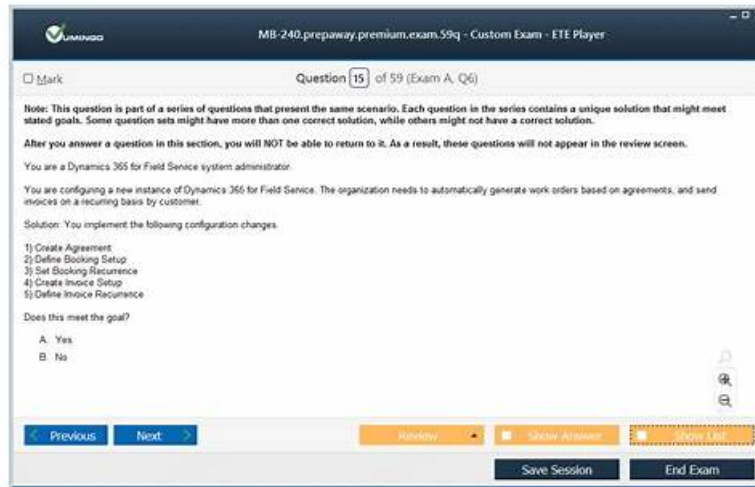


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Microsoft Dynamics 365 Field Service Functional Consultant Sample Questions (Q28-Q33):

NEW QUESTION # 28

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.

Solution: You implement the following configuration changes.

- 1) Create Agreement
- 2) Define Booking Setup
- 3) Set Booking Recurrence
- 4) Create Invoice Setup
- 5) Define Invoice Recurrence

Does this meet the goal?

- A. No
- B. Yes

Answer: B

Explanation:

Section: Configure field service applications

NEW QUESTION # 29

Your organization recently started using the Universal Resource Scheduling feature. You enabled the Lead entity for scheduling.

You need to have a dedicated tab in the schedule board to see all the unscheduled leads.

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	Order
Hide the default requirement panels and add the newly created view to the Initial public view .	
Share the new tab with the required users.	
Create a new view in the Lead entity with the required fields from the lead.	
Name the view as "Unscheduled Leads" with the appropriate filter criteria.	
Create a new view in the Resource Requirement entity with the required fields from the lead.	
Open the schedule board and add a new tab with the appropriate name, then choose the newly created view in the Requirement Panels section.	



Answer:

Explanation:

Actions	Order
Hide the default requirement panels and add the newly created view to the Initial public view .	
Share the new tab with the required users.	
Create a new view in the Lead entity with the required fields from the lead.	
Name the view as "Unscheduled Leads" with the appropriate filter criteria.	
Create a new view in the Resource Requirement entity with the required fields from the lead.	
Open the schedule board and add a new tab with the appropriate name, then choose the newly created view in the Requirement Panels section.	



Explanation:

Actions	Order
Hide the default requirement panels and add the newly created view to the Initial public view .	
Share the new tab with the required users.	

Order	
1	Create a new view in the Lead entity with the required fields from the lead.
2	Name the view as "Unscheduled Leads" with the appropriate filter criteria.
3	Create a new view in the Resource Requirement entity with the required fields from the lead.
4	Open the schedule board and add a new tab with the appropriate name, then choose the newly created view in the Requirement Panels section.



NEW QUESTION # 30

As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience.

Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes. You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities.

Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?

- A. Resources
- **B. Incident Type**
- C. Work Order Types
- D. Booking Rules

Answer: B

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-incident-types>

NEW QUESTION # 31

You are a Dynamics 365 for Field Service administrator. Your company only uses contractors as Bookable Resources. The contractors are not licensed Dynamics 365 users.

The scheduling team books work orders to resources based on location. The team provides you with scenarios because many resources are not showing up in the scheduling assistant.

You need to update bookable resource records based on the provided scenarios.

Which address type should you use with each scenario? To answer, drag the appropriate address type to the appropriate scenario. Each address type may be used one, more than once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

