Code Addresses to Yes in Field Service Settings.
- D. Configure the map on the Schedule Board.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 29

DRAG DROP

You have the Universal Resource Scheduling (URS) security role.

Your organization creates a custom entity. The records for the entity need to be scheduled to resources.

You need to enable the new entity to be scheduled. You select the entity that needs to be enabled and need to continue the set up process.

Which four actions should you perform next, in sequence, to achieve the goal? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Answer:

Section: Schedule and dispatch work orders

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/common-scheduler/schedule-anything-with-universal-resource-scheduling>

NEW QUESTION: 30

You are working on the Dynamics 365 Field Service self-scheduling portal. You are explaining the states of a booking or appointment that are visible in the portal to your customer.

The customer asks which portal states will yield a message that includes a link to an online web experience hosted on Microsoft Power Portals.

Which three messages will include this link? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Booking Complete
- B. Booking Committed
- C. Booking Reminder
- D. Technician Traveling
- E. Booking Canceled

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 31

Your company processes a large number of work orders each day. The company wants to ensure the high priority work orders are dealt with immediately.

You need to configure the schedule board so that bookings are easily visible to the dispatchers.

How can you configure Dynamics Field Services to increase booking visibility?

- A. Configure a work order type for high priority issues, to help categorize high priority work order records.
- B. Configure an Incident type for high priority incidents on work order records.
- C. Configure the status color for a booking status record, to identify high priority work order records.
- D. Configure a priority record to allow you to identify high priority work order records.

Answer: C ([LEAVE A REPLY](#))

Section: Schedule and dispatch work orders

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NEW QUESTION: 32

You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm. Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many site visits may require more than one technician to be sent for the repair.

Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task. Each resource scheduling component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

Answer:

NEW QUESTION: 33

Drag and Drop Question

You need to create a purchase order for a thermal overload cooling fan for a refrigeration unit on the shop floor.

After creating a purchase order, what are the five steps, in sequence, for completing the order and receiving the products? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order>

NEW QUESTION: 34

Drag and Drop Question

To improve communications with customers, your company has decided to implement Twilio, a third-party communication platform that has call and messaging capabilities.

The Twilio solution includes a number of core components to deliver the capability, all of which need to be set up.

Which five steps should you take in sequence to prepare data for optimization? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

NEW QUESTION: 35

Which types of products can be added to an agreement invoice?

- A. published products where Field Service type is inventory or non-inventory
- B. all published products
- C. only published products where the Field Service type is inventory
- D. published products where Field Service product type is populated

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 36

Your company is expanding nationally.

You need to configure tax codes for a new territory, so the company can start to operate in the new territory.

You realize that you can identify which field service record types the tax code will be applied to. Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete solution.

- A. Agreements
- B. Products
- C. Work Orders
- D. Services
- E. Purchase Orders

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience.

Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes.

You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities.

Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?

- A. Resources
- B. Work Order Types
- C. Booking Rules
- D. Incident Type

Answer: D ([LEAVE A REPLY](#))

Incident types act as service templates that allow users to quickly create work orders for the most common types of jobs that your organization performs. Incident types are also used to define specific work order issues and recommended resolutions.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

NEW QUESTION: 38

Drag and Drop Question

You are a Dynamics 365 system functional consultant for a telecommunication firm.

You must configure and enable Agreements to ensure that work orders are automatically generated for customers who have contracted for that service, and that invoices are being sent at the correct intervals to the customers.

Which functions of the system support this requirement? To answer, drag the appropriate function to the appropriate scenario. Each function may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 39

Your company is losing money on some of the work orders they have been completing. They want to implement a pricing policy to stop the losses on work orders.

You have been asked to setup the application, where applicable, to ensure that minimum charges and fees are enforced.

Which two options are available for enforcing the pricing policy? Each correct answer presents a complete solution.

- A. Minimum charge amount for work order services.
- B. Minimum charge duration for work order services.
- C. Minimum quantity selling option for work order products.
- D. Minimum flat fee for work order products.

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 40

A functional consultant needs to enable Internet of Things (IoT) access.

Which two actions need to be taken? Each answer presents a complete solution.

- A. Assign access to IoT entities in the Field Service - Administrator role.
- B. Assign access to IoT entities in the Field Service - Dispatcher role.
- C. Add technicians to the Connected Field Service - Technician role.
- D. Add dispatchers to the Connected Field Service - Technician role.
- E. Assign access to IoT entities in the Field Service - Technician role.

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 41

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.

Solution: You implement the following configuration changes.

- 1) Create Agreement
- 2) Define Agreement Products
- 3) Set Booking Recurrence
- 4) Create Invoice Setup
- 5) Define Invoice Recurrence

Does this meet the goal?

- A. No
- B. Yes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 42

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to accurately capture the cost of work order bookings.

