Exam Code: MB-240

Exam Name: Microsoft Dynamics 365 for Field Service

Exam A

QUESTION 1
You are a Dynamics 365 for Field Service Mobile customizer.
Your mobile technicians indicate that when in offline mode, they do not have access to the same data set that is available online. Offline mode contains less account and work order data, and users cannot see warehouses.
You need to determine which updates to make within the mobile project so that technicians can see the appropriate information.
Which three actions should you choose? Each correct answer presents a complete solution.

A. Update Synchronization setting to Always Full Sync.

B. Update entity Sync Filter.

C. Update View filters.

D. Update the Max Sync Records setting.

E. Update the entity Mode to Online and Offline.

Correct Answer: B, D, E
Section:

QUESTION 2
You are a Dynamics 365 for Field Service Administrator.
You have a requirement to make a custom attribute 'Contract Status' required and to not allow invalid data to be entered in the attribute.
What are three ways that you can make an attribute required on a form within the Dynamics 365 for Field Service Mobile App and ensure invalid data cannot be entered? Each correct answer presents a complete solution.

A. Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.

B. Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.

C. Create an Option Set with all possible options for the attribute.

D. Create an OnChange rule to highlight a field when it does not contain correct field data.

E. Create an OnSave rule to check any field's data, but without highlighting the field when the condition is not met.

Correct Answer: A, C, E
Section:

QUESTION 3
You recently created a new schedule board tab.
You need to ensure that only a subset of users can view this new tab.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. From the schedule board setting, ensure the record is shared with the appropriate users or teams.

B. Ensure the schedule board tab is configured to be shared with specific people.

C. Ensure the users have the proper security role.

D. From the schedule board setting, email the record link to the appropriate users or teams.

Correct Answer: B, C
Section:

QUESTION 4
DRAG DROP
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.

Select and Place:

Actions		Order
Purchase Order Approved		1
Create Purchase Order Receipt		2
Add Purchase Order Receipt Products	(>)	3
Create Purchase Order Bill		4
Add Purchase Order Bill Products	(<)	5

Correct Answer:

Actions		Order	
		1	Purchase Order Approved
		2	Create Purchase Order Receipt
	(>)	3	Add Purchase Order Receipt Products
		4	Create Purchase Order Bill
	(<)	5	Add Purchase Order Bill Products

Section:
Explanation:
Purchase Order Approved.
Create Purchase Order Receipt
Add Purchase Order Receipt Products
Create Purchase Order Bill
Add Purchase Order Bill Products.

QUESTION 5
You are implementing Connected Field Service.
You need to provide a list of IoT components that can be used within Connected Field Service. Which three IoT components are applicable? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Azure Blob Storage

B. Azure SQL Database

C. App Services

D. Cognitive Services

E. Azure Cosmos Database

F. Stream Analytics

Correct Answer: A, C, F
Section:

QUESTION 6
You are working with your customer to define their booking timestamps and booking journals. Your customer needs your help to understand the capabilities.
Which two explanations are appropriate? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Overtime is a type of booking journal. The system determines if the working duration is outside normal working hours.

B. Timestamp Frequencies are only updated Per Booking Status Change

C. Timesheets are required to be set up in order to properly capture booking timestamps.

D. Booking timestamps are used to calculate Booking Journals that calculate total travel time and working time for a specific booking.

Correct Answer: A, D
Section:

QUESTION 7
You are configuring the schedule board so that dispatchers can:
1. see all resources on the schedule board at once, with no filtering based on resource type, internal and subcontractors.
2. quickly look at the board, and determine who is internal versus external.
You need to ensure dispatchers can see the resource type.
In which two places should you add the Resource Type field? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point

A. To Resource Details View

B. To Resource Cell Template

C. To Retrieve Resources Query

D. To Resource Tooltips View

Correct Answer: B, C
Section:

QUESTION 8
DRAG DROP
A customer wants work orders to have service-level agreements (SLA) enforced for emergency high-priority work orders.
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.

Select and Place:

Action

Enable SLA functionality for Dynamics 365 Field Service.

Create a new SLA, applicable when work order **Priority** is **Emergency**.

Add the SLA field to a work order form.

Schedule a work order to meet the SLA.

Order

Correct Answer:

Action

Order

Enable SLA functionality for Dynamics 365 Field Service.

Create a new SLA, applicable when work order **Priority** is **Emergency**.

Add the SLA field to a work order form.

