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Microsoft Dynamics 365 Field Service Functional Consultant Sample

Questions (Q10-Q15):

NEW QUESTION # 10

You are assigned to a Microsoft Dynamics 365 Field Service implementation for a Gym & Fitness company.

You need to distribute a survey to any customers who sign up for a monthly subscription. The Customer Experience Manager wants to send the survey with a custom email address instead of using the default Dynamics 365 Customer Voice survey email address.

Which two actions should you perform? Each answer presents a complete solution.

NOTE: Each correct selection is worth one point

- A. Add and verify a domain in the Microsoft Power Platform Admin Center.
- **B. Add and verify a domain in the Microsoft 365 Admin Center.**
- C. Add a custom email address in the Microsoft Power Platform Admin Center.
- **D. Add a custom email address in the Microsoft 365 Admin Center.**

Answer: B,D

NEW QUESTION # 11

A new technician wants to access Microsoft Dynamics 365 Remote Assist from their Dynamics 365 Field Service mobile app, but cannot find the option to launch it.

You need to advise the new technician on the first step they should take.

What should you suggest?

- A. Ensure their mobile app and Remote Assist passwords are the same.
- **B. Ensure they are set up as a Bookable Resource.**
- C. Ensure Microsoft Teams is installed on their mobile device.
- D. Ensure the Remote Assist app is installed on their mobile device.

Answer: B

NEW QUESTION # 12

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 service task values.
- **C. Create the necessary sub-status values.**
- D. Create the necessary system status values.

Answer: C

NEW QUESTION # 13

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 Priority for the FSM project within Woodford.
- **B. Update the Security Roles 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: B

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

NEW QUESTION # 14

DRAG DROP

Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible.

Which three steps, in sequence, are needed to receive the products to the existing rush order in Field Service? 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:

STEPS		ORDER
Click Receipt Products		
Create an Inventory Adjustment record.		
Click Show Purchase order Products not fully received yet.	➤	⬆
Click the drop-down arrow next to the P.O. name.	⬅	⬇
Post the Receipt record.		

Answer:

Explanation:

STEPS		ORDER
Click Receipt Products		Click the drop-down arrow next to the P.O. name.
Create an Inventory Adjustment record.		Click Receipt Products
Click Show Purchase order Products not fully received yet.		Click Show Purchase order Products not fully received yet.
Click the drop-down arrow next to the P.O. name.	⬅	⬇
Post the Receipt record.		

Section: Manage inventory and purchasing

Explanation:

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

NEW QUESTION # 15

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