Solution: You implement the following configuration changes:

- 1) Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.
- 2) Assign an Hourly Markup percentage to each Resource Pay Type.
- 3) Assign Resource Pay Types to the applicable Pay Type.
- 4) Create Business Closures.
- 5) Create Bookable Resources with Hourly Rates and Work Hours.

Does this meet the goal?

- A. Yes
- B. No

Answer: ([SHOW ANSWER](#))

Section: Configure field service applications

NEW QUESTION: 43

You are in charge of setting up the new Dynamics 365 CE Field Services environment for your company.

As the field Service Administrator, you need to configure the field service settings for work orders for your environment.

Which three work order settings can be configured by the Field Service Administrator? Each correct answer presents a complete solution.

- A. Default work order type
- B. Auto generate resource requirement for work order
- C. Work order invoice creation
- D. Default work order completed status
- E. Auto generate work order for agreement booking

Answer: C,D,E (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings>

NEW QUESTION: 44

Your customer wants to set up a minimum charge of \$100 for the first 45 minutes of being onsite for a work order.

You need to set up this requirement in Microsoft Dynamics 365 Field Service.

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

NOTE: Each correct selection is worth one point.

- A. Create a Field Service price list item where the Flat Fee is set to No, the Minimum Charge Duration is 45 minutes, and the Minimum Charge Amount is \$100
- B. Create a Field Service price list item where the Flat Fee is set to Yes, the Minimum Charge Duration is 45 minutes, and the Minimum Charge Amount is \$100
- C. Create a new product with Field Service Product Type = Inventory
- D. Create a price list where the Flat Fee is set to No
- E. Create a new product with Field Service Product Type = Service

Answer: D,E (LEAVE A REPLY)

NEW QUESTION: 45

You are a Dynamics 365 for Field Service administrator for a construction company.

You need to schedule a work order for a group of resources that will work together for a set number of days, week, or months.

How should you achieve the goal without scheduling the same requirements multiple times manually by using the schedule board (or with the schedule assistant)?

- A. Use Facility Scheduling
- B. Use Multi-Resource Scheduling
- C. Use Resource Crew Scheduling
- D. Use Universal Resource Scheduling

Answer: C (LEAVE A REPLY)

A group of resources will work together for a set number of days, weeks, or months.

<https://docs.microsoft.com/en-us/dynamics365/field-service/resource-crews>

NEW QUESTION: 46

Drag and Drop Question

Your company implemented the Microsoft Dynamics 365 Field Service mobile app.

A dispatcher supervisor asks you to ensure that the booking statuses will match the business processes currently used by the field technicians. You will use out-of-the-box booking statuses to fulfill this need.

In which order should field technicians update their booking statuses? To answer, move all booking status fields from the list of booking status fields to the answer area, and arrange them in the correct order.

Answer:

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NEW QUESTION: 47

As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience.

Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes.

You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities.

Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?

- A. Resources
- B. Work Order Types
- C. Booking Rules
- D. Incident Type

Answer: (SHOW ANSWER)

Section: Configure field service applications

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-incident-types>

NEW QUESTION: 48

DRAG DROP

You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm. Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many site visits may require more than one technician to be sent for the repair.

Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task.

Each resource scheduling component may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer:

Section: Schedule and dispatch work orders

NEW QUESTION: 49

Drag and Drop Question

Your organization has decided to add Inspections as a new source of revenue.

As a business analyst for this new process, you need to start building Inspection forms for use on a work order.

Which three actions need to be performed in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

Answer:

NEW QUESTION: 50

DRAG DROP

You are a Dynamics 365 for Field Service Administrator. You are working with your company's scheduling team on requirements for a new schedule board view.

The team needs a schedule board view where they only see work orders with a priority of Critical.

Which three steps should you perform, in sequence, to meet their need? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Answer:

Section: Schedule and dispatch work orders

NEW QUESTION: 51

You plan to use the Connected Field Service solution to proactively manage field equipment. You need to prepare for the installation.

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

- A. Install Microsoft SharePoint Online.
- B. Purchase a Microsoft Azure subscription.
- C. Implement Microsoft Power BI Pro.
- D. Ensure that you have licensing for Microsoft Dynamics 365 for Field Service.
- E. Ensure that you are assigned to the Microsoft Office 365 Global Administrator or Microsoft Dynamics 365 System Administrator role.

Answer: B,D,E (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/connected-field-service>

NEW QUESTION: 52

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.

Solution: You implement the following configuration changes.

- 1) Create Agreement
- 2) Define Booking Setup
- 3) Create Invoice Setup
- 4) Set Auto Generate Invoice = Yes
- 5) Populate Generate Agreement Invoices X Days in Advance

Does this meet the goal?

- A. Yes
- B. No

Answer: B (LEAVE A REPLY)

Set booking recurrence is missing.

There is no such option as set auto generate invoice. Only auto generate work order exists.