Schedule a work order to meet the SLA.

Section:
Explanation:

QUESTION 9
You are implementing the Field Service mobile app for an air conditioning (AC) repair company, A field technician installed an AC unit at a customer location and completed the booking.
The technician now needs to create a follow-up work order in order to schedule the first service on the installed AC unit.
What will happen once the follow-up work order is created?

A. The work order will be available for scheduling by the dispatcher.
B. The system will auto-assign the work order to the same technician for a future date.
C. The technician will need to manually assign the work order to the dispatcher.
D. The system will auto-schedule the work order to the same technician to beam work immediately.

Correct Answer: A
Section:

QUESTION 10
You are implementing Microsoft Dynamics 365 Field Service.

Your organization is using the Dynamics 365 Field Service mobile app as a standalone application. There are no integrations planned for the first year. You realize all the products in the Main Warehouse have product inventory records, however, the quantity On Hand for all are set to 0.
You need to update the quantity on hand of all the products within the Main Warehouse.
What should you do?

A. Import an updated product inventory file with the updated quantity On Hand value for the products associated with the Main Warehouse.

B. Create an Inventory Transfer from an Adjustment Warehouse for the proper quantity On Hand value.

C. Create an inventory adjustment and inventory adjustment product record for each product that requires an update within the Main Warehouse.

D. Navigate to the Product Inventory sub-area. Go to Product Inventory View and manually update the quantity On Hand value for the products associated with the Main Warehouse.

Correct Answer: C
Section:

QUESTION 11
DRAG DROP
Your organization wants to use the new Microsoft Dynamics 365 Field Service mobile app.
You need to ensure this app works for the technicians.
Which three 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.
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:

Correct Answer:

Actions

Assign **System Administrator** role for the app.
Access the Field Service model-driven app and select **Manage Roles**.
Assign **Field Service-Administrator** role for the app.

Order

1	Access the Field Service mobile app and select **Manage Roles**.
2	Assign **Field Service-Resource** role for the app.
3	Assign **Field Service-Dispatcher** field security profile to the app.

Section:
Explanation:
Access the Field Service mobile app and..
Assign Field Service-Resource role for the app...
Assign Field Service-Dispatcher field security...

QUESTION 12
DRAG DROP
Your organization has decided to add Inspections as a new source of revenue.
As a business analyst for this new process, you need to start building Inspection forms for use on a work order.
Which three actions need to be performed in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

Select and Place:

Steps

Create a work order sub-status called Inspection
Add a customer asset for the inspection.
Create a work order type called Inspection.
Create a new inspection.
Create inspection questions.
Associate an inspection with a service task.

Order

1
2
3

Correct Answer:

Steps

| Create a work order sub-status called Inspection |
| Add a customer asset for the inspection. |
| Create a work order type called Inspection. |

Order

1	Create a new inspection.
2	Create inspection questions.
3	Associate an inspection with a service task.

Section:
Explanation:
Create a new inspection.
Create inspection questions.
Associate an inspection with a service task.

QUESTION 13
A customer experience manager wants to share a technician's phone number with a customer. The customer needs to be able to see the phone number in the customer experience portal and be able to communicate directly with the technician.
The customer reports that they are not able to see the phone number in the portal.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Verify that the customer is nor on the exclusion list.
B. Ensure the customers Communication Type is set to Both
C. Within the Customer Portal, update Show Resource Phone to Yes.
D. Verify that the Main Phone field is populated.
E. Ensure the customer's communication preference is set to Allowed

Correct Answer: A, E
Section:

QUESTION 14
DRAG DROP
You are implementing the schedule board for a HVAC (heating, ventilation, and air conditioning) company. The company has two dispatchers in their own territories who only schedule resources within their territory.
You need to configure the schedule board so that each dispatcher only sees resources who belong in their territory, as well as work orders to be scheduled in their territory.
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.

Select and Place:

Actions

Actions
Ensure the unscheduled work orders views are filtered by territory on each tab.
Ensure the **Date Window Start** and **Date Window End** fields are populated on the work order.
Ensure the time zone is set for each territory.
Ensure each resource has the appropriate resource territory associated.
Create a schedule board tab for each territory.
Add the service territory to each tab and select **Save Current Filters as Default**.

Order

	Order
1	
2	
3	
4	

Correct Answer:

Actions

Actions
Ensure the unscheduled work orders views are filtered by territory on each tab.
Ensure the **Date Window Start** and **Date Window End** fields are populated on the work order.

