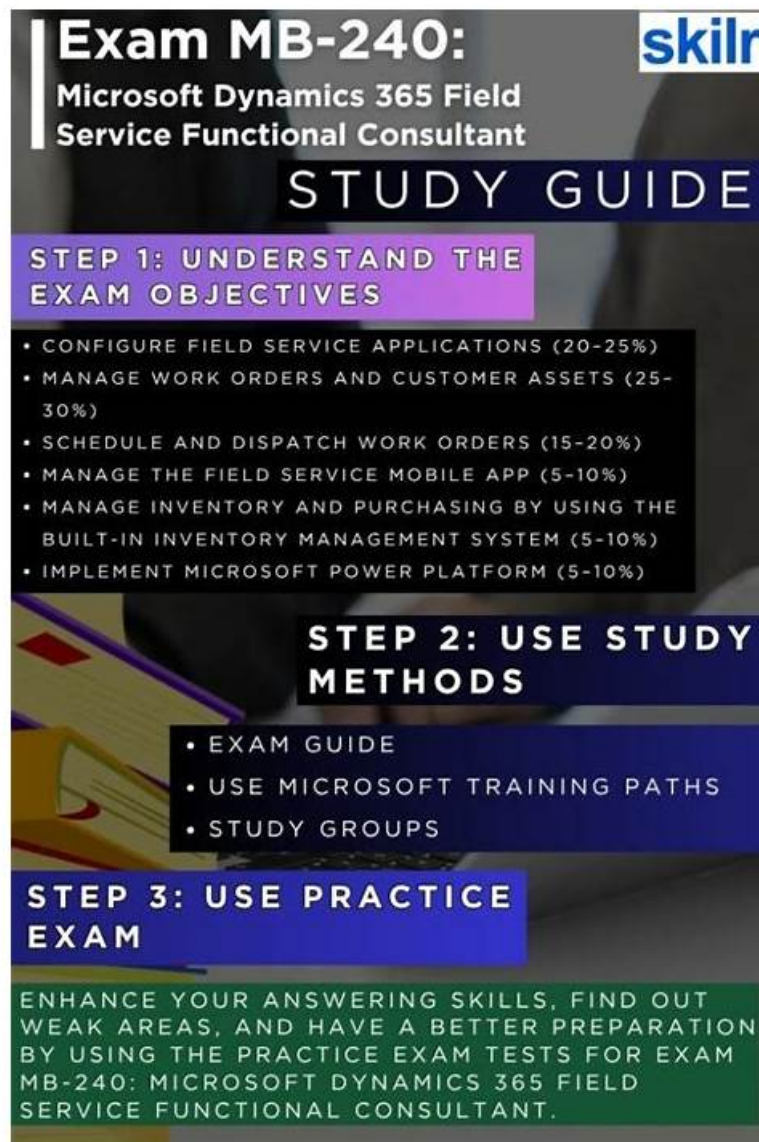


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## Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q215-Q220):

### NEW QUESTION # 215

You are implementing Dynamics 365 Field Service for a health care institution.

Your schedulers want to track all examination rooms within a doctor's office and schedule each individual room to a patient.

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

...	Add each room resource as a child resource to the facility.
...	Create a resource with the facility type.
...	Create a requirement group and book it.
...	Create a facility pool resource to represent a doctor's office.
...	Create facility resources to represent each room.
...	Add each room resource as a child resource to the doctor's office resource pool.
...	Book the facility on the schedule board.



### Answer:

#### Explanation:

Actions

...	Add each room resource as a child resource to the facility.
...	Create a resource with the facility type.
...	Create a requirement group and book it.
...	Create a facility pool resource to represent a doctor's office.
...	Create facility resources to represent each room.
...	Add each room resource as a child resource to the doctor's office resource pool.
...	Book the facility on the schedule board.

Order

...	Create a facility pool resource to represent a doctor's office.
...	Create facility resources to represent each room.
...	Add each room resource as a child resource to the doctor's office resource pool.
...	Book the facility on the schedule board.

#### Explanation:

The screenshot shows a configuration interface with two columns: 'Actions' and 'Order'. The 'Actions' column contains three items, and the 'Order' column contains four items, each with a corresponding action description.

Actions	Order
<ul style="list-style-type: none"> <li>Add each room resource as a child resource to the facility.</li> </ul>	1 <ul style="list-style-type: none"> <li>Create a facility pool resource to represent a doctor's office.</li> </ul>
<ul style="list-style-type: none"> <li>Create a resource with the facility type.</li> </ul>	2 <ul style="list-style-type: none"> <li>Create facility resources to represent each room.</li> </ul>
<ul style="list-style-type: none"> <li>Create a requirement group and book it.</li> </ul>	3 <ul style="list-style-type: none"> <li>Add each room resource as a child resource to the doctor's office resource pool.</li> </ul>
	4 <ul style="list-style-type: none"> <li>Book the facility on the schedule board.</li> </ul>

### NEW QUESTION # 216

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: A**

### NEW QUESTION # 217

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 Area

Resource Crew	Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.	
Requirement Group	Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.	
Schedule Board	Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.	
Booking Rule	When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.	
Incident type		
Booking Resource Booking		



Answer:

Explanation:

Resource Crew	Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.	Resource Crew
Requirement Group	Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.	Schedule Board
Schedule Board	Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.	Schedule Board
Booking Rule	When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.	Booking Rule
Incident type		
Booking Resource Booking		

Section: Schedule and dispatch work orders

### NEW QUESTION # 218

You are a Microsoft 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. However this resource must be available to be scheduled for other accounts.

Solution: You create a Requirement Resource Preference record and set the Preference Type to Restricted and select the work order.

Does this meet the goal?

- A. Yes
- B. No

**Answer: A**

#### NEW QUESTION # 219

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

**Answer: A,B**

#### NEW QUESTION # 220

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