Same for generate agreement invoices X days in advance.

NEW QUESTION: 53

You are a Field Service resource manager for Contoso, Ltd. and are setting up characteristics for field technicians who are responsible for repairs on rental equipment.

Work performed on certain types of backhones, trenchers, and excavating equipment requires different attributes to be identified for proper work order assignment and scheduling.

Which two characteristics are valid? Each correct answer presents a complete solution.

- A. Certification
- B. Approval Status
- C. Skill
- D. Rating Value

Answer: A,C (LEAVE A REPLY)

Section: Schedule and dispatch work orders

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources#set-up-field-technician-resources>

NEW QUESTION: 54

Drag and Drop Question

You are a Dynamics 365 for Field Service Dispatcher.

You need to use the schedule board to find resources for a work order. The work order can be completed by any resource who has the correct piece of equipment and who is available at 9:00

A. M during a selected week.

Which four steps must you take, in sequence, to successfully implement this capability within the schedule board? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/field-service/multi-resource-scheduling-requirement-groups#requirement-groups-for-work-orders>

NEW QUESTION: 55

You are a Dynamics 365 for Field Service Administrator.

You install and configure Connected Field Service with Azure IoT Central. Several of your connected devices sent alerts back to Dynamics 365 and work orders were created. However, the work orders were not sent back to Azure IoT Central.

You need to resolve the issue.

Which Action should you take to resolve the issue?

- A. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.
- B. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.
- C. Configure the Microsoft Flow When a work order is created in Connected Field Service, update IoT Central.
- D. Configure the Dynamics 365 workflow When a work order is created in Connected Field Service, update IoT Central.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 56**DRAG DROP**

You are a Dynamics 365 for Field Service administrator. Your company only uses contractors as Bookable Resources.

The contractors are not licensed Dynamics 365 users.

The scheduling team books work orders to resources based on location. The team provides you with scenarios because many resources are not showing up in the scheduling assistant.

You need to update bookable resource records based on the provided scenarios.

Which address type should you use with each scenario? To answer, drag the appropriate address type to the appropriate scenario. Each address type may be used one, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer:

Section: Configure field service applications

Explanation:

<https://docs.microsoft.com/en-us/learn/modules/configure-bookable-resources-urs-dynamics-field-service/3-define-bookable-resources>

NEW QUESTION: 57

You restore Resource Schedule Optimization. You need to optimize individual resource schedules.

What should you do?

- A.** From the schedule board, click Actions and select Optimize Schedule.
- B.** From the schedule board, right-click a Resource record and select Optimize Schedule.
- C.** In Resource Schedule Optimization, locate a User record and select Optimize Schedule.
- D.** In Field Service Administration, locate a Resource record and select Optimize Schedule.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 58

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.

Solution: You implement the following configuration changes.

- 1) Create Agreement
- 2) Define Booking Setup
- 3) Set Booking Recurrence
- 4) Create Invoice Setup
- 5) Define Invoice Recurrence

Does this meet the goal?

- A. No
- B. Yes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 59

You are a Dynamics 365 Field Service dispatcher using the Scheduling Assistant function. One of your customers, Adventure Works, does not want one of your resources to be scheduled to workorders going forward. The resource must be able to be scheduled for other accounts. How can you achieve this goal?

- A. Select Load the Default Filters on the Schedule Board.
- B. Create a Requirement Resource Preference record for the resource. Set the Preference Type to Restricted and Cascade to No.
- C. Create a Requirement Resource Preference record for the resource.
- D. Create a Requirement Resource Preference record for the resource. Set the Preference Type to Restricted and Account to Adventure Works.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 60

Drag and Drop Question

You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes.

Some users indicate products on a customer asset are not always becoming a customer asset. Users provide you with three scenarios.

You need to review the scenarios and provide the answers.

What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution may be used once, more than once, or not at all.

You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 61

The company has hired a new manager to set up and configure Field Service to automatically schedule work orders to the most appropriate resource scheduling.

The manager is unable to optimize requirements and bookings related to work orders.

Which three settings are required? Each correct answer presents part of the solution.

- A. Assign the Field Service-Administrator security role to the RSO user.
- B. Add the RSO dispatcher role to a dispatcher.
- C. Enable Resource Scheduling Optimization.
- D. Set Connect to Maps as Yes.
- E. Add RSO to the profile Field Service-Administrator.

Answer: (SHOW ANSWER)

Section: Schedule and dispatch work orders

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/rso-configuration>

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NEW QUESTION: 62

Contoso, Ltd has just acquired a new company in order to increase the services it offers to its customers. Contoso, Ltd. wants to ensure that it is able to track all of the stages in its service management workflow, including the services offered by the new service company.

You need to configure Dynamics 365 CE for Field Services to ensure that all of the necessary status values are configured correctly to track your company's unique business process.