Order

	Order
1	Ensure the time zone is set for each territory.
2	Ensure each resource has the appropriate resource territory associated.
3	Create a schedule board tab for each territory.
4	Add the service territory to each tab and select **Save Current Filters as Default**.

Section:
Explanation:
Ensure the time zone is set for each territory.
Ensure each resource has the appropriate...
Create a schedule board tab for each territory.
Add the service territory to each tab and select...

QUESTION 15
DRAG DROP
You are implementing Microsoft Dynamics 365 Field Service for an organization.
The organization has a dispatcher who schedules resources across multiple time zones. The dispatcher requests for the resources categorized by time zone, so they could quickly schedule the appropriate resources and visualize multiple resources per time zone on the schedule.
You need to configure the schedule board to accommodate this request
Which three actions should you recommend be performed in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.
NOTE: More than one order of answer choices is correct You will receive credit for any of the correct orders you select.

Select and Place:

Actions

Create one schedule board tab per resource.
Ensure all resources remain on the schedule board tab.
Ensure the appropriate time zone is set in the scheduler settings.
Create one schedule board tab per time zone.
Add the resources for the time zone to the schedule board tab.

Order

Correct Answer:

Actions

Create one schedule board tab per resource.
Ensure all resources remain on the schedule board tab.

Order

Ensure the appropriate time zone is set in the scheduler settings.
Create one schedule board tab per time zone.
Add the resources for the time zone to the schedule board tab.

Section:
Explanation:

QUESTION 16
You are implementing Microsoft Dynamics 365 Field Service for your organization.
You are about to finalize the updates to booking statuses. The booking statuses, and corresponding Field Service Status values are:

Booking Status	Field Service Status
Scheduled	Scheduled
Traveling	Traveling
Arrive	In Progress
Wrench Time	In Progress
On Break	On Break
Completed	Completed
Canceled	Canceled

You want technicians' time entries to be generated every time they update the booking status.
Which two steps must you set up to ensure the time entries are correctly generated? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Set the Times tamp Frequency setting to Auto-Generate from Booking Timestamps

B. Set the Time Entry Generation Strategy setting to Per Booking Status Change

C. Set the Time Entry Generation Strategy setting to Auto-Generate from Booking Timestamps

D.   Set the Timestamp Frequency setting to Per Booking Status Change.

Correct Answer: C, D
Section:

QUESTION 17
DRAG DROP
You need to create a requirement group for a work order.
Which three 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.

Select and Place:

Actions
Book the requirement group.
Create a requirement group.
Associate the work order to the requirement group.
Create a requirement group template.
Associate an incident type to the requirement group template.
Add the incident type to a work order and book the work order.

Order

Correct Answer:

Actions
Book the requirement group.
Create a requirement group.
Associate the work order to the requirement group.

Order
Create a requirement group template.
Associate an incident type to the requirement group template.
Add the incident type to a work order and book the work order.

Section:
Explanation:

QUESTION 18
Your customer asks you to create a dashboard.
The application must meet the following requirements:

* Capture work orders, asset information, and customer information.
* Allow actions to be taken directly from the dashboard.
* Allow data filtration.
You need to determine the type of dashboard you should create in the app designer. Which type of dashboard should you create?

A. Power BI

B. Multi-stream interactive

C. Single-stream interactive

D. Classic

Correct Answer: B
Section:

QUESTION 19
Your customer wants to set up a minimum charge of $100 for the first 45 minutes of being onsite for a work order.
You need to set up this requirement in Microsoft Dynamics 365 Field Service.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Create a price list where the Flat Fee is set to No

B. Create a Field Service price list item where the Flat Fee is set to No. the Minimum Charge Duration is 45 minutes and the Minimum Charge Amount 15 $100

C. Created Field Service price list item where the Flat Fee is set to Yes. the Minimum Charge Duration is 45 minutes, and the Minimum Charge Amount is $100 H P.

D. Create a new product with Field Service Product Type - Service.

E. Create a new product with Field Service Product Type = Inventory

Correct Answer: A, D
Section:

QUESTION 20
As part of the Microsoft Dynamics 365 Field Service implementation, your company wants to track the time that technicians spend on work orders and other scenarios. The company wants to be able to report on utilization and billing.
You need to advise on the ways time entries can be created in Field Service.
What are three possible ways? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point

A. Automatically for Work Order bookings

B. Automatically for bookings related to Custom Entities

C. Manually for Custom Business Processes

D. Automatically for Time-off requests

E. Automatically for bookings related to Cases

Correct Answer: A, C, D
Section:

QUESTION 21
You are a Dynamics 365 for Field Service Mobile (FSM) customizer.
Technicians report that they are not seeing their Bookings in the FSM app.

