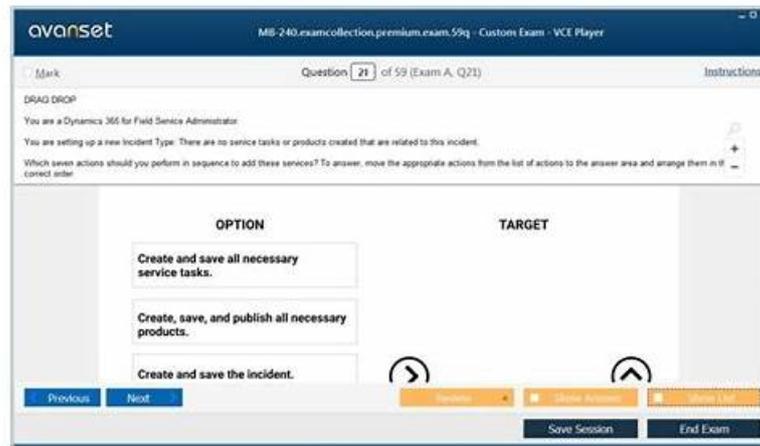


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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q62-Q67):

NEW QUESTION # 62

To improve communications with customers, your company has decided to implement Twilio, a third-party communication platform that has call and messaging capabilities.

The Twilio solution includes a number of core components to deliver the capability, all of which need to be set up.

Which five steps should you take in sequence to prepare data for optimization? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

STEPS

ORDER

Configure Microsoft Flow Account.

Set up a Twilio account.

Generate account SID and authentication token.

Configure SMS and IVR workflows.

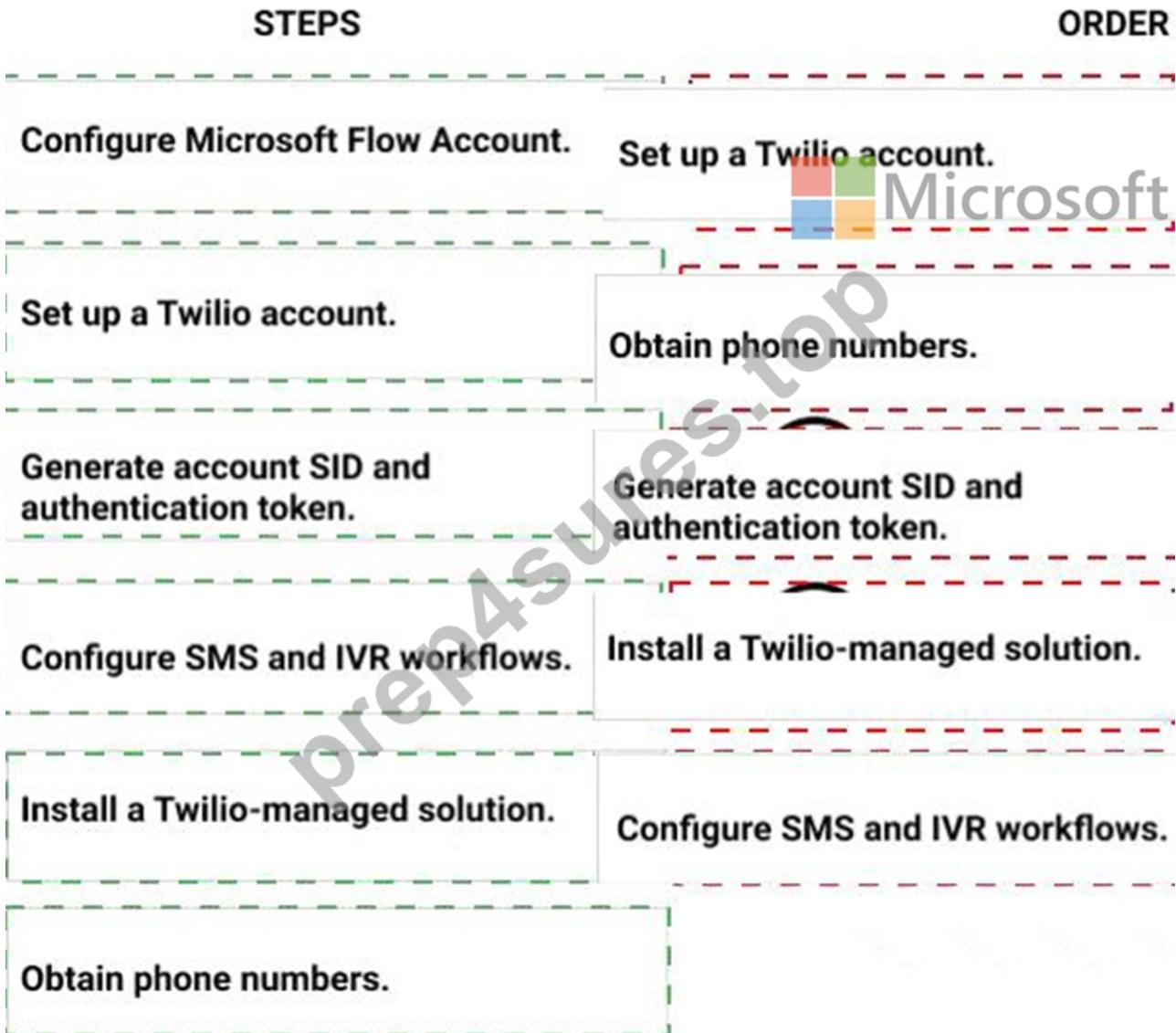
Install a Twilio-managed solution.

Obtain phone numbers.



Answer:

Explanation:



Explanation:

1. Setup a twilio Account
2. Obtain Phone Numbers
3. Generate account SID and authentication token
4. Install a Twilio-managed solution
5. Configure SMS and IVR solution

NEW QUESTION # 63

You are Dynamics 365 for Field Service Development Manager.

You need to enable customization development for multiple developers, via the Woodford solution, where customizations can be combined together to complete the development requirements.

What should you create in order to enable this capability?

- A. Create a project for each developer, using security roles to identify what customizations are available for modification.
- B. Create a Dynamics 365 solution for each developer, which publishes changes to the Woodford solution.
- C. Create a project for each developer, each within its own Woodford solution.
- **D. Create a project for each developer, which publishes changes to a master project.**

Answer: D

NEW QUESTION # 64

You are setting up assets for a customer.

The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.
Solution: You define the Top-Level Asset with as many parent-child sub-assets as necessary, rolling up for viewing in a hierarchy.
Does this meet the goal?

- A. Yes
- B. No

Answer: B

NEW QUESTION # 65

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. Non Inventory
- C. Service
- D. Product

Answer: A,B

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.

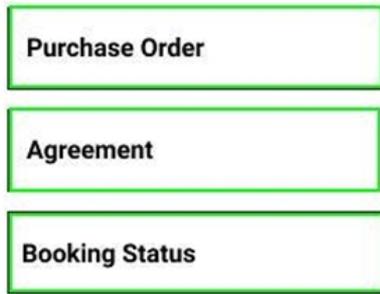
NEW QUESTION # 66

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.

The screenshot shows a Microsoft Dynamics 365 interface for a drag-and-drop activity. On the left side, there are three boxes representing Entity Types: "Purchase Order", "Agreement", and "Booking Status". On the right side, there are six boxes representing unique entity system status values: "Draft", "Billed", "Estimate", "Expired", "Traveling", and "In progress". A vertical line separates the two panes, and a watermark "prep4sures.top" is visible across the center.

Answer:

Explanation:



NEW QUESTION # 67

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