Which action must you perform?

- A. Edit the existing system status field values.
- B. Create the necessary sub-status values.
- C. Create the necessary system status values.
- D. Create the necessary service task values.

Answer: B (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses> Booking statuses allow you to create multiple sub-statuses mapped to each of your booking statuses in order to more precisely define your company's unique business processes.

NEW QUESTION: 63

DRAG DROP

You work for a digital billboard manufacturing company. When manufacturing is completed, the new digital billboards are shipped to a client site for installation. As the dispatcher for your

company, you need to identify and schedule the different resources that are required to complete the installation of the digital billboard.

The installation of a billboard is a complicated process and requires a large team of resources all with different skills. These installations occur frequently, so you want to dispatch the resources for installations as efficiently as possible.

You need to configure multi-resource scheduling.

Which three steps should you perform, in sequence, to enable the multi-resource scheduling? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Answer:

Section: Schedule and dispatch work orders

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups>

NEW QUESTION: 64

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to accurately capture the cost of work order bookings.

Solution: You implement the following configuration changes:

- 1) Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.
- 2) Assign an Hourly Markup percentage to each Resource Pay Type.
- 3) Assign Resource Pay Types to the applicable Pay Type.
- 4) Create Business Closures.
- 5) Create Bookable Resources with Hourly Rates.

Does this meet the goal?

A. Yes

B. No

Answer: B (LEAVE A REPLY)

Section: Configure field service applications

NEW QUESTION: 65

You are a Dynamics 365 for Field Service Mobile Administrator (FSM).

When technicians log into FSM, they receive the following message:

"Your organization has not configured Field Service Mobile."

You log into FSM and cannot reproduce the issue with your login.

What must you do to fix the issue?

- A. Update the Security Roles for the FSM project within Woodford.
- B. Update the Priority for the FSM project within Woodford.
- C. Update the Security Roles for all Bookable Resources within Dynamics 365.
- D. Set Enabled for Field Service Mobile to Yes for all Bookable Resources.

Answer: D (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/field-service-mobile-app-user-guide>

NEW QUESTION: 66

You are a Dynamics 365 for Field Service Administrator.

You have a requirement to make a custom attribute "Contract Status" required and to not allow invalid data to be entered in the attribute.

What are three ways that you can make an attribute required on a form within the Dynamics 365 for FieldService Mobile App and ensure invalid data cannot be entered? Each correct answer presents a complete solution.

- A. Create an OnChange rule to highlight a field when it does not contain correct field data.
- B. Create an OnSave rule to check any field's data, but without highlighting the field when the condition is not met.
- C. Create an Option Set with all possible options for the attribute.
- D. Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.
- E. Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.

Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 67

Your company is expanding nationally.

You need to configure tax codes for a new territory, so the company can start to operate in the new territory. You realize that you can identify which field service record types the tax code will be applied to.

Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete solution.

- A. Agreements
- B. Services
- C. Work Orders
- D. Products
- E. Purchase Orders

Answer: (SHOW ANSWER)

NEW QUESTION: 68

The field service team manager needs you to give a new technician user access to the system. The technician will use the mobile application to fill out work orders when they are onsite doing filed work to repair factory motors at customer sites. When the dispatcher takes vacation, the new technician user will manage dispatcher functions.

Which two field service security roles will the new technician user need? Each correct answer presents part of the solution.

- A. Field Service-Dispatcher
- B. Field Service-App Access and Field Service -Resource
- C. Field Service-Mobile User
- D. Field Service-User

Answer: (SHOW ANSWER)

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/view-user-accounts-security-roles#field-service-roles>

NEW QUESTION: 69

You are setting up a maintenance agreement for a new customer that will require preventative maintenance visits as well as emergency visits to repair unforeseen equipment failures.

You want to be certain that the price the customer is charged for all maintenance and repairs visits accurately reflects the agreed upon price list. The price of the spare parts used in equipment repairs varies significantly by the territory where the client is located.

As the work order administrator, you need to ensure that the prices used when generating the invoices for work completed are correct, based on the agreement with the customer and the territory of the customer.

What are three ways that you can accomplish this goal? Each correct answer presents a complete solution.

- A. Add a regional price list to the agreement that includes the price for products and services used.
- B. Add a regional price list to the work order product that includes the price for products and services used.
- C. Add a territory relationship to the work order that includes the price for products and services used.
- D. Add a regional price list to the work order type that includes the price for products and services used.
- E. Add a territory relationship to the agreement that includes the price for products and services used.

Answer: A,B,C (LEAVE A REPLY)

Section: Manage work orders

NEW QUESTION: 70

You are configuring forms in model-driven apps.

You need to show a set of fields from a related table and ensure the fields are read-only. Which form should you use?