You need to investigate why they cannot see their bookings.
What are three actions you must take to perform your investigation? Each correct answer presents a complete solution.

A. Check Drip Scheduling setting on the Bookable Resource.
B. Check sync filter on Bookable Resource Booking View.
C. Check if sync filter on Bookable Resource entity is too restrictive for offline mode.
D. Check that FSM app is synching to server.
E. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.c

Correct Answer: A, D, E
Section:

QUESTION 22
You are a Dynamics 365 for Field Service Mobile Administrator (FSM).When technicians log into FSM, they receive the following message:
''Your organization has not configured Field Service Mobile.''
You log into FSM and cannot reproduce the issue with your login.
What must you do to fix the issue?

A. Update the Security Roles for the FSM project within Woodford.
B. Update the Priority for the FSM project within Woodford.
C. Update the Security Roles for all Bookable Resources within Dynamics 365.
D. Set Enabled for Field Service Mobile to Yes for all Bookable Resources.

Correct Answer: A
Section:
Explanation:
https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-faq

QUESTION 23
You are in charge of setting up the new Dynamics 365 CE Field Services environment for your company.
As the field Service Administrator, you need to configure the field service settings for work orders for your environment.
Which three work order settings can be configured by the Field Service Administrator? Each correct answer presents a complete solution.

A. Default work order type
B. Auto generate resource requirement for work order
C. Work order invoice creation
D. Default work order completed status
E. Auto generate work order for agreement booking

Correct Answer: A, B, D
Section:

QUESTION 24
DRAG DROP
You need to create a purchase order for a thermal overload cooling fan for a refrigeration unit on the shop floor.
After creating a purchase order, what are the five steps, in sequence, for completing the order and receivingthe products? 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:

Steps

Add Purchase Order receipt products.

Send completed bill to Enterprise Resource Planning (ERP).

Create a Purchase Order Receipt.

Add Products.

Obtain Approval.

Create Purchase Order Bill.

Order

Correct Answer:

Steps

Send completed bill to Enterprise Resource Planning (ERP).

Order

Add Products.

Obtain Approval.

(Create a Purchase Order Receipt.)

(Add Purchase Order receipt products.)

Create Purchase Order Bill.

Section:
Explanation:

QUESTION 25
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 Agreement Products
3) Set Booking Recurrence
4) Create Invoice Setup
5) Define Invoice Recurrence
Does this meet the goal?

A. Yes
B. No

Correct Answer: B
Section:

QUESTION 26

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) Create Invoice Setup
4) Set Auto Generate Invoice = Yes
5) Populate Generate Agreement Invoices X Days in Advance

Does this meet the goal?

A. Yes

B. No

Correct Answer: B
Section:

QUESTION 27
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. Yes

B. No

Correct Answer: A
Section:

QUESTION 28
You are a Dynamics 365 for Field Service Administrator. Your organization wants to use Connected Field Service for existing Customer Assets.

You install Connected Field Service and set up Azure IoT Central, but it seems no alerts are being received in Dynamics 365 for the devices.

You need to find the issue and resolve it.

Which action should you choose?

A. Configure the Create CFS alerts from IoT Central Workflow within Dynamics 365.

B. Create the IoT Connected Device connection role to link devices to customer assets.

C. Register the device in Dynamics 365 Connected Field Service.

D. Configure the Create CFS alerts from IoT Central within Microsoft Flow.

Correct Answer: D
Section:

QUESTION 29
You are a Dynamics 365 for Field Service Administrator.
You install and configure Connected Field Service with Azure IoT Central. Several of your connected devices sent alerts back to Dynamics 365 and work orders were created. However, the work orders were not sent back to Azure IoT Central.
You need to resolve the issue.
Which Action should you take to resolve the issue?

A. Configure the Microsoft Flow When a work order is created in Connected Field Service, update IoT Central.
B. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.
C. Configure the Dynamics 365 workflow When a work order is created in Connected Field Service, update IoT Central.
D. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.

