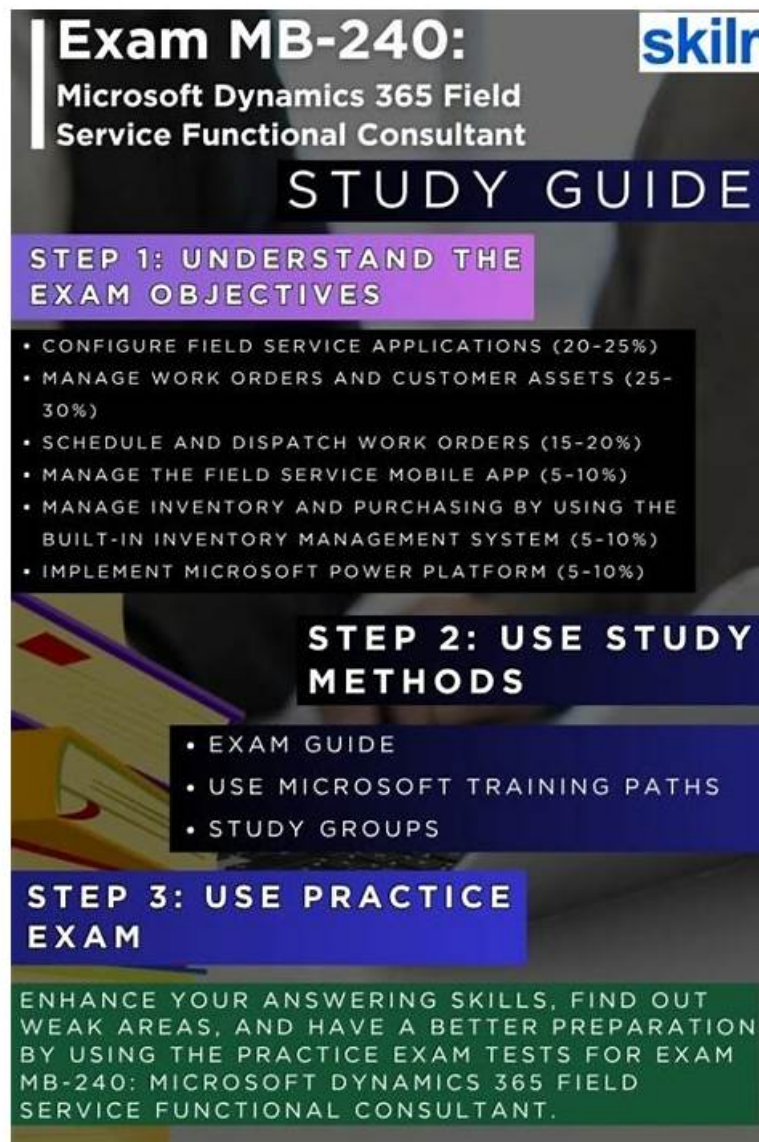


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
NEW QUESTION # 18

Your company has a requirement to use the out-of-the-box Resource types to categorize Active Bookable Resource types. The company wants to ensure easy Dynamics 365 upgrades as needed.

You need to ensure that you only use the appropriate Resource types.


Which types are available for your use? To answer, drag each description on the left to the appropriate column on the right. Each description 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.

Descriptions	Answer Area	
	Resource Type	Not a Resource Type
Account		
User		
Service Center		
Equipment		
Team	 Microsoft	

Answer:

Explanation:

Descriptions	Answer Area	
	Resource Type	Not a Resource Type
 Account	Account	
User	User	
Service Center		Service Center
Equipment	Equipment	
Team		Team

Explanation:

Resource Type	Not a Resource Type
Account	
User	
	Service Center
Equipment	
	Team

NEW QUESTION # 19

You are the lead consultant on a Dynamics 365 Field Service implementation. Your customer wants the system to be set up for inspections.

You need to implement an inspection lifecycle as it relates to a work order. In working with your customer, which live actions should you perform in sequence? To answer, move the five appropriate actions from the list of actions to the answer area. Arrange the five actions in the correct order.

Actions	Order
Associate the inspection to an Asset.	
Set up the Branch Scripting options table.	
Create an Inspection Form.	
Associate the Inspection Form with a Task on an Incident Type.	
Add the Incident Type to the work order.	
Record when technician completes the inspection on the work order.	
View the results of the inspection.	

Answer:

Explanation:

Actions	Order
Associate the inspection to an Asset.	
Set up the Branch Scripting options table.	
Create an Inspection Form.	
Associate the Inspection Form with a Task on an Incident Type.	
Add the Incident Type to the work order.	
Record when technician completes the inspection on the work order.	
View the results of the inspection.	