- A. Main
- B. Quick View
- C. Card
- D. Interactive

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 71

You need to configure the Microsoft Dynamics 365 Field Service mobile app to provide field technicians with access to custom entities.

What should you do?

- A. Create a new role and assign it to the technicians.
- B. In the mobile offline profile, add a custom data filter to the entity.
- C. Go to the mobile offline profile, and add the entity.
- D. Add the entity to the site map of the Field Service mobile model-driven app.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 72

You are a Dynamics 365 for Field Service Dispatcher reviewing automatically generated bookings for optimization of the schedule.

You notice that, for certain customers, Work Orders are being generated without service tasks, products, or services, when they should have them documented from the Agreement.

Which two of the following should you troubleshoot? Each correct answer presents part of the solution.

- A. Incident Type contains appropriate Service Tasks, Products, and Services.
- B. Incident Type field "Copy Incident Items to Agreement" is marked "Yes".
- C. Agreement Booking Setup field "Auto Generate Work Order" is marked "Yes".
- D. Agreement Booking Setup contains appropriate Service Tasks, Products, and Services

Answer: ([SHOW ANSWER](#))

The Copy Incident Items to Agreement field during incident type setup is important for 2 reasons:

The incident you want to add to an agreement may be slightly different than the incident you would add to a single work order that's not part of an agreement. For example, normally the incident would require 1 hour of a service, but for the agreement, you negotiated with the customer 2 hours of a service. Rather than having to create a second incident type just for this agreement, you can set Copy Incident Items to Agreement to No, add the incident to the agreement, then manually add the specific service tasks, product, services, and so on. This way you can use the same incident type, which helps for reporting later on. Set this option to Yes and the incident items will be added to the agreement and you can accept these items or make slight variations from there.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements>

NEW QUESTION: 73

You are a Dynamics 365 for Field Service Administrator.

You need to add two compressor sub-components to one of the refrigerator customer assets, in the environment and set up the sub-components for the customer asset.

What must you do to properly set up the assets?

- A. Click View Hierarchy on the refrigerator customer asset record.
- B. Add the compressor sub-components as customer asset records.
- C. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.
- D. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 74

You are configuring the schedule board so that dispatchers can:

1. see all resources on the schedule board at once, with no filtering based on resource type, internal and subcontractors.
2. quickly look at the board, and determine who is internal versus external.

You need to ensure dispatchers can see the resource type.

In which two places should you add the Resource Type field? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. To Resource Details View
- B. To Resource Tooltips View
- C. To Retrieve Resources Query
- D. To Resource Cell Template

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 75

You are a Dynamics 365 for Field Service Billing Administrator. Your customer wants to purchase a series of quarterly preventative maintenance visits as well as bi-weekly site visits.

The customer wants to be billed for the preventative maintenance quarterly but billed for the site visits monthly.

What are two ways that this can be completed against a single Agreement? Each correct answer presents a complete solution.

- A. Create Invoice Setup for site visits, with Invoice Products tied to Monthly Price List.
- B. Create Invoice Setup for preventative maintenance, with Invoice Products tied to Quarterly Price List.
- C. Create Invoice Setup for preventative maintenance with Invoice Recurrence of every three months.
- D. Create Invoice Setup for site visits, with Invoice Recurrence of each month.

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 76

You are a Dynamics 365 for Field Service Mobile Administrator (FSM). When technicians log into FSM, they receive the following message:

"Your organization has not configured Field Service Mobile."

You log into FSM and cannot reproduce the issue with your login.

What must you do to fix the issue?

- A. Update the Security Roles for the FSM project within Woodford.
- B. Update the Priority for the FSM project within Woodford.
- C. Update the Security Roles for all Bookable Resources within Dynamics 365.
- D. Set Enabled for Field Service Mobile to Yes for all Bookable Resources.

Answer: A (LEAVE A REPLY)

Explanation

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-faq>

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NEW QUESTION: 77

You install the Woodford solution and begin setting up the mobile application. You need to import the Field Service project.

Which three components must you define? Each correct answer presents part of the solution.

- A. security roles
- B. priority
- C. resources
- D. password policies
- E. project name

Answer: A,B,E (LEAVE A REPLY)

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-the-mobile-app#step-2-import-the-field-service-mobile-project-template-into-the-woodford-solution>

NEW QUESTION: 78

The field service team manager needs you to give a new technician user access to the system.

The technician will use the mobile application to fill out work orders when they are onsite doing

field work to repair factory motors at customer sites. When the dispatcher takes vacation, the new

technician user will manage dispatcher functions. Which two field service security roles will the new technician user need? Each correct answer presents part of the solution.

- A. Field Service-User
- B. Field Service-Mobile User
- C. Field Service-Dispatcher
- D. Field Service-App Access and Field Service -Resource

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 79

You are a Dynamics 365 for Field Service scheduling coordinator.

When you select the Book button on a work order, TechnicianA never shows up as available.

