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20-25%

Schedule and dispatch work orders
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Manage field service mobility
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Manage assets and agreements
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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q213-Q218):

NEW QUESTION # 213
You create an incident type with an estimated duration of 1 hour. After adding products, services, and service tasks to the incident type, you notice the estimated duration is now 4 hours.
You need to set the estimated duration to 1 hour.
What two actions can you take? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

- A. Update the estimated duration to 1 hour.
- B. Update the services records to equal a total of 1 hour.
- C. Update the service tasks records to equal a total of 1 hour, and change the estimated duration to 0.
- D. Update both the service tasks and services records to ensure each one equals 1 hour.

Answer: A,C

NEW QUESTION # 214
Your company wants use Microsoft Dynamics 365 Customer Voice to obtain feedback on their customers' on-site service experience.
You need to create a survey which will be sent automatically to a customer once their work order is completed.
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.

Answer:

Explanation:

1 - Select a survey template.
2 - Modify a project template.
3 - Select a work order type.

NEW QUESTION # 215
Drag and Drop Question
You are a Dynamics 365 for Field Service Administrator. You are working with your company's scheduling team on requirements for a new schedule board view.
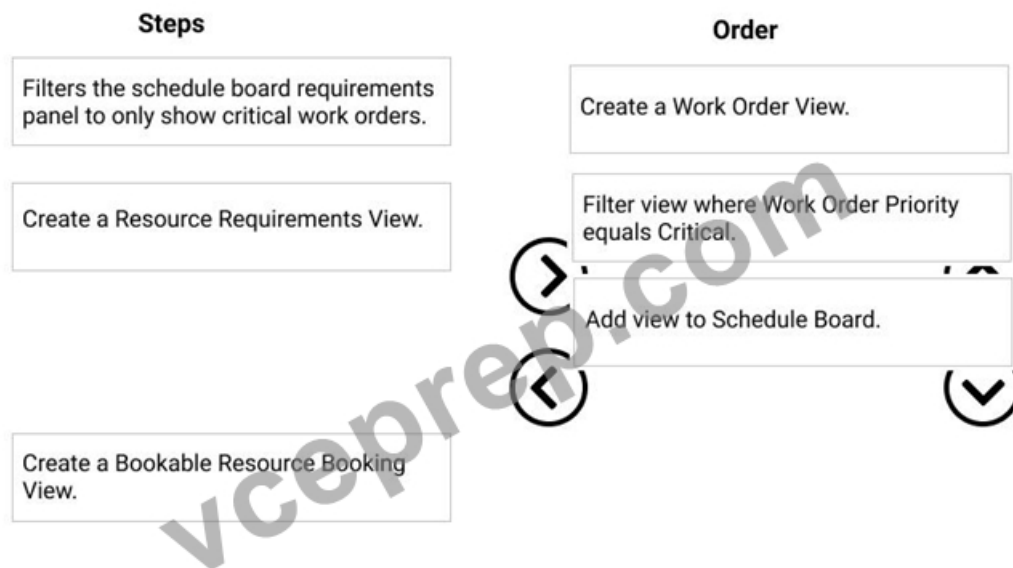
The team needs a schedule board view where they only see work orders with a priority of Critical.

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

Answer:

Explanation:

Steps

Filters the schedule board requirements panel to only show critical work orders.

Create a Resource Requirements View.

Create a Bookable Resource Booking View.

Order

Create a Work Order View.

Filter view where Work Order Priority equals Critical.

Add view to Schedule Board.

Microsoft

NEW QUESTION # 216
Your company is currently using a fixed duration for a job type while scheduling work orders. This causes cascading delays, resulting in lower utilization of the resources.
To address this issue, you propose the use of predictive work duration (powered by AI) to help provide more realistic durations.
You need to advise the management team on the factors dispatchers can use to predict the duration of any given booking or requirement.
Which three factors can be used? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

- A. Customer Agreement
- B. SLA
- C. Time- related changes
- D. Incident Type
- E. Customer (service account)

Answer: C,E

NEW QUESTION # 217
You need to create a purchase order for a tape dispenser machine.
You have:
1. created a purchase order,
2. added tape dispensers as products, and
3. submitted the purchase order.
You need to complete the order and receive the tape dispenser.
In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Answer:

Explanation:

1 - Purchase Order Approved
2 - Create Purchase Order Receipt
3 - Add Purchase Order Receipt Products
4 - Create Purchase Order Bill
5 - Add Purcahse Order Bill Products

NEW QUESTION # 218
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