Explanation:

Actions	Order
Associate the inspection to an Asset.	
Set up the Branch Scripting options table.	
	1 Create an Inspection Form.
	2 Associate the Inspection Form with a Task on an Incident Type.
	3 Add the Incident Type to the work order.
	4 Record when technician completes the inspection on the work order.
	5 View the results of the inspection.

NEW QUESTION # 20

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 servicemanagement 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. Incident Type**
- D. Booking Rules

Answer: C

NEW QUESTION # 21

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:

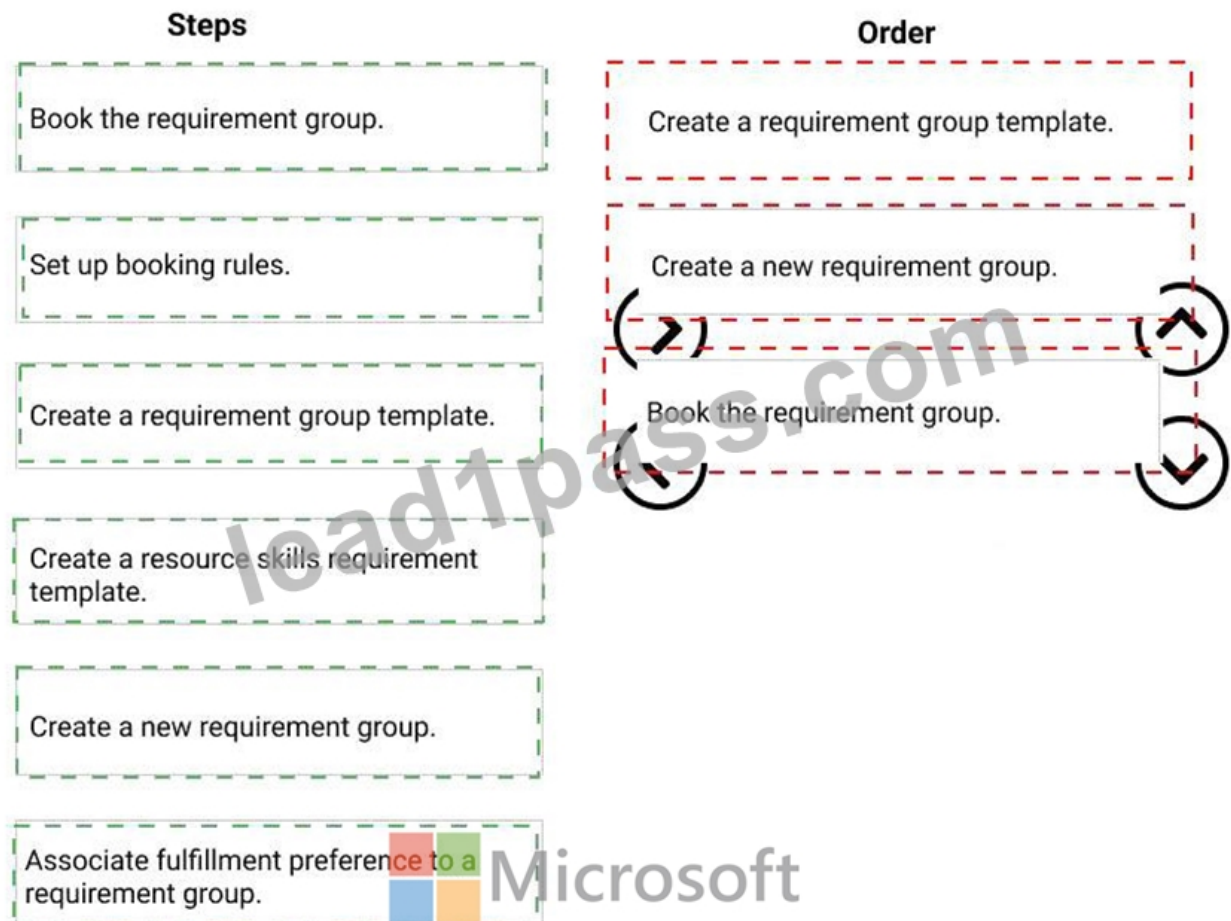
Steps	Order
Book the requirement group.	
Set up booking rules.	
Create a requirement group template.	
Create a resource skills requirement template.	
Create a new requirement group.	
Associate fulfillment preference to a requirement group.	

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Microsoft

Answer:

Explanation:



Explanation:



NEW QUESTION # 22

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.

Fields

Warehouse

Bin location

Unit

Product

Quantity

Microsoft

ORDER

➤

➤

⬅

⬅

⬆

⬆

Answer:

Explanation:

Fields

Warehouse

Bin location

Unit

Product

Quantity

Microsoft

ORDER

Product

Unit

Quantity

➤

⬅

⬆

⬆

Explanation

ORDER

Product

Unit

Quantity

Microsoft

NEW QUESTION # 23

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