You need to update the system to see TechnicianA's availability.

What should you do?

- A. Set Enable for Availability Search to Yes on the TechnicianA bookable resource record.
- B. Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.
- C. Set Real Time Mode to Yes on the Schedule Assistant view.
- D. Set Display on Schedule Board to Yes on the TechnicianA bookable resource record.

Answer: A ([LEAVE A REPLY](#))

Section: Schedule and dispatch work orders

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources>

NEW QUESTION: 80

You are onsite, working on a customer's factory floor. You need to return tomorrow and replace a belt on the conveyor. You look at the inventory in Warehouse 1, and there are 10 in stock. You pull the belt from stock and create an inventory transfer record.

What are the two correct steps to complete the transfer? Each correct answer presents part of the solution.

- A. Select the source warehouse, then select the destination warehouse.
- B. Enter the quantity to transfer, then click transfer.
- C. Enter the part number from the drop down, then click to transfer.
- D. Select the From warehouse location, then select the To warehouse location.

Answer: A,B ([LEAVE A REPLY](#))

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-inventory-transfer>

NEW QUESTION: 81

Your company decided they want the Field Service territory structure to match that of the already defined sales territories within Dynamics 365. This would allow reporting by territory on the Sale and related warranty work on products in a specific territory. It will also allow scheduling of resources based on location.

You have been tasked with setting up the territories to allow for scheduling work and filtering by technicians.

Which two pieces of information must you provide when setting up Territories so work can be scheduled to the appropriate technicians? Each correct answer presents part of the solution.

- A. Territory Manager
- B. Bookable Resources assigned to one or more territory
- C. Territory Name
- D. Users assigned to one or more territory

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 82

Drag and Drop Question

You are a field service administrator for your company.

You review the Field Service administrator guide to understand how the status fields can support your company's business processes.

Which unique entity system status value matches with its Entity Type? To answer, drag the appropriate unique entity system status values to the appropriate Entity Type. Each unique entity system status value may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 83

Drag and Drop Question

You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes.

Some users indicate products on a customer asset are not always becoming a customer asset.

Users provide you with three scenarios.

You need to review the scenarios and provide the answers.

What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution may be used once, more than once, or not at all.

You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Answer:

Explanation:

If you test all 3 scenarios in Dynamics the above are the correct options. The key thing is if the product is marked as "used" and the work order goes to Open-Completed or any later stage like Closed-Posted, the product is converted to a customer asset.

NEW QUESTION: 84

Which three pieces of information are available on a Product Inventory record? Each correct answer presents part of the solution.

- A. Quantity Allocated
- B. Reorder Point
- C. Quantity Sold
- D. Quantity on Order
- E. Inventory Status

Answer: A,B,E (LEAVE A REPLY)

<https://community.dynamics.com/crm/b/crmandunifiedservicedesk/archive/2016/09/01/field-service-purchasing-and-inventory>

NEW QUESTION: 85

You are a Dynamics 365 for Field Service Administrator.

You need to add two compressor sub-components to one of the refrigerator customer assets, in the environment and set up the sub-components for the customer asset.

What must you do to properly set up the assets?

- A. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.
- B. Click View Hierarchy on the refrigerator customer asset record.
- C. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.
- D. Add the compressor sub-components as customer asset records.

Answer: (SHOW ANSWER)

Section: Manage assets and agreements

Explanation/Reference:

NEW QUESTION: 86

You are deploying the Microsoft Dynamics 365 Field Service mobile app at your organization.

You are in the process of creating push notifications for the mobile app, and you have the following requirement:

When a field service technician is assigned an emergency priority work order, the technician should be immediately notified on their mobile phone.

What should you do?

- A. Create a notification Power Automate flow using a scheduled flow. The condition within the flow should look at Bookable Resource Bookings where the out-of-the-box priority field has a value of Emergency priority.

B. Create a notification Power Automate flow using an automated flow. The condition within the flow should look at the Resource Requirement entity where the out-of-the-box priority field has a value of Emergency priority.

C. Create a notification Power Automate flow using a scheduled flow. The condition within the flow should look at the Work Order entity where the out-of-the-box priority field has a value of Emergency priority.

D. Create a notification Power Automate flow using an instant flow. The condition within the flow should look at the Bookable Resource Booking entity where the out-of-the-box priority field has a value of Emergency priority.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 87

There are certain steps a Field Service Manager must take for RMA approval, and then for creating an RMA receipt.

Which steps pertain to RMA Approval and which steps pertain to RMA Receipts? To answer, drag RMA Approval or RMA Receipts to the appropriate steps. RMA Approval and RMA Receipts may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 88

For which two purposes can you use purchase orders in Microsoft Dynamics 365 Field Service? Each correct answer presents a complete solution.

