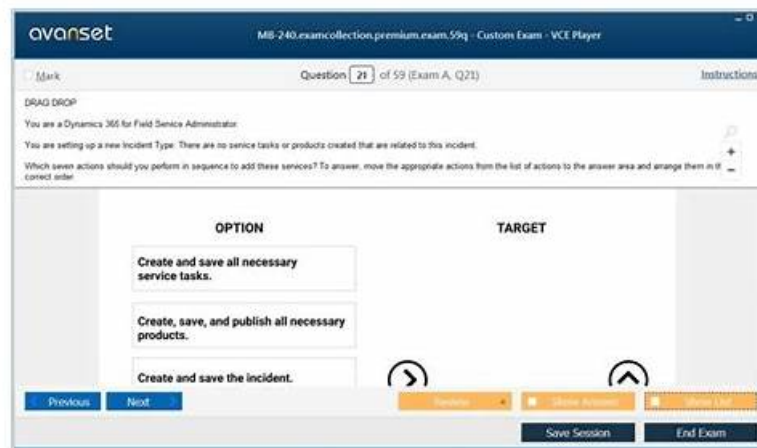


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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q22-Q27):

NEW QUESTION # 22

Drag and Drop Question

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

Order

- Microsoft
-
-
-
-

Answer:

Explanation:

Actions

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

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**.

NEW QUESTION # 23

You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes. Some users indicate products on a customer asset are not always becoming a customer asset. Users provide you with three scenarios.

You need to review the scenarios and provide the answers.

What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution 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.

- Product is Converted to Customer Asset.
- Product is not Converted to Customer Asset.
- Product is Converted as an Inactive Customer Asset.


Microsoft

- Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.
- Work Order Product is Used. Booking is Closed and Work Order is Open - Completed.
- Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.

-
-
-

Answer:

Explanation:



Product is Converted to Customer Asset.	Work Order Product is Estimated, Booking is Closed and Work Order is Closed-Posted.	Product is not Converted to Customer Asset.
Product is not Converted to Customer Asset.	Work Order Product is Used, Booking is Closed and Work Order is Open - Completed.	Product is not Converted to Customer Asset.
Product is Converted as an Inactive Customer Asset.	Work Order Product is Used, Booking is Canceled and Work Order is Closed-Posted.	Product is Converted to Customer Asset.

 **Answer Area**

Work Order Product is Estimated, Booking is Closed and Work Order is Closed-Posted.	Product is not Converted to Customer Asset.
Work Order Product is Used, Booking is Closed and Work Order is Open - Completed.	Product is not Converted to Customer Asset.
Work Order Product is Used, Booking is Canceled and Work Order is Closed-Posted.	Product is Converted to Customer Asset.

NEW QUESTION # 24

You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

- A. Inventory
- B. Service
- C. Non Inventory
- D. Product

Answer: A,C

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> Only products where Field Service Product Type is set to Inventory or Non-inventory can be added to work orders. Only those products can be automatically converted to customer assets. However, when manually creating a customer asset, you can add all products.

NEW QUESTION # 25

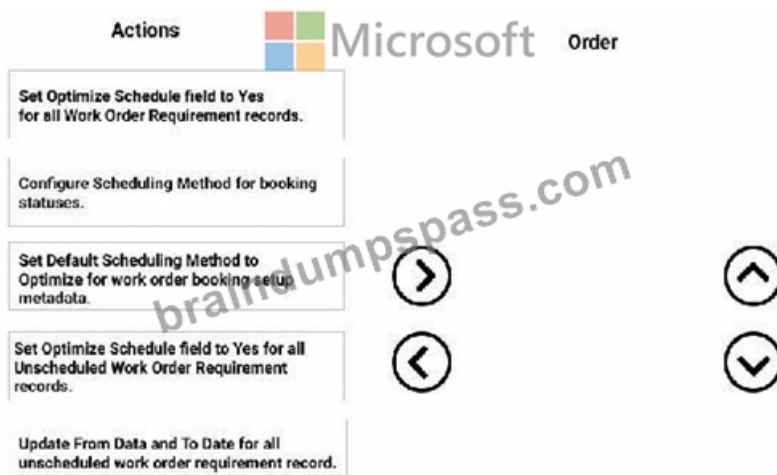
DRAG DROP

You are setting your environment to use Resource Scheduling Optimization (RSO). You have enabled Optimize Schedule for all Bookable Resources.

You need to complete the remaining steps to prepare your work order data for optimization.

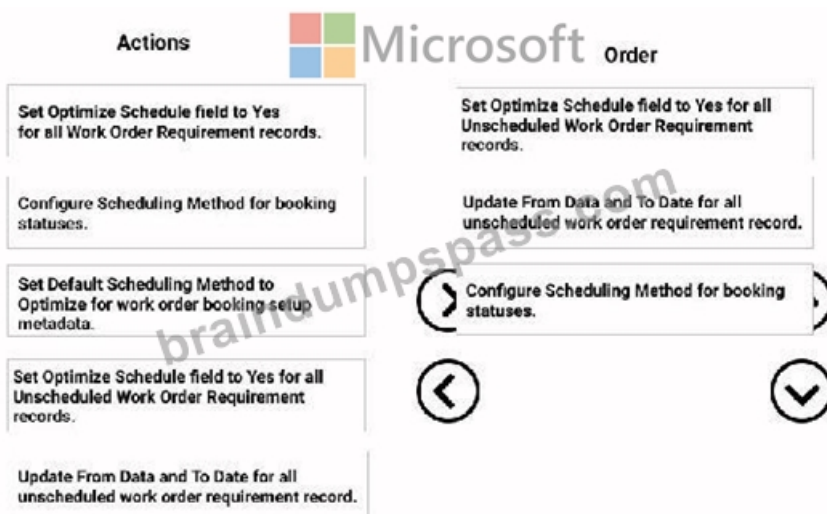
Which three actions should you perform, in sequence, to achieve the goal? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Answer:

Explanation:



Section: Schedule and dispatch work orders

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/rso-configuration>

NEW QUESTION # 26

As part of the Microsoft Dynamics 365 Field Service implementation, your company wants to track the time that technicians spend on work orders and other scenarios. The company wants to be able to report on utilization and billing.

You need to advise on the ways time entries can be created in Field Service.

What are three possible ways? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Automatically for bookings related to Custom Entities
- **B. Automatically for Work Order bookings**
- C. Automatically for bookings related to Cases
- **D. Manually for Custom Business Processes**
- **E. Automatically for Time-off requests**

Answer: B,D,E

NEW QUESTION # 27

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