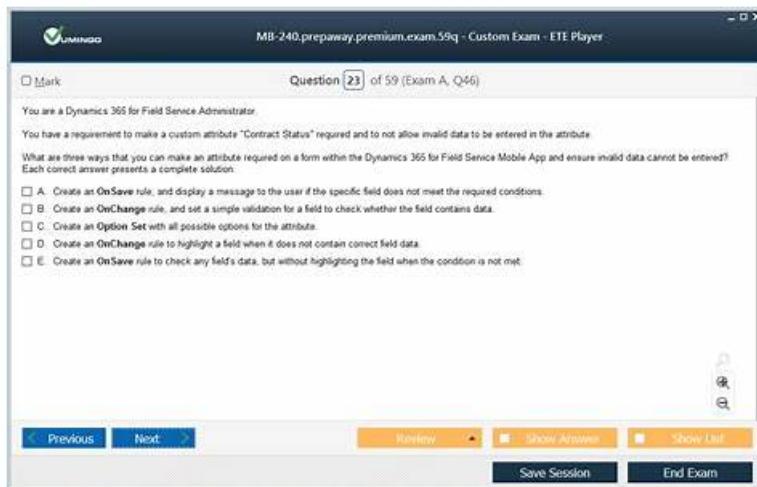


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## Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q62-Q67):

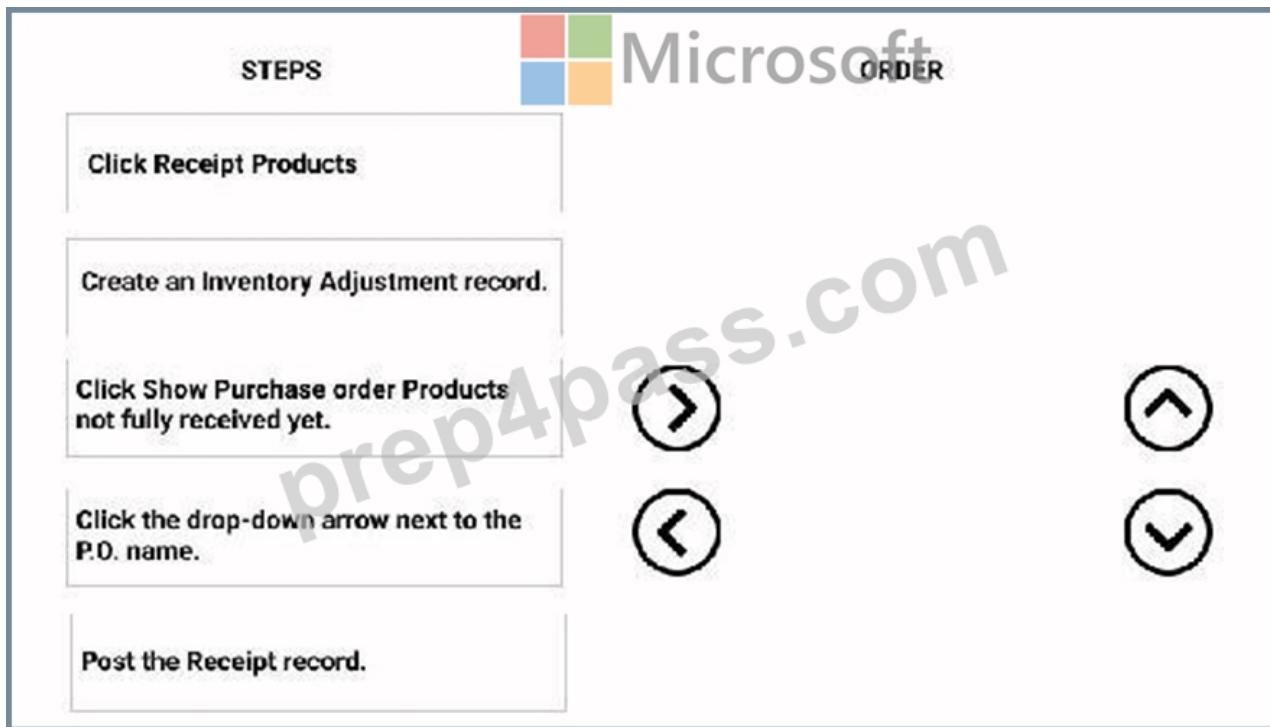
### NEW QUESTION # 62

DRAG DROP

Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible.

Which three steps, in sequence, are needed to receive the products to the existing rush order in Field Service? 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: Manage inventory and purchasing

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order>

### NEW QUESTION # 63

You are a Dynamics 365 Field Service Administrator. Your organization wants to use Incident Types with Work Orders.

You need to create and configure Incident Types based on the provided scenarios.

Which Incident Type feature should you use with each scenario? To answer, drag the appropriate Incident Type feature to the appropriate scenario. Each feature 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.

Entity	Requirement
Products	Incident Types must have a Labor Hours record.
Service Tasks	Incident Types must have 1 product brochure.
Characteristics	Incident types must have a checklist for technicians to follow.



Answer:

Explanation:

Entity	Requirement
Products	Incident Types must have a Labor Hours record.
Service Tasks	Incident Types must have 1 product brochure.
Characteristics	Incident types must have a checklist for technicians to follow.



#### NEW QUESTION # 64

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 # 65

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.



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:

STEPS	ORDER
Configure Microsoft Flow Account.	Set up a Twilio account.
Set up a Twilio account.	Generate account SID and authentication token.
Generate account SID and authentication token.	Install a Twilio-managed solution.
Configure SMS and IVR workflows.	Obtain phone numbers.
Install a Twilio-managed solution.	Configure SMS and IVR workflows.
Obtain phone numbers.	

## ORDER

Set up a Twilio account.

Generate account SID and authentication token.



Install a Twilio-managed solution.



Obtain phone numbers.

Configure SMS and IVR workflows.

### NEW QUESTION # 66

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.

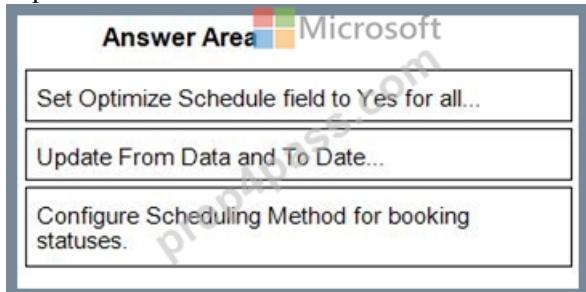
Set Optimize Schedule field to Yes for all Unscheduled Work Order Requirement records.

Update From Data and To Date for all unscheduled work order requirement record.



**Answer:**

Explanation:



- 1 - Set Optimize Schedule field to Yes for all...
- 2 - Update From Data and To Date...
- 3 - Configure Scheduling Method for booking statuses.

**NEW QUESTION # 67**

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