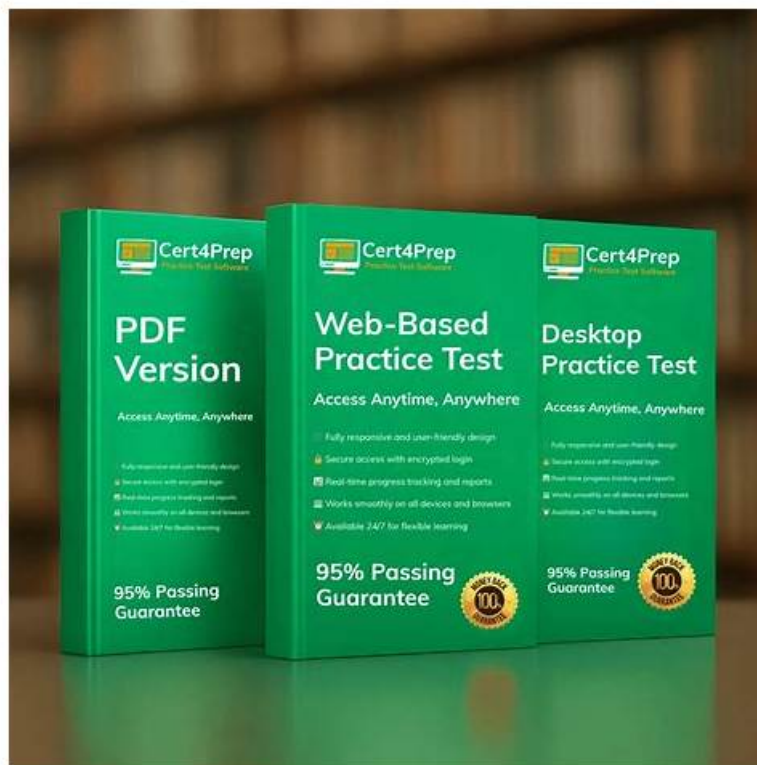


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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q204-Q209):

NEW QUESTION # 204

A dispatcher needs help managing work hours calendar for requirements.

You have the following requirements:

- * Add the upcoming holiday calendar for upcoming requirements.

- * Add one break time between the shift for 30 mins.

You need to select the correct areas in the image to configure the requirements.

Which two areas should you select? To answer, select the appropriate areas in the answer area.

NOTE: Each correct selection is worth one point.

Resource requirement work hours

Microsoft

☐ All Day

Su Mo Tu We Th Fr Sa

Occurs every Monday, Tuesday, Wednesday, Thursday and Friday

Start time End time

9:00 AM to 5:00 PM

(GMT) Coordinated Universal Time

☐ Observe Business Closure

Answer:

Explanation:

Resource requirement work hours

☒ All Day

Su Mo Tu We Th Fr Sa
Occurs every Monday, Tuesday, Wednesday, Thursday and Friday

Start time

End time

9:00 AM

to

5:00 PM

(GMT) Coordinated Universal Time

☒ Observe Business Closure

Explanation:

Resource requirement work hours

☐ All Day

Su Mo Tu We Th Fr Sa

Occurs every Monday, Tuesday, Wednesday, Thursday and Friday

Start time: 9:00 AM to End time: 5:00 PM

(GMT) Coordinated Universal Time

☐ Observe Business Closure

NEW QUESTION # 205

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 Field Service Administration, locate a Resource record and select Optimize Schedule.
- D. In Resource Schedule Optimization, locate a User record and select Optimize Schedule.

Answer: A

NEW QUESTION # 206

You implemented Microsoft Dynamics 365 Field Service. You are now managing changes as the team continues to use Dynamics 365. Dispatchers are reporting that the schedule board is difficult to navigate because resources can be scheduled 24 hours of the day. However, resources for this organization only work between 7am and 5pm in the Greenwich Mean Time Zone (GMT).

You need to modify the schedule board to resolve this issue.

What should you do?

- A. Modify the existing schedule board tabs and ensure the working time for the tab is set to 7am to 5pm GMT.
- B. Adjust the working hours of the resources to 7am to 5pm GMT.
- C. Create a schedule board tab for the resources working 7am to 5pm GMT and ensure all the resources have been added to that tab.
- D. Modify the existing schedule board tabs to only include resources working 7am to 5pm GMT.

Answer: A

NEW QUESTION # 207

You are a dispatcher for a cable installation company that provides installation services in multiple territories.

The company is using Dynamics 365 for Field Service to manage their work orders. Every time a work order is created, the dispatch team is manually assigning the work order to a territory in order to book the correct resources.

You are tasked with ensuring that Dynamics 365 will automatically assign work orders to territories so that the dispatcher can search for the correct resources.

Which four steps, in sequence, must be configured to ensure that when work orders are created they will automatically be mapped to the correct territory? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps

Add new resource territories.

Add new service territories.

Assign members to territories.

Map postal codes to service territories.

From the view of Active Resources, click the assign territories button in the menu ribbon.

Use the territory lookup on each user record to assign territory.

Order

Microsoft

>

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Answer:

Explanation:

Answer Area

Add new service territories.

Add new resource territories.

Map postal codes to service territories.

Assign members to territories.

- 1 - Add new service territories.
- 2 - Add new resource territories.
- 3 - Map postal codes to service territories.
- 4 - Assign members to territories.

NEW QUESTION # 208

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.

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