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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q84-Q89):

NEW QUESTION # 84

Contoso Ltd. is looking to improve the up time of their customer assets and also make better repair and maintenance decisions by tracking the service history.

Contoso wants metrics around the service history of each customer asset including tracking performance for each scheduled maintenance per the service agreement. The metrics need to be displayed in the form of reports /dashboards.

You need to build the service history and achieve the requirements.

Which two actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Use the audit history of each customer asset.
- B. Add the customer asset on the work order incident.
- C. Add the customer asset on the agreement incident.
- D. Use notes and the timeline feature.

Answer: C,D

NEW QUESTION # 85

Drag and Drop Question

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

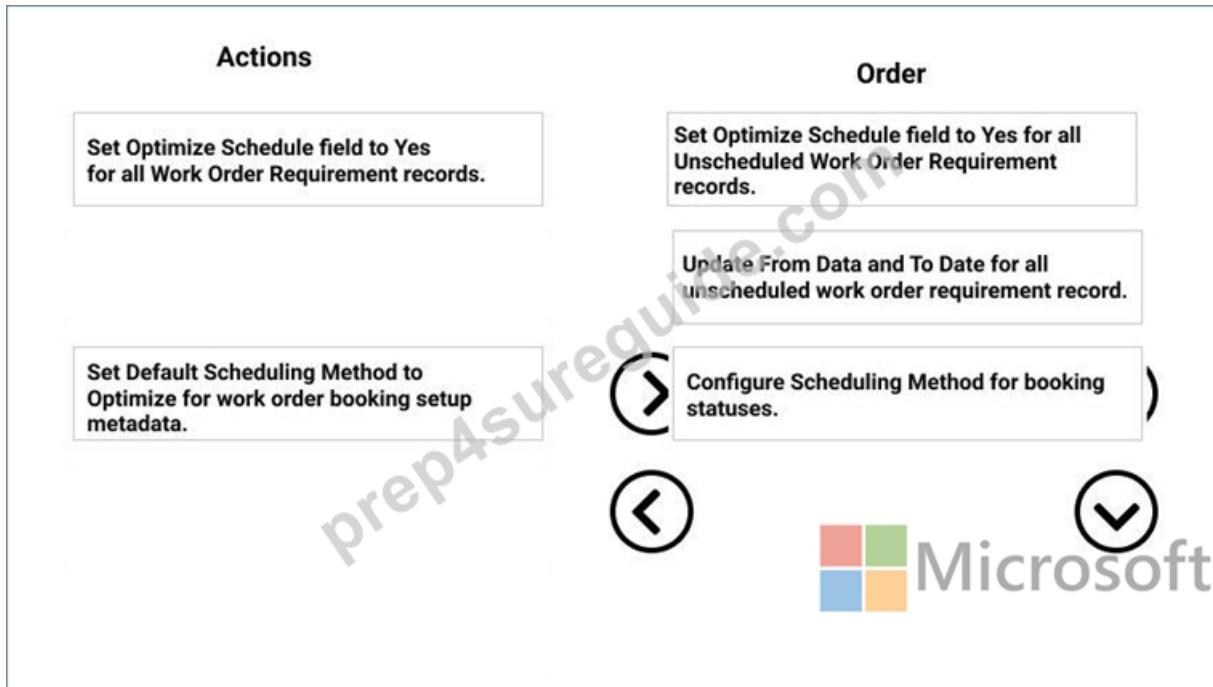
You need to complete the remaining steps to prepare your work order data for optimization.

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.

Actions	Order
Set Optimize Schedule field to Yes for all Work Order Requirement records.	>
Configure Scheduling Method for booking statuses.	^
Set Default Scheduling Method to Optimize for work order booking setup metadata.	▼
Set Optimize Schedule field to Yes for all Unscheduled Work Order Requirement records.	<
Update From Date and To Date for all unscheduled work order requirement record.	

Answer:

Explanation:



Explanation:

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

NEW QUESTION # 86

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

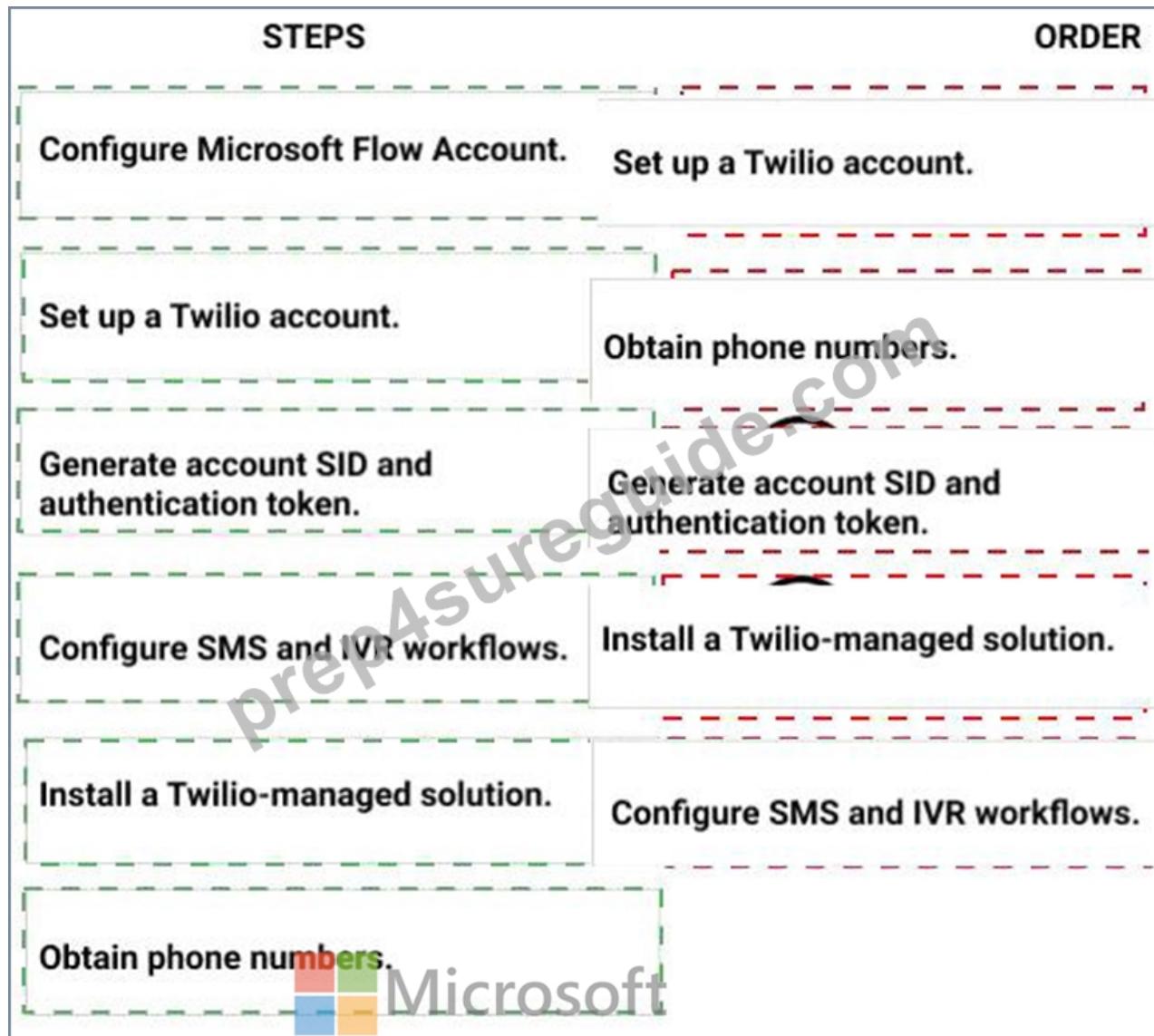
The Twilio solution includes a number of core components to deliver the capability, all of which need to be set up.

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.	
 Microsoft 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 # 87

Litware, Inc. designers sometimes have to schedule an experienced technician and trainee to go out to a customer's home to take measurements.

One of their customers, wants a kitchen and bathroom remodel completed during the same timeframe. The customer has asked for Litware, Inc. to have both measurements completed at the same time.

Currently, Litware, Inc. does not have any technicians with both kitchen remodeling and bath remodel skills.

Litware, Inc. wants to use the new Quick Book functionality to schedule multiple resources to this work order.

Which five 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
Add the requirement group to the resource requirement.
Set Enable Quick Book to Yes under the work order Booking Setup Metadata .
Create a new requirement group template and requirement group, indicating the need for two resources each with different skills.
Add the requirement group to the Multiple Room Remodel incident type.
Create a work order with the Multiple Room Remodel incident type.
Select a time slot, and then select Book to book the resource.
Filter the Quick Book pop-up window to the desired date window.

Order

- 1
- 2
- 3
- 4
- 5



Answer:

Explanation:

Actions
Add the requirement group to the resource requirement.
Set Enable Quick Book to Yes under the work order Booking Setup Metadata .
Create a new requirement group template and requirement group, indicating the need for two resources each with different skills.
Add the requirement group to the Multiple Room Remodel incident type.
Create a work order with the Multiple Room Remodel incident type.
Select a time slot, and then select Book to book the resource.
Filter the Quick Book pop-up window to the desired date window.

Order

- 1 Create a new requirement group template and requirement group, indicating the need for two resources each with different skills.
- 2 Add the requirement group to the Multiple Room Remodel incident type.
- 3 Create a work order with the Multiple Room Remodel incident type.
- 4 Select a time slot, and then select **Book** to book the resource.
- 5 Filter the Quick Book pop-up window to the desired date window.



Explanation:

Actions
Add the requirement group to the resource requirement.
Set Enable Quick Book to Yes under the work order Booking Setup Metadata .

Order

- 1 Create a new requirement group template and requirement group, indicating the need for two resources each with different skills.
- 2 Add the requirement group to the Multiple Room Remodel incident type.
- 3 Create a work order with the Multiple Room Remodel incident type.
- 4 Select a time slot, and then select **Book** to book the resource.
- 5 Filter the Quick Book pop-up window to the desired date window.



NEW QUESTION # 88

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,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 # 89

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