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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q13-Q18):

NEW QUESTION # 13

You need to create a requirement group for a work order.

Which three 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.

The screenshot shows a user interface for arranging actions. On the left, a list of actions is shown in a table format:

Actions
Book the requirement group.
Create a requirement group.
Associate the work order to the requirement group.
Create a requirement group template.
Associate an incident type to the requirement group template.
Add the incident type to a work order and book the work order.

On the right, an 'Order' area is shown with three items:

- 1. Create a requirement group template.
- 2. Associate an incident type to the requirement group template.
- 3. Add the incident type to a work order and book the work order.

Below the 'Order' area is a Microsoft logo.

Answer:

Explanation:

The screenshot shows the correct sequence of actions highlighted with a dashed red box. The sequence is:

1. Create a requirement group template.
2. Associate an incident type to the requirement group template.
3. Add the incident type to a work order and book the work order.

Below the 'Order' area is a Microsoft logo.

Explanation

The screenshot shows the correct sequence of actions highlighted with a dashed red box. The sequence is:

1. Create a requirement group template.
2. Associate an incident type to the requirement group template.
3. Add the incident type to a work order and book the work order.

Below the 'Order' area is a Microsoft logo.

NEW QUESTION # 14

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.



Microsoft

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.



Answer:

Explanation:

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

Add new service territories.

Add new resource territories.



Explanation:

Order

Add new service territories.

Add new resource territories.

Map postal codes to service territories.



Assign members to territories.



NEW QUESTION # 15

During requirement and design discussions, Litware, Inc. Subject Matter Experts (SMEs) discuss a specific scenario.

A customer purchases an HVAC system along with a 1-year service contract and a 3-year extended warranty. After 9 months, the system shuts down and the customer cannot get it started back up. The customer calls into Litware, Inc. to inform them the system is down and he needs a service technician to come out to fix the unit.

The SMEs want to know which functionality within Dynamics 365 Field Service can handle the scenario.

Which configuration steps should you take in each of the categories listed? To answer, drag the appropriate configuration to the correct category in the answer area. Each element 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 content.

NOTE: Each correct match is worth one point.

Configurations

Work Order Type

Incident Type

Business Rule

Service Level Agreement

Booking Rule

Booking Alert

Resource Schedule Optimization

Answer Area

Categories

Classify work order for HVAC Down.

Automatically set work order Priority to HIGH for HVAC Down issues. Do not allow Priority to be changed.

Assign HVAC down work order within 1 hour and have service tech onsite within 2 hours.

Do not allow HVAC booking to be moved once a resource is assigned.

Configurations

Answer:

Explanation:

Configurations

Work Order Type
Incident Type
Business Rule
Service Level Agreement
Booking Rule
Booking Alert
Resource Schedule Optimization

Answer Area



Categories

Classify work order for HVAC Down.

Automatically set work order Priority to HIGH for HVAC Down issues. Do not allow Priority to be changed.

Assign HVAC down work order within 1 hour and have service tech onsite within 2 hours.

Do not allow HVAC booking to be moved once a resource is assigned.

Configurations

Work Order Type
Incident Type
Booking Alert
Booking Rule

NEW QUESTION # 16

Your company's inventory clerk is using the Returning to Vendor feature in Dynamics 365 for Field Service to process a customer's request to return a wheel that is the wrong size.

The clerk needs to understand the different tracking options for returning to the vendor.

Which actions correspond with track the return and which actions correspond with another return to vendor option? To answer, drag the type of return to the action. Each type or return 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 Area

track the return	Mark when the return was approved.
other return to vendor options	Mark when the return was shipped.
	Mark when the return was received.
	Issue credit to the customer.
	Issue a credit memo.

Answer:

Explanation:



track the return

other return to vendor options

Mark when the return was approved.

track the return

Mark when the return was shipped.

track the return

Mark when the return was received.

track the return

Issue credit to the customer.

other return to vendor options

Issue a credit memo.

other return to vendor options

Answer Area

Mark when the return was approved. track the return

Mark when the return was shipped. track the return

Mark when the return was received. track the return

Issue credit to the customer. other return to vendor options

Issue a credit memo. other return to vendor options

NEW QUESTION # 17

You created a work order and added a price list to that work order.

You need to anticipate what will happen when you add an additional work order product which is missing from the work order price list.

What is the outcome?

- A. The application allows the product to be added and sets the price to zero during the calculations.
- B. There will be an error indicating that the product does not belong to the work order price list.
- C. The list price on the newly-added product record will be used in the calculations.

- D. The application provides an option to add the product to the work order price list.

Answer: C

NEW QUESTION # 18

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