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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q149-Q154):

NEW QUESTION # 149

Drag and Drop Question

Your company is preparing to deploy the Dynamics Field Service with Mobile Application. Your manager asks you to ensure that the Booking Statuses will match with the current business process the field technicians are following. As the Field Service Administrator, you review the documentation and discover that the out-of-the-box Booking Statuses will meet your company's needs. What is the order of the Booking Statuses for the five out-of-the box booking status fields? To answer, move the five out-of-the-box booking status fields to the answer area and arrange them in the correct order.

Statuses	Order
Scheduled - A work order has been assigned to a resource.	
Traveling - The resource is traveling to the service location.	
In Progress - The work order is in progress.	
On Break - The resource is on a break.	
Complete - The work order is complete.	
Arrived - The resource has arrived on location.	

Answer:

Explanation:



Statuses

Order

Scheduled - A work order has been assigned to a resource.

Traveling - The resource is traveling to the service location.

In Progress - The work order is in progress.

On Break - The resource is on a break.

Complete - The work order is complete.

Arrived - The resource has arrived on location.

NEW QUESTION # 150

You are a Dynamics 365 for Field Service Dispatcher.

You need to use the schedule board to find resources for a work order. The work order can be completed by any resource who has the correct piece of equipment and who is available at 9:00 A.M during a selected week.

Which four steps must you take, in sequence, to successfully implement this capability within the schedule board? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Actions

Book the work order.

Create a new requirement group.

Create a requirement group template.

Add the incident type to a work order.

Associate an incident type to the requirement group template.

Book the requirement with the scheduling assistant.



Answer:

Explanation:



Microsoft Answer Area

Actions

Book the work order.

Create a new requirement group.

Create a requirement group template.

Add the incident type to a work order.

Associate an incident type to the requirement group template.

Book the requirement with the scheduling assistant.

Create a requirement group template.

Associate an incident type to the requirement group template.

Add the incident type to a work order.

Book the work order.

Explanation:

Answer Area

Create a requirement group template.

Associate an incident type to the requirement group template.

Add the incident type to a work order.

Book the work order.

NEW QUESTION # 151

You are a Dynamics 365 for Field Service consultant.

One of your Dynamics 365 customers wants to decrease the number of repair appointments by sending fewer technicians onsite.

You need to provide a recommendation of which solution your customer should use to achieve their request.

What should you recommend?

- A. Crew Scheduling
- **B. Connected Field Service**
- C. Azure IoT Hub
- D. Dynamics 365 for Field Service

Answer: B

Explanation:

Section: Configure field service applications

NEW QUESTION # 152

Your customer is offering a new service that requires two resources.

You need to ensure that the right resource requirements are created, so that the technician with the right skill set will be assigned.

What are the first three steps you should perform in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

Answer:

Explanation:

Answer Area

Create a requirement group.
Create an incident type.
Create a work order.

1 - Create a requirement group.

2 - Create an incident type.

3 - Create a work order.

NEW QUESTION # 153

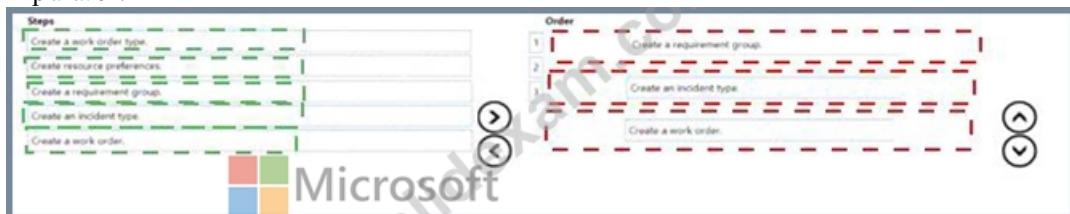
Your customer is offering a new service that requires two resources.

You need to ensure that the right resource requirements are created, so that the technician with the right skill set will be assigned.

What are the first three steps you should perform in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

Answer:

Explanation:



Explanation:



NEW QUESTION # 154

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