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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q207-Q212):

NEW QUESTION # 207

You need to use the Agreement function in Microsoft Dynamics 365 Field Service to automatically generate work orders and invoices. This configuration will be used for preventative and maintenance work.

You need to determine the configurations that are available for you to use in the Agreements setup.

Which three configurations are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Auto Generate Booking Dates in 24 hours
- **B. Generate Work Order Days in Advance**
- **C. Auto Generate Work Order**
- D. Resources Priority
- **E. Booking Recurrence specification**

Answer: B,C,E

NEW QUESTION # 208

You are working with your customer to define their schedule board.

Your customer needs you to add or create additional views for their scheduling team.

Solution: Create a new view in the Resource Requirements Views. Edit the Scheduler Settings, and add the new view.

Does this meet the goal?

- A. Yes
- **B. No**

Answer: B

NEW QUESTION # 209

You are implementing the schedule board for a HVAC (heating, ventilation, and air conditioning) company.

The company has two dispatchers in their own territories who only schedule resources within their territory.

You need to configure the schedule board so that each dispatcher only sees resources who belong in their territory, as well as work orders to be scheduled in their territory.

Which four 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.

Actions

- Ensure the unscheduled work orders views are filtered by territory on each tab.
- Ensure the **Date Window Start** and **Date Window End** fields are populated on the work order.
- Ensure the time zone is set for each territory.
- Ensure each resource has the appropriate resource territory associated.
- Create a schedule board tab for each territory.
- Add the service territory to each tab and select **Save Current Filters as Default**.

Order: 1, 2, 3, 4

Answer:

Explanation:

Actions

- Ensure the unscheduled work orders views are filtered by territory on each tab.
- Ensure the **Date Window Start** and **Date Window End** fields are populated on the work order.
- Ensure the time zone is set for each territory.
- Ensure each resource has the appropriate resource territory associated.
- Create a schedule board tab for each territory.
- Add the service territory to each tab and select **Save Current Filters as Default**.

Order

- 1 Ensure the time zone is set for each territory.
- 2 Ensure each resource has the appropriate resource territory associated.
- 3 Create a schedule board tab for each territory.
- 4 Add the service territory to each tab and select **Save Current Filters as Default**.

Explanation:

Actions

- Ensure the unscheduled work orders views are filtered by territory on each tab.
- Ensure the **Date Window Start** and **Date Window End** fields are populated on the work order.

Order

- 1 Ensure the time zone is set for each territory.
- 2 Ensure each resource has the appropriate resource territory associated.
- 3 Create a schedule board tab for each territory.
- 4 Add the service territory to each tab and select **Save Current Filters as Default**.

NEW QUESTION # 210

You are a Dynamics 365 Field Service Administrator Your organization wants to use Incident Types with Work Orders.

You need to create and configure Incident Types based on the provided scenarios.

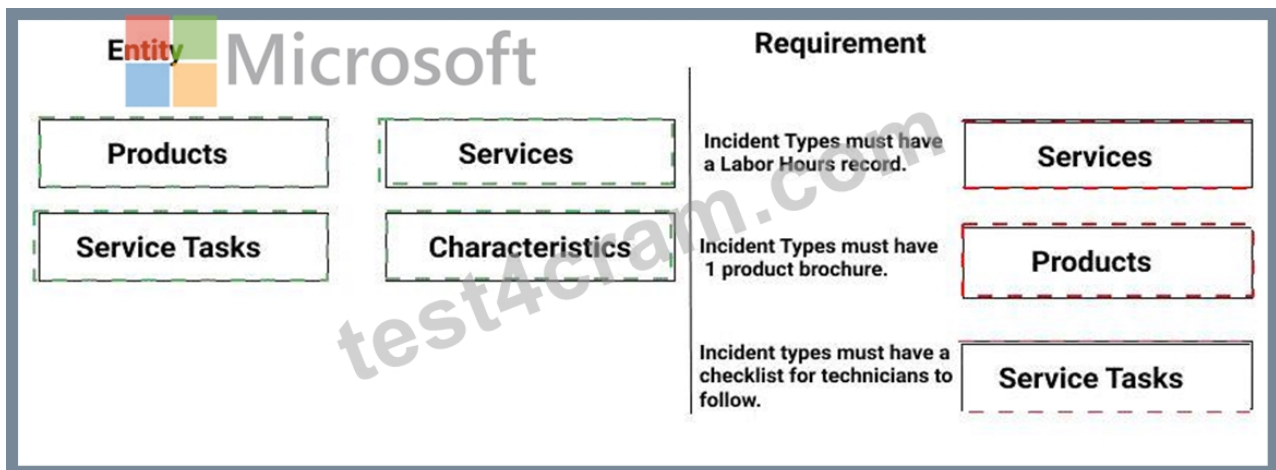
Which Incident Type feature should you use with each scenario? To answer, drag the appropriate Incident Type feature to the appropriate scenario. Each feature may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

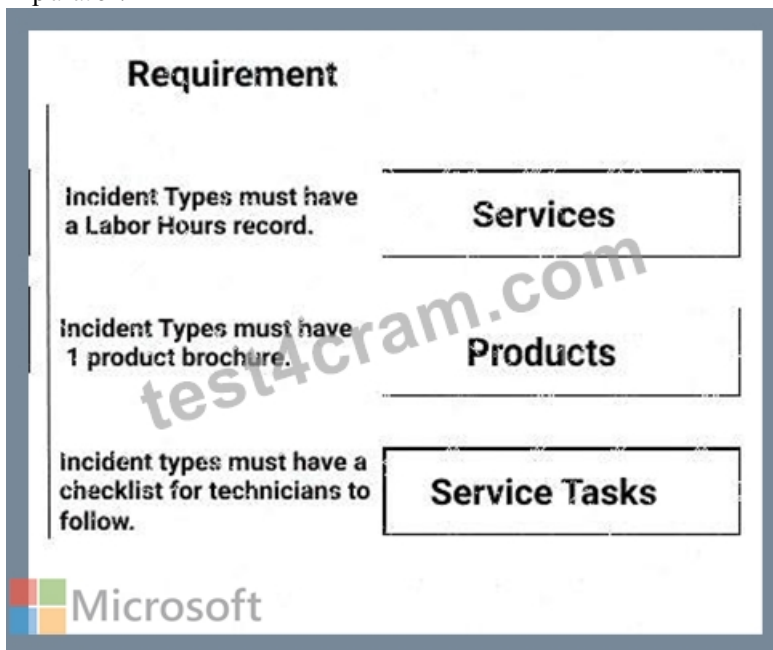
| Entity | | Requirement |
|---------------|-----------------|---|
| Products | Services | Incident Types must have a Labor Hours record. |
| Service Tasks | Characteristics | Incident Types must have 1 product brochure. |
| | | Incident types must have a checklist for technicians to follow. |

Answer:

Explanation:



Explanation:



NEW QUESTION # 211

You are a Dynamics 365 for Field Service scheduler using the Schedule Assistant.

You notice the Schedule Assistant always sets the Default Radius to 25 KM.

You need to have the schedule assistant Default Radius set to 50 Miles.

Which two options should you choose? Each correct answer presents a complete solution.

- A. Set the Default Radius Value to 50 under Field Service Settings, Work Order/ Booking section.
- B. Set the Default Radius Value to 50 under Scheduling Parameters.
- C. Set the Default Radius Unit to Miles under Field Service Settings, Work Order/Booking section.
- D. Set the Default Radius Unit to Miles under Scheduling Parameters.

Answer: B,D

Explanation:

Section: Schedule and dispatch work orders

NEW QUESTION # 212

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