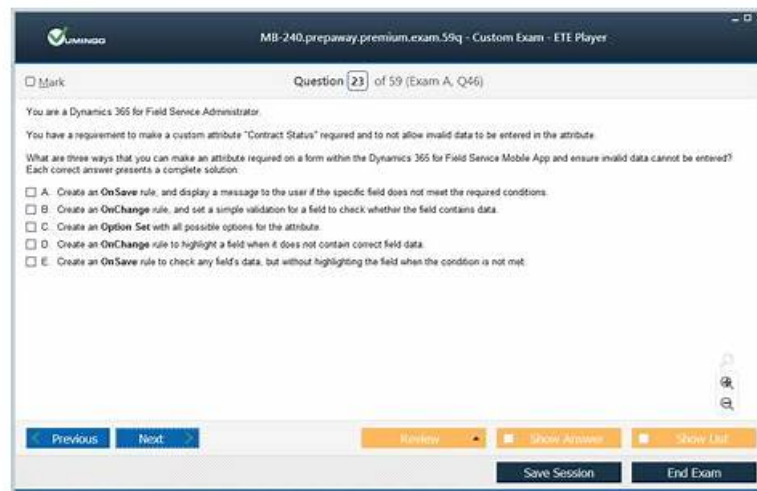


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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q113-Q118):

NEW QUESTION # 113

DRAG DROP

A new member of your company's scheduling department is learning which scheduling function to use in Dynamics 365 for Field Service, based on different scenarios.

You need to provide a scheduling matrix to the new team member.


Which scheduling function should be used with each scenario? To answer, drag the appropriate function to the appropriate scenario. Each function 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.

Select and Place:

Answer Area

Schedule Board	View map of resource, organizational units, bookings, or requirements.	
Schedule Assistant	Filter resources to see select resources' actively scheduled work orders.	
Booking Rules	Filter resources based on requirements of the work order.	
Resource Scheduling Optimization	Schedule requirements that are part of a group.	
Facility Scheduling		




Answer:

Explanation:

Answer Area

Schedule Board	View map of resource, organizational units, bookings, or requirements.	Schedule Board
Schedule Assistant	Filter resources to see select resources' actively scheduled work orders.	Schedule Board
Booking Rules	Filter resources based on requirements of the work order.	Schedule Assistant
Resource Scheduling Optimization	Schedule requirements that are part of a group.	Schedule Assistant
Facility Scheduling		



Section: Schedule and dispatch work orders

NEW QUESTION # 114

You are configuring Microsoft Dynamics 365 for a hotel chain.

The hotel managers want to make traveler reservations by first checking for specific date range availability, and then assigning the traveler to a specific room when they arrive. Furthermore, hotel managers want to overbook the hotel to account for expected cancellations.

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

- Create a bookable resource with type pool and pool type as "Facility" and add pool members (rooms).
- Reassign reservations to specific rooms within the Facility.
- Create and book the resource requirement for the Facility.
- Create a bookable resource with type "Facility" and add pool members (rooms).
- Manually add additional capacity.
- Create and book the resource requirement for the Resource Pool.
- Reassign reservations to specific rooms within the hotel pool.

Order



Answer:

Explanation:

Actions	Order
Create a bookable resource with type pool and pool type as "Facility" and add pool members (rooms).	1 Create a bookable resource with type "Facility" and add pool members (rooms).
Reassign reservations to specific rooms within the Facility.	2 Manually add additional capacity.
Create and book the resource requirement for the Facility.	3 Create and book the resource requirement for the Resource Pool.
Create a bookable resource with type "Facility" and add pool members (rooms).	4 Reassign reservations to specific rooms within the hotel pool.
Manually add additional capacity.	
Create and book the resource requirement for the Resource Pool.	
Reassign reservations to specific rooms within the hotel pool.	

Explanation:

Actions	Order
Create a bookable resource with type pool and pool type as "Facility" and add pool members (rooms).	1 Create a bookable resource with type "Facility" and add pool members (rooms).
Reassign reservations to specific rooms within the Facility.	2 Manually add additional capacity.
Create and book the resource requirement for the Facility.	3 Create and book the resource requirement for the Resource Pool.
	4 Reassign reservations to specific rooms within the hotel pool.

NEW QUESTION # 115

Your Heating, Venting, and Air Conditioning (HVAC) customer wants to help technicians in the future by making resolutions available for use on work orders.

You need to set up templated resolutions to be attached to a work order.

Which four actions must you perform in sequence? To answer, move the four appropriate actions from the list of actions to the answer area. Arrange the four actions in the correct order.

Actions	Order
Post the work order.	
Associate the resolution with a work order type.	
Create a resolution record under Settings in Field Service.	
Associate the resolution with an incident type.	
Create a work order.	
Select Resolution .	