Correct Answer: A
Section:

QUESTION 30
You are a Dynamics 365 for Field Service consultant.
One of your Dynamics 365 customers wants to decrease the number of repair appointments by sending fewer technicians onsite.
You need to provide a recommendation of which solution your customer should use to achieve their request.
What should you recommend?

A. Azure IoT Hub
B. Connected Field Service
C. Dynamics 365 for Field Service
D. Crew Scheduling

Correct Answer: B
Section:

QUESTION 31
DRAG DROP
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.

Select and Place:

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

Correct Answer:

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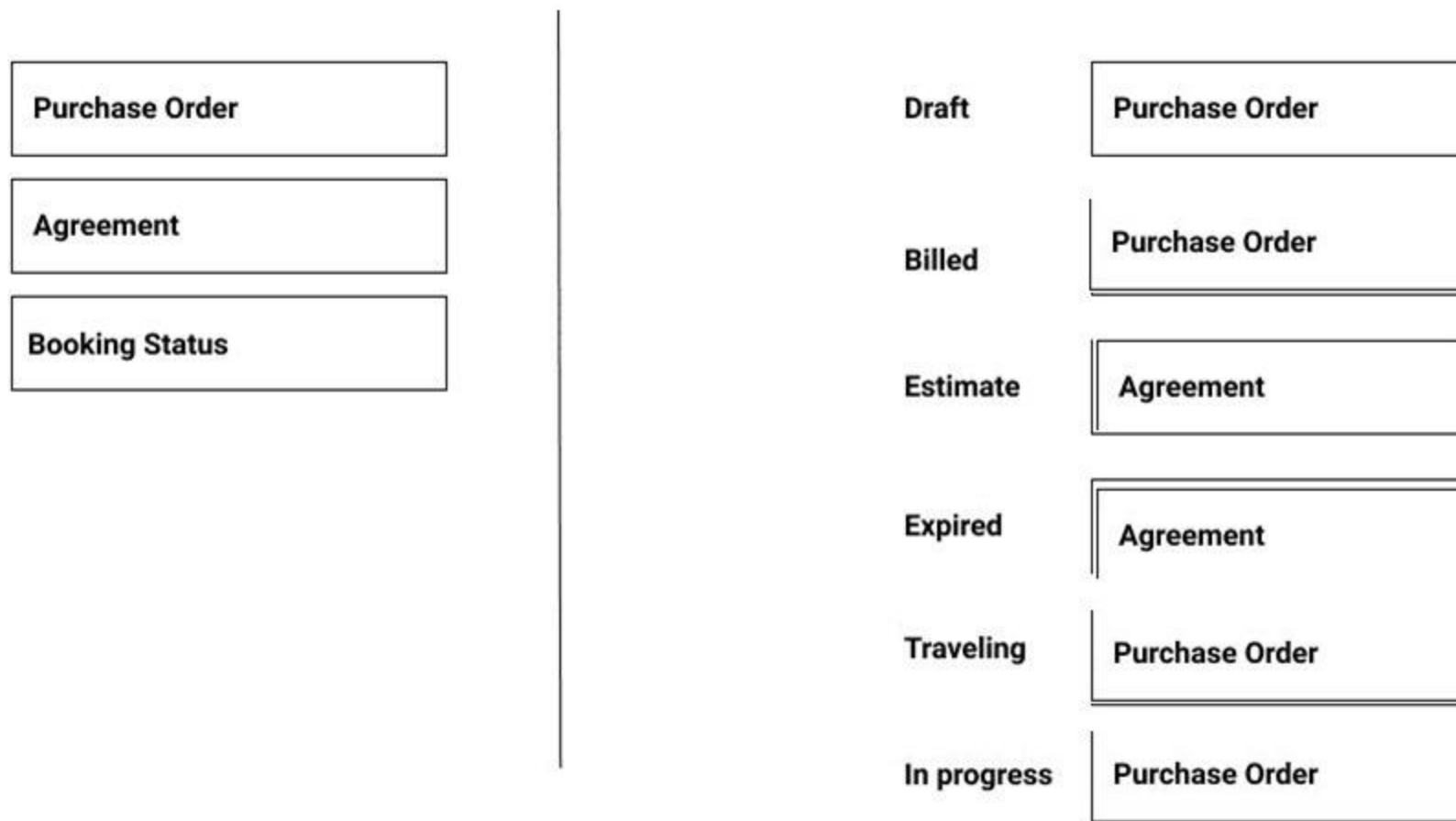
Section:
Explanation:

QUESTION 32
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 all of 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 sub-status values.

