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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q176-Q181):

NEW QUESTION # 176

You are a Dynamics 365 for Field Service Administrator. Your organization wants to use Connected FieldService for existing Customer Assets.

You install Connected Field Service and set up Azure IoT Central, but it seemsno alerts are being received inDynamics 365 for the devices.

You need to find the issue and resolve it.

Which action should you choose?

- A. Create the IoT Connected Device connection role to link devices to customer assets.
- **B. Configure the Create CFS alerts from IoT Central within Microsoft Flow.**
- C. Configure the Create CFS alerts from IoT Central Workflow within Dynamics 365.
- D. Register the device in Dynamics 365 Connected Field Service.

Answer: B

NEW QUESTION # 177

A customer service agent fails to solve a customer's issue over the phone.

The agent needs to convert the case to a work order in order to schedule a technician visit.

What is required to successfully convert a case to a work order?

- A. Work Order Type
- **B. Incident Type**
- C. SLA
- D. Customer Asset

Answer: B

NEW QUESTION # 178

Your company is expanding nationally.

You need to configure tax codes for a new territory, so the company can start to operate in the new territory.

You realize that you can identify which field service record types the tax code will be applied to.

Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete solution.

- **A. Services**
- **B. Products**
- **C. Agreements**
- D. Purchase Orders
- E. Work Orders

Answer: A,B,C

Explanation:

The question is 'configure tax codes' for which you go to Settings area in Field service app.

Settings--> Tax codes (under General)--> On Active tax code page, click New. There are only three taxable items [whether we choose Yes/No] products, services and agreements.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-tax-codes>

NEW QUESTION # 179

You need to create a purchase order for a thermal overload cooling fan for the refrigeration unit on the shop floor. You create a purchase order and add products.

Which four actions should you perform in sequence to complete the order and receive the products? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions
Create the proper inventory transfer to update the quantity available in the warehouse.
Set the system status to Submitted .
Create a purchase order receipt.
Create the new purchase order receipt products.
Create the purchase order bill.

Order



Microsoft

Answer:

Explanation:

Actions

Create the proper inventory transfer to update the quantity available in the warehouse.

Set the system status to **Submitted**.

Create a purchase order receipt.

Create the new purchase order receipt products.

Create the purchase order bill.

Order

Set the system status to **Submitted**.

Create a purchase order receipt.

Create the new purchase order receipt products.

Create the purchase order bill.

Explanation:

Actions

Create the proper inventory transfer to update the quantity available in the warehouse.

Order

1 Set the system status to **Submitted**.

2 Create a purchase order receipt.

3 Create the new purchase order receipt products.

4 Create the purchase order bill.

NEW QUESTION # 180

Drag and Drop Question

You are a field service administrator for your company.

You review the Field Service administrator guide to understand how the status fields can support your company's business processes.

Which unique entity system status value matches with its Entity Type? To answer, drag the appropriate unique entity system status values to the appropriate Entity Type. Each unique entity system status value 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.

Purchase Order

Agreement

Booking Status

Answer Area

Draft

Billed

Estimate

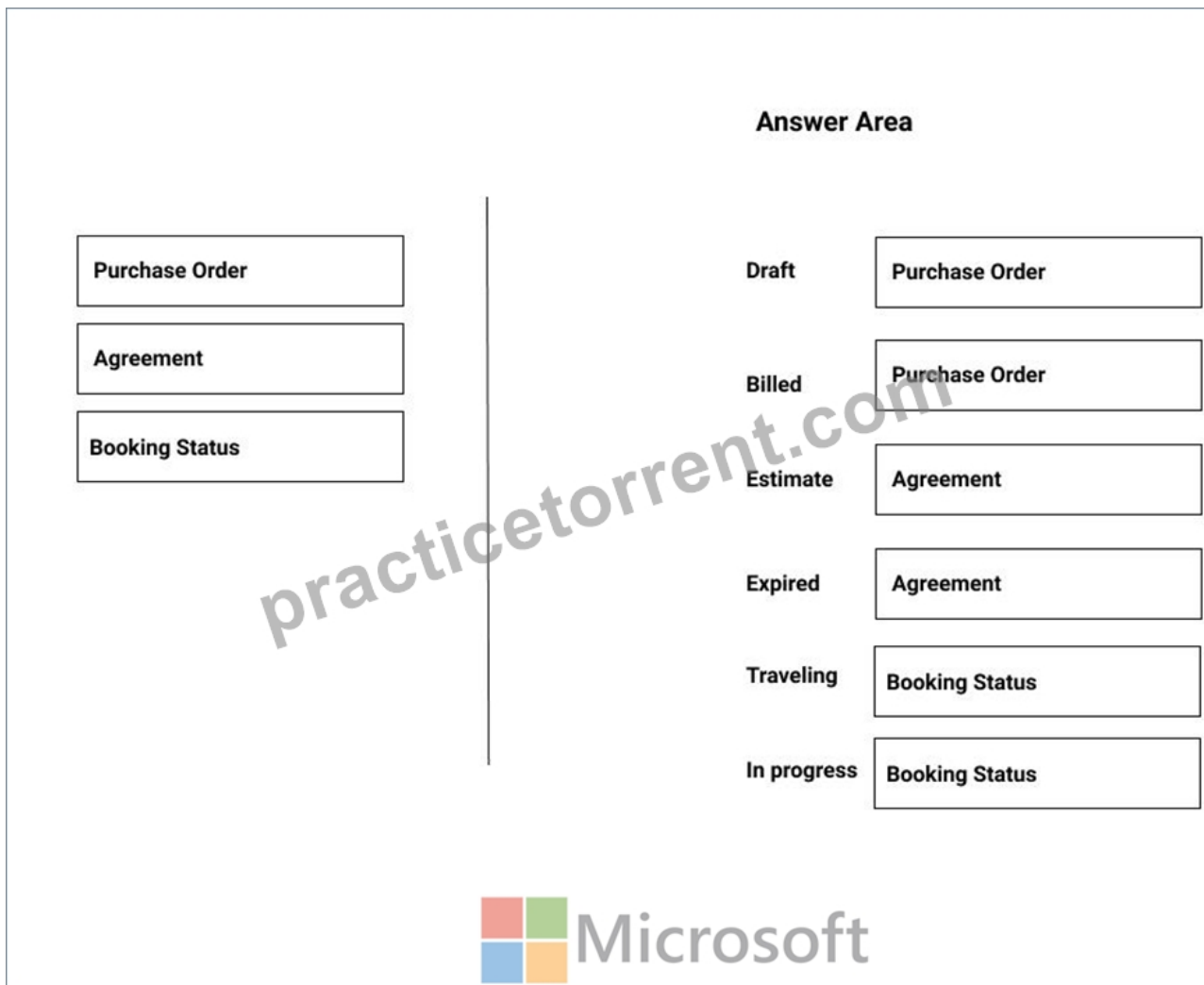
Expired

Traveling

In progress

Answer:

Explanation:



Explanation:

Purchase order system statuses:

- Draft
- Submitted
- Products received
- Billed
- Canceled

Agreement system statuses:

- Estimate
- Active
- Expired
- Canceled

Booking system statuses:

- Scheduled
- Traveling
- In progress
- On break
- Completed
- Canceled

NEW QUESTION # 181

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