A. Add inventory to a warehouse.

B. Add or subtract inventory to or from a warehouse.

C. Transfer a product from a warehouse to a truck.

D. Purchase products to sell to a customer.

Answer: A,D ([LEAVE A REPLY](#))

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order>

NEW QUESTION: 89

Your organization is implementing a Microsoft Dynamics 365 Field Service solution and plans to use inspections.

When creating inspections, you need to ensure that technicians are able to add additional rows on the inspection dynamically to capture information.

Which element should you add to the inspection?

A. Dropdown

B. Matrix

C. Textbox

D. Entity lookup

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 90

You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a separate component that compacts the recyclable materials to make them easier to transport.

These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs.

You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

- A. Configure the customer asset records hierarchically, and maintain service history at the sub-component level.
- B. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.
- C. Configure the customer inventory records in a hierarchy, and maintain service history at the sub-component level.
- D. Configure the customer asset records hierarchically, and maintain service history at the service account level.

Answer: ([SHOW ANSWER](#))

Section: Manage assets and agreements

Explanation/Reference:

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-set-up-customer-assets>

NEW QUESTION: 91

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are setting up assets for a customer.

The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.

Solution: You create Asset Properties to describe each component for viewing in a hierarchy.

Does this meet the goal?

- A. Yes
- B. No

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 92

You recently created a new schedule board tab.

You need to ensure that only a subset of users can view this new tab.

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

NOTE: Each correct selection is worth one point.

- A. Ensure the schedule board tab is configured to be shared with specific people.
- B. From the schedule board setting, ensure the record is shared with the appropriate users or teams.
- C. Ensure the users have the proper security role.
- D. From the schedule board setting, email the record link to the appropriate users or teams.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 93

Drag and Drop Question

Your company is preparing to deploy the Dynamics Field Service with Mobile Application. Your manager asks you to ensure that the Booking Statuses will match with the current business process the field technicians are following.

As the Field Service Administrator, you review the documentation and discover that the out-of-the-box Booking Statuses will meet your company's needs.

What is the order of the Booking Statuses for the five out-of-the box booking status fields? To answer, move the five out-of-the-box booking status fields to the answer area and arrange them in the correct order.

Answer:

NEW QUESTION: 94

You are a Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to work orders going forward. The resource must be able to be scheduled for other accounts.

How can you achieve this goal?

- A. Create a Requirement Resource Preference record for the resource.

Set the Preference Type to Restricted and Cascade to No.

- B. Create a Requirement Resource Preference record for the resource. Set the Preference Type to Restricted and Account to Adventure Works.
- C. Select Load the Default Filters on the Schedule Board.
- D. Create a Requirement Resource Preference record for the resource.

Answer: B (LEAVE A REPLY)

Section: Schedule and dispatch work orders

NEW QUESTION: 95

Drag and Drop Question

Your company receives a call from a customer saying that the hydraulic pump they received from your company is defective. The pump is manufactured by your company.

You need to process a return.

Which three actions should be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

NEW QUESTION: 96

DRAG DROP

Your company is preparing to deploy the Dynamics Field Service with Mobile Application.

Your manager asks you to ensure that the Booking Statuses will match with the current business process the field technicians are following.

As the Field Service Administrator, you review the documentation and discover that the out-of-the-box Booking Statuses will meet your company's needs.

What is the order of the Booking Statuses for the five out-of-the box booking status fields? To answer, move the five out-of-the-box booking status fields to the answer area and arrange them in the correct order.

Select and Place:

Answer:

Section: Schedule and dispatch work orders

NEW QUESTION: 97

Drag and Drop Question

You are a Dynamics 365 for Field Service Administrator. You are working with your company's scheduling team on requirements for a new schedule board view.

The team needs a schedule board view where they only see work orders with a priority of Critical.

Which three steps should you perform, in sequence, to meet their need? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

NEW QUESTION: 98

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are configuring Dynamics 365 Field Service to create an option to see only a specific set of resources on the schedule board. As part of the system setup, all Resources have been assigned to a territory. You want to create the option to see only resources that are in Washington territory.

Solution: You highlight the Washington Territory in the Map View of the Filter and Map View section.

Does this meet the goal?

A. No

B. Yes

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

You are implementing Microsoft Dynamics 365 Field Service.

Your organization is using the Dynamics 365 Field Service mobile app as a standalone application. There are no integrations planned for the first year. You realize all the products in the Main Warehouse have product inventory records, however, the quantity On Hand for all are set to 0.

You need to update the quantity on hand of all the products within the Main Warehouse?

What should you do?

A. Navigate to the Product Inventory sub-area. Go to Product Inventory View and manually update the Quantity On Hand value for the products associated with the Main Warehouse.

B. Import an updated product inventory file with the updated quantity On Hand value for the products associated with the Main Warehouse.

