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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q136-Q141):

NEW QUESTION # 136

Contoso, Ltd has just acquired a new company in order to increase the services it offers to its customers.

Contoso, Ltd. wants to ensure that it is able to track all of the stages in its service management workflow,including the services offered by the new service company. You need to configure Dynamics 365 CE for Field Services to ensure that allof the necessary status values are configured correctly to track your company's unique business process.

- Which action must you perform?
 - A. Edit the existing system status field values.
 - B. Create the necessary service task values.
 - C. Create the necessary sub-status values.
 - D. Create the necessary system status values.

Answer: C

NEW QUESTION #137

The company has hired a new manager to set up and configure Field Serviceto automatically schedule workorders to the most appropriate resource scheduling.

The manager is unable to optimize requirements and bookings related to work orders.

Which three settings are required? Each correct answer presents part of the solution.

- A. Set Connect to Maps as Yes.
- B. Add the RSO dispatcher role to a dispatcher.
- C. Add RSO to the profile Field Service-Administrator.
- D. Assign the Field Service-Administrator security role to the RSO user.
- E. Enable Resource Scheduling Optimization.

Answer: A,C,E

NEW QUESTION #138

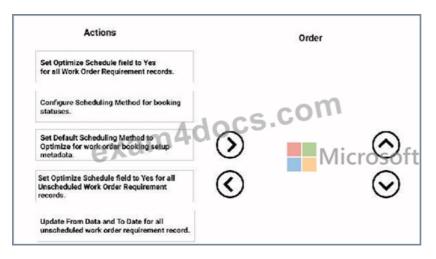
DRAG DROP

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.

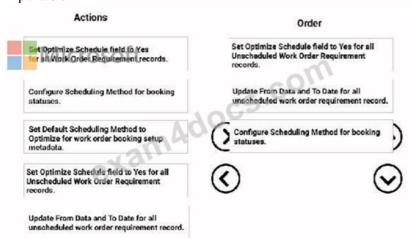
Which three actions should you perform, in sequence, to achieve the goal? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:



Answer:

Explanation:



Section: Schedule and dispatch work orders

Explanation:

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

NEW QUESTION #139

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 R workflows. Generate account SID and authentication token.

Configure SMS and IVR workflows.

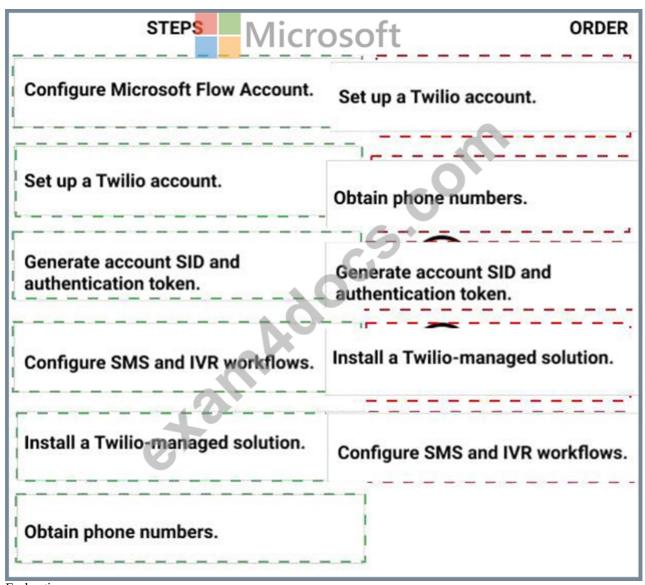


Install a Twilio-managed solution.

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 # 140

You are a Microsoft Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to work orders going forward. However, this resource must be available to be scheduled for other accounts.

Solution: You create a Requirement Resource Preference record and set the Preference Type to Restricted, and Account to Adventure Works. You also enter an expiration date of four (4) months from today. Does this meet the goal?

- A. No
- B. Yes

Answer: A

NEW QUESTION # 141

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