C. Create the necessary system status values.

D. Create the necessary service task values.

Correct Answer: B
Section:

QUESTION 33
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. Work Order Types
C. Booking Rules
D. Incident Type

Correct Answer: D
Section:

QUESTION 34
DRAG DROP
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.

Select and Place:

Correct Answer:

Answer Area

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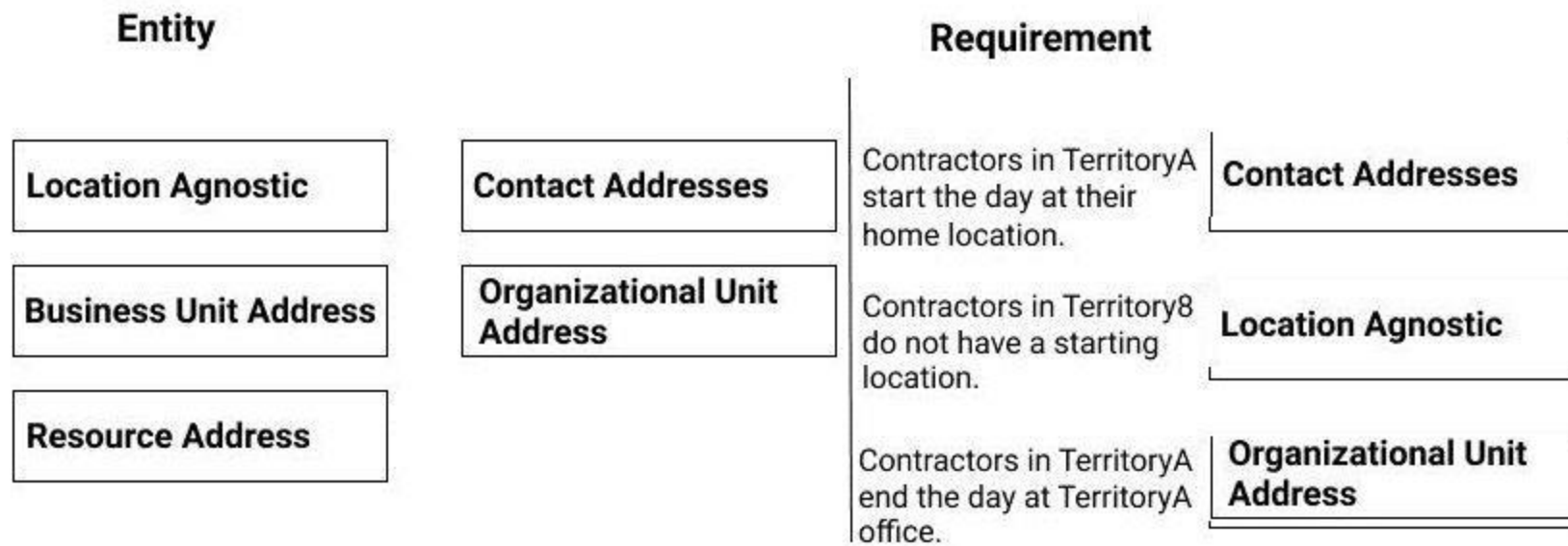
Section:
Explanation:

QUESTION 35
Your company is expanding nationally.
You need to configure tax codes for a new territory, so the company can start to operate in the new territory. You realize that you can identify which field service record types the tax code will be applied to.
Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete solution.

A. Agreements
B. Services
C. Purchase Orders
D. Products
E. Work Orders

Correct Answer: A, B, D
Section:

QUESTION 36
You are entering products and services into Dynamics 365 CE Field Services.
You need to ensure that your field technicians can use the products when completing work orders.
Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

A. Product
B. Non Inventory
C. Inventory
D. Service

Correct Answer: B, C
Section:

Explanation:
https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets Only products where Field Service Product Type is set to Inventory or Non-inventory can be added to work orders. Only those products can be automatically converted to customer assets. However, when manually creating a customer asset, you can add all products.

QUESTION 37
The field service team manager needs you to give a new technician user access to the system. The technician will use the mobile application to fill out work orders when they are onsite doing filed work to repair factory motors at customer sites. When the dispatcher takes vacation, the new technician user will manage dispatcher functions. Which two field service security roles will the new technician user need? Each correct answer presents part of the solution.