C. Create an Inventory Transfer from an Adjustment Warehouse for the proper quantity On Hand value.

D. Create an inventory adjustment and inventory adjustment product record for each product that requires an update within the Main Warehouse.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 100

You are creating booking dates for a manufacturing customer based on agreements within the system.

The customer is not able to generate the appropriate booking dates within the system.

You need to ensure that booking dates are created for this customer.

What should you do?

A. Ensure service tasks are set up on the booking

- B. Set Auto Generate Booking to Yes
- C. Set Generate Agreement Invoices 7 Days in Advance
- D. Set Copy Incident Items to Agreement to Yes

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 101

You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a separate component that compacts the recyclable materials to make them easier to transport.

These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs.

You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

- A. Configure the customer asset records hierarchically, and maintain service history at the sub-component level.
- B. Configure the customer asset records hierarchically, and maintain service history at the service account level.
- C. Configure the customer inventory records in a hierarchy, and maintain service history at the subcomponent level.
- D. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 102

You are Dynamics 365 for Field Service Administrator and work for a manufacturing company. The company provides customers with large power systems for sophisticated data centers. The power systems are serviced by a field engineering team.

The field engineering team documents work done on repairs and maintenance by completing Work Orders within Dynamics 365.

You need to easily schedule work orders for the field engineering team via the schedule and enable geocoding.

Which two steps must you take to schedule resources via the schedule board and enable geocoding? Each correct answer presents part of the solution.

- A. Connect to Maps in Resource Scheduling.
- B. Configure the map on the Schedule Board.
- C. Set Auto Geo Code Addresses to Yes in Resource Scheduling.
- D. Set Auto Geo Code Addresses to Yes in Field Service Settings.

Answer: A,D ([LEAVE A REPLY](#))

Auto Geo Code Addresses to Yes is available in Field Service Settings under the Other tab.

<https://learn.microsoft.com/en-us/dynamics365/field-service/field-service-maps-address-locations#connect-to-maps>

<https://learn.microsoft.com/en-us/dynamics365/field-service/turn-on-auto-geocoding>

NEW QUESTION: 103

You are setting up a maintenance agreement for a new customer that will require preventative maintenance visits as well as emergency visits to repair unforeseen equipment failures.

You want to be certain that the price the customer is charged for all maintenance and repairs visits accurately reflects the agreed upon price list. The price of the spare parts used in equipment repairs varies significantly by the territory where the client is located.

As the work order administrator, you need to ensure that the prices used when generating the invoices for work completed are correct, based on the agreement with the customer and the territory of the customer.

What are three ways that you can accomplish this goal? Each correct answer presents a complete solution.

- A.** Add a regional price list to the work order product that includes the price for products and services used.
- B.** Add a regional price list to the agreement that includes the price for products and services used.
- C.** Add a territory relationship to the work order that includes the price for products and services used.
- D.** Add a regional price list to the work order type that includes the price for products and services used.
- E.** Add a territory relationship to the agreement that includes the price for products and services used.

Answer: A,B,C ([LEAVE A REPLY](#))

NEW QUESTION: 104

DRAG DROP

Your organization wants to use the Field Service Mobile App for technicians in the field.

You need to install the solution, so it can be configured for mobile technicians.

What are the four steps you need to perform, in sequence, to ensure the mobile solution is ready for configuration and deployment? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Answer:

Section: Manage field service mobility

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-field-service#download-the-field-service-mobile-app-on-a-phone-or-tablet>

NEW QUESTION: 105

You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes.

Some users indicate products on a customer asset are not always becoming a customer asset. Users provide you with three scenarios.

You need to review the scenarios and provide the answers.

What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution may be used once, more than once, or not at all.

You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Answer:

NEW QUESTION: 106

You are a Microsoft Dynamics 365 Field Service dispatcher. A customer's work order has a particular characteristic and time requirement that is different from most other work orders.

You need to be shown the most suitable resources, and manually book the one that matches the customer's requirements.

What should you do?

- A. Schedule by using the Schedule Assistant.
- B. Schedule by building a rule to automatically assign the customer-preferred resource.
- C. Schedule by using drag and drop on the Schedule Board.
- D. Schedule by using Resource Scheduling Optimization.

Answer: C (LEAVE A REPLY)

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NEW QUESTION: 107

You are a Dynamics 365 for Field Service Administrator. You configure Route Scheduling Optimization (RSO) and publish the schedule.

One of your schedulers indicates two of their resources are not getting work orders assigned. You need to determine reasons why the two resources are not assigned work orders through RSO.

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

- A. Work Hours is not properly configured for days being optimized.

- B. Optimize Schedule field is not set to Yes.
- C. The Work Location field is not set to Onsite.
- D. Scheduling Method is not set to Optimize.
- E. Start Location and End Location fields are not the same.

Answer: (SHOW ANSWER)

Section: Schedule and dispatch work orders

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/rso-configuration>

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