Answer:

Explanation:

Actions	Order
Post the work order.	1 Create a resolution record under Settings in Field Service.
Associate the resolution with a work order type.	2 Associate the resolution with an incident type.
Create a resolution record under Settings in Field Service.	3 Create a work order.
Associate the resolution with an incident type.	4 Select Resolution .
Create a work order.	
Select Resolution .	

Explanation:

Actions	Order
<div>Post the work order.</div>	<div>Create a resolution record under Settings in Field Service.</div>
<div>Associate the resolution with a work order type.</div>	<div>Associate the resolution with an incident type.</div>
	<div>Create a work order.</div>
	<div>Select Resolution.</div>

NEW QUESTION # 116

You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a separate component that compacts the recyclable materials to make them easier to transport.

These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs.

You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

- A. Configure the customer inventory records in a hierarchy, and maintain service history at the sub- component level.
- B. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.
- C. Configure the customer asset records hierarchically, and maintain service history at the sub- component level.
- D. Configure the customer asset records hierarchically, and maintain service history at the service account level.

Answer: C

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-set-up-customer-assets>

NEW QUESTION # 117

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.

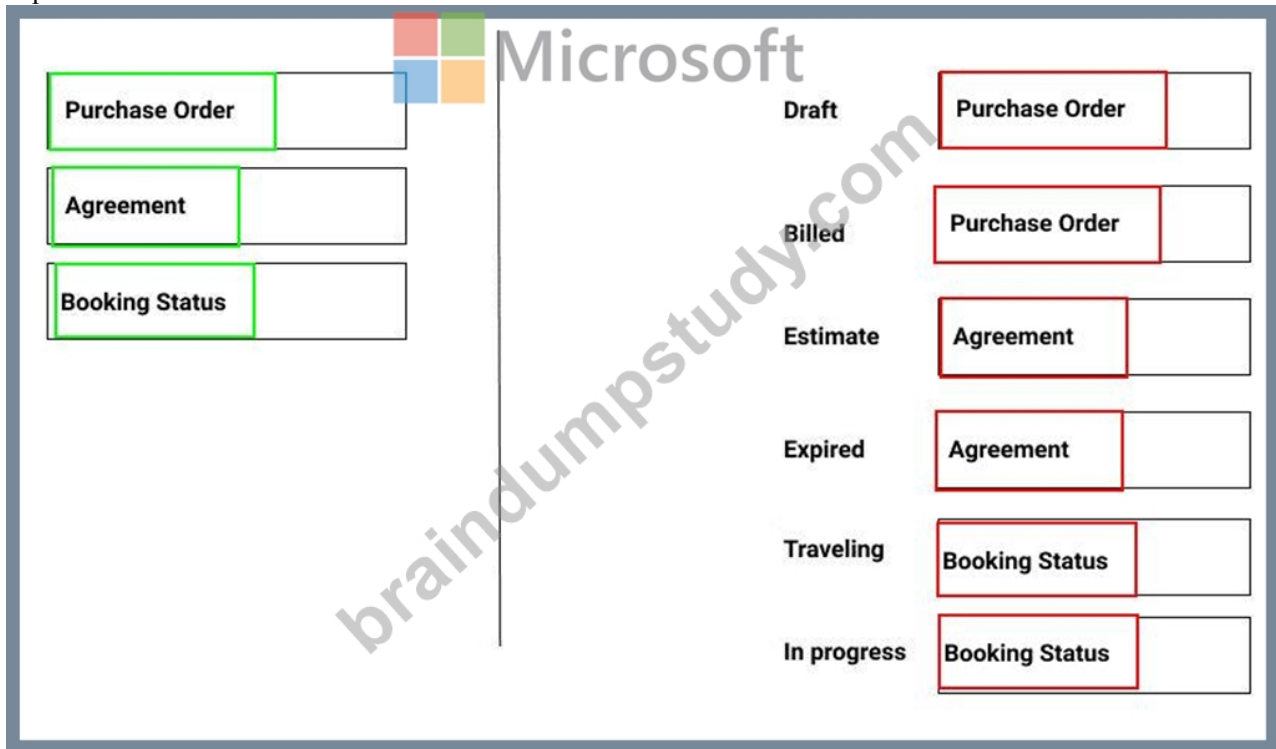
Which unique entity system status value matches with its Entity Type? To answer, drag the appropriate unique entity system status values to the appropriate Entity Type. Each unique entity system status value may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Purchase Order	Draft	
Agreement	Billed	
Booking Status	Estimate	
	Expired	
	Traveling	
	In progress	

Answer:

Explanation:



NEW QUESTION # 118

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