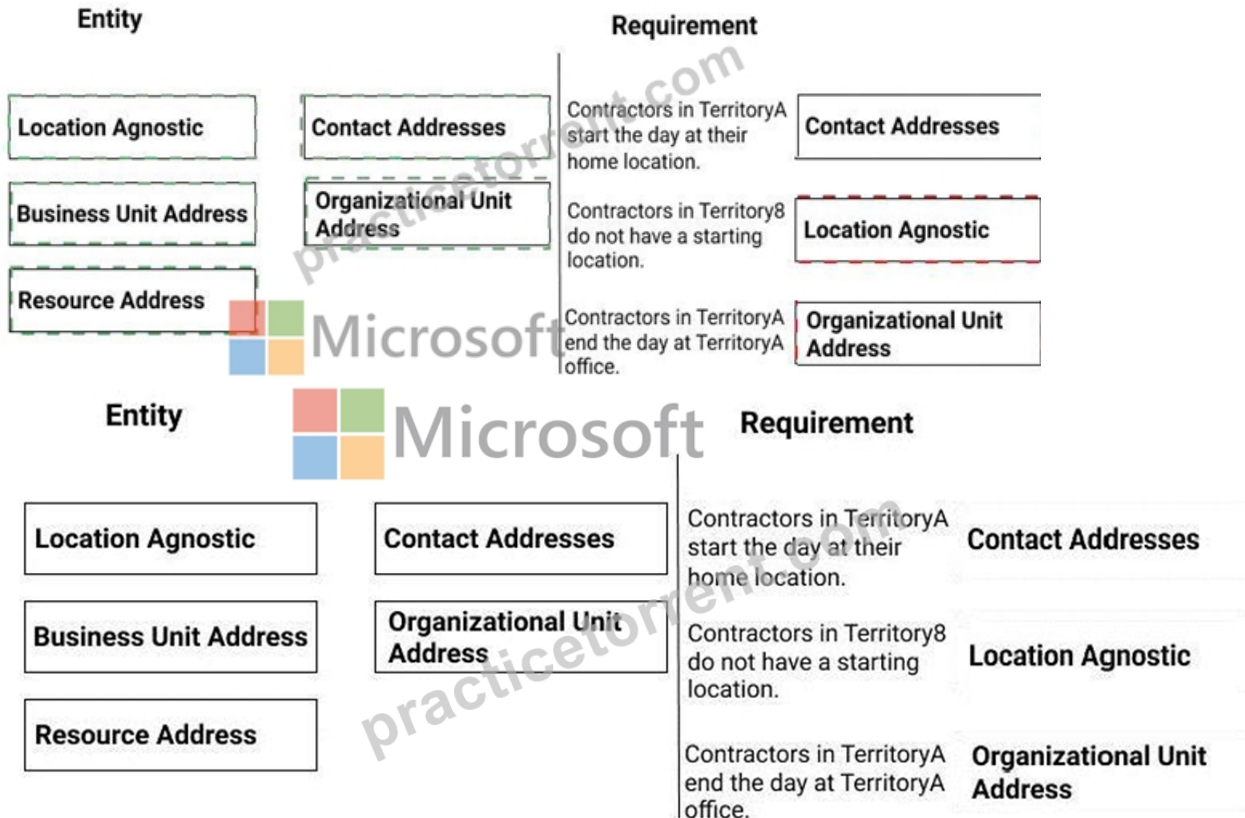
NOTE: Each correct selection is worth one point.

Entity		Requirement	
Location Agnostic	Contact Addresses	Contractors in TerritoryA start the day at their home location.	
Business Unit Address	Organizational Unit Address	Contractors in Territory8 do not have a starting location.	
Resource Address		Contractors in TerritoryA end the day at TerritoryA office.	

Answer:

Explanation:

Answer Area



NEW QUESTION # 32

When Contoso installs chillers for customers, they are expected to follow the same procedure for each install.

You need to configure the functionality necessary to automatically add all the tasks and resources needed to a work order when the work order type is Chiller Installation. You must follow the established Contoso guidelines for installation requirements, as outlined in the Case Study, and create the most efficient process possible.

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 priority record.
- Create a work order sub-status called Chiller Installation.
- Configure an incident type.
- Associate the incident type to the requirement group template.
- Configure a requirement group template.
- Add the incident type to all Chiller Installation work orders.

Order

- Configure an incident type.
- Associate the incident type to the requirement group template.
- Configure a requirement group template.
- Add the incident type to all Chiller Installation work orders.

Answer:

Explanation:

Actions

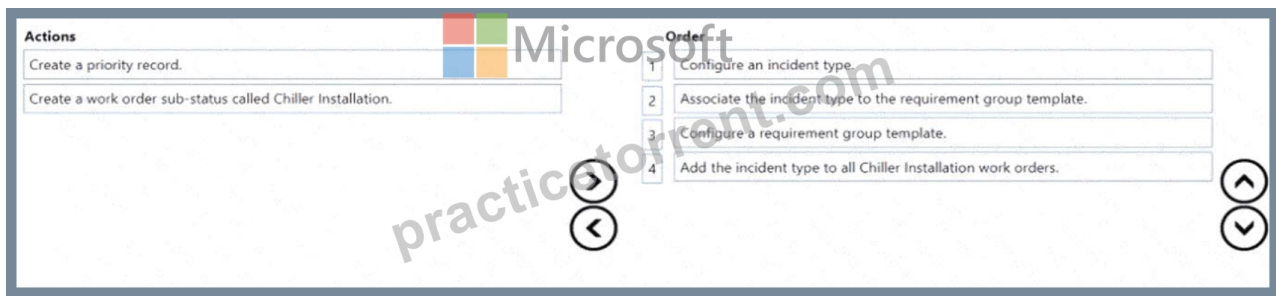
- Create a priority record.
- Create a work order sub-status called Chiller Installation.
- Configure an incident type.
- Associate the incident type to the requirement group template.
- Configure a requirement group template.
- Add the incident type to all Chiller Installation work orders.

Order

- Configure an incident type.
- Associate the incident type to the requirement group template.
- Configure a requirement group template.
- Add the incident type to all Chiller Installation work orders.

Explanation:

A screenshot of a computer Description automatically generated



NEW QUESTION # 33

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