A. Field Service-Dispatcher

B. Field Service-App Access and Field Service -Resource

C. Field Service-Mobile User

D. Field Service-User

Correct Answer: A, B
Section:

QUESTION 38
DRAG DROP
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.

Select and Place:

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.

Correct Answer:

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

Section:
Explanation:

QUESTION 39
DRAG DROP
Your company has a requirement to use the out-of-the-box Resource types to categorize Active Bookable Resource types. The company wants to ensure easy Dynamics 365 upgrades as needed.
You need to ensure that you only use the appropriate Resource types.
Which types are available for your use? To answer, drag each description on the left to the appropriate column on the right. Each description 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

Descriptions	Resource Type	Not a Resource Type
Account		
User		
Service Center		
Equipment		
Team		

Correct Answer:

Answer Area

Descriptions		Resource Type	Not a Resource Type
Account		Account	
User		User	
Service Center			Service Center
Equipment		Equipment	
Team			Team

Section:
Explanation:

QUESTION 40
You are a Dynamics 365 for Field Service Dispatcher reviewing automatically generated bookings for optimization of the schedule.
You notice that, for certain customers, Work Orders are being generated without service tasks, products, or services, when they should have them documented from the Agreement.
Which two of the following should you troubleshoot? Each correct answer presents part of the solution.

A. Incident Type contains appropriate Service Tasks, Products, and Services.
B. Incident Type field 'Copy Incident Items to Agreement' is marked 'Yes'.
C. Agreement Booking Setup field 'Auto Generate Work Order' is marked 'Yes'.
D. Agreement Booking Setup contains appropriate Service Tasks, Products, and Services

Correct Answer: B, D
Section:

QUESTION 41
DRAG DROP
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.

Select and Place:

Entity

Products	Services

Service Tasks	Characteristics

Requirement

Incident Types must have a Labor Hours record.	

Incident Types must have 1 product brochure.	

Incident types must have a checklist for technicians to follow.	

Correct Answer:

Entity

Products	Services

Service Tasks	Characteristics

Requirement

Incident Types must have a Labor Hours record.	Services

Incident Types must have 1 product brochure.	Products

Incident types must have a checklist for technicians to follow.	Service Tasks

Section:
Explanation:

QUESTION 42
DRAG DROP
You are a Dynamics 365 for Field Service Administrator.
You are setting up a new Incident Type. There are no service tasks or products created that are related to this incident.
Which seven actions should you perform in sequence to add these services? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.
NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct orders you select.

Select and Place:

OPTION

Create and save all necessary service tasks.

Create, save, and publish all necessary products.

Create and save the incident.

Add all service tasks for this incident.

Add all products for this incident.

Add all services for this incident.

Add any appropriate notes for this incident.

Create and save all necessary products.

Publish the incident.

TARGET

Correct Answer:

OPTION

Create, save, and publish all necessary products.

Publish the incident.

TARGET

Create and save all necessary products.

Create and save all necessary service tasks.

> ◉ ❯

Create and save the incident.

> ◉ ❮

Add all service tasks for this incident.

Add all products for this incident.

Add all services for this incident.

Add any appropriate notes for this incident.

Section:
Explanation:

QUESTION 43
You are setting up a maintenance agreement for a new customer that will require preventative maintenance visits as well as emergency visits to repair unforeseen equipment failures.
You want to be certain that the price the customer is charged for all maintenance and repairs visits accurately reflects the agreed upon price list. The price of the spare parts used in equipment repairs varies significantly by the territory where the client is located.

As the work order administrator, you need to ensure that the prices used when generating the invoices for work completed are correct, based on the agreement with the customer and the territory of the customer.
What are three ways that you can accomplish this goal? Each correct answer presents a complete solution.

A. Add a regional price list to the agreement that includes the price for products and services used.
B. Add a regional price list to the work order product that includes the price for products and services used.
C. Add a territory relationship to the work order that includes the price for products and services used.
D. Add a regional price list to the work order type that includes the price for products and services used.
E. Add a territory relationship to the agreement that includes the price for products and services used.

Correct Answer: A, B, D
Section:
Explanation:
https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-entitlements

QUESTION 44
DRAG DROP
You are a Dynamics 365 for Field Service Dispatcher.
You need to use the schedule board to find resources for a work order. The work order can be completed by any resource who has the correct piece of equipment and who is available at 9:00 A.M during a selected week.
Which four steps must you take, in sequence, to successfully implement this capability within the schedule board? 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:

Actions

Book the work order.

Create a new requirement group.

Create a requirement group template.

Add the incident type to a work order.

Associate an incident type to the requirement group template.

Book the requirement with the scheduling assistant.

Correct Answer:

Actions

Create a new requirement group.

Book the requirement with the scheduling assistant.

Answer Area

Create a requirement group template.

Associate an incident type to the requirement group template.

Add the incident type to a work order.

Book the work order.

Section:
Explanation:

QUESTION 45
You are a Dynamics 365 for Field Service administrator for a construction company. You need to schedule a work order for a group of resources that will work together for a set number of days, week, or months.
How should you achieve the goal without scheduling the same requirements multiple times manually by using the schedule board (or with the schedule assistant)?

A. Use Facility Scheduling
B. Use Multi-Resource Scheduling
C. Use Resource Crew Scheduling
D. Use Universal Resource Scheduling

Correct Answer: B
Section:

QUESTION 46
DRAG DROP
You work for a digital billboard manufacturing company. When manufacturing is completed, the new digital billboards are shipped to a client site for installation. As the dispatcher for your company, you need to identify and schedule the different resources that are required to complete the installation of the digital billboard.
The installation of a billboard is a complicated process and requires a large team of resources all with different skills. These installations occur frequently, so you want to dispatch the resources for installations as efficiently as possible.
You need to configure multi-resource scheduling.
Which three steps should you perform, in sequence, to enable the multi-resource scheduling? 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:

Steps

Book the requirement group.

Set up booking rules.

Create a requirement group template.

Create a resource skills requirement template.

Create a new requirement group.

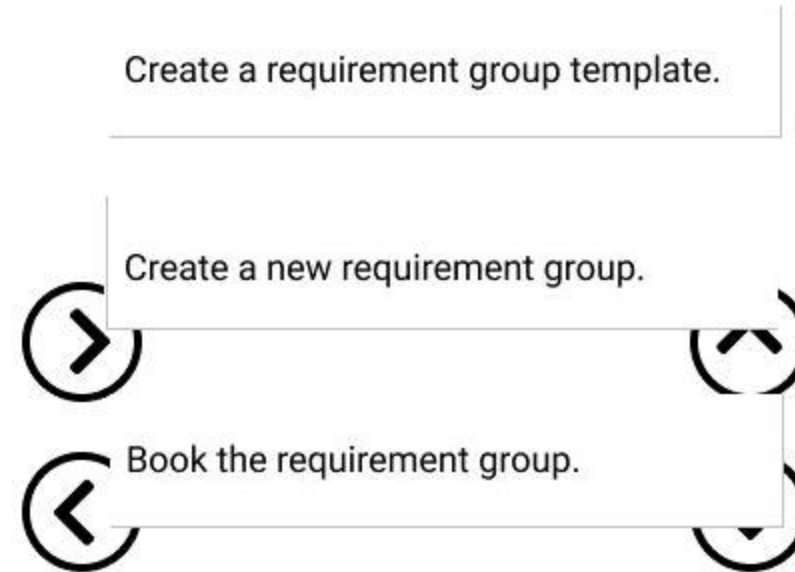Associate fulfillment preference to a requirement group.

Order

Correct Answer:

Steps

Set up booking rules.
Create a resource skills requirement template.
Associate fulfillment preference to a requirement group.

Order

Create a requirement group template.

Create a new requirement group.

Book the requirement group.

Section:
Explanation:

QUESTION 47
You are implementing Dynamics 365 for Field Service. Your customer needs to understand how they can schedule the closest possible resource to a work order. The requirement further specifies it could be start of day from the company's site or during the middle of the day from an existing work order.
You need to provide them with the settings they need to properly configure so the closest resource is found when using the schedule assistant.
What should you suggest?

A. Update the Resources Synchronization Timeout (in sec) setting within the Schedule Board Settings.
B. Update the Load Default Filters on the Schedule Assistant.
C. Update the Starting Location to Organization Unit within Schedule Board Settings.
D. Update the filter on the Scheduler core tool tips view.

Correct Answer: C
Section:

QUESTION 48
DRAG DROP
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.

Select and Place:

Steps

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

Create a Resource Requirements View.

Filter view where Work Order Priority equals Critical.

Create a Bookable Resource Booking View.

Add view to Schedule Board.

Create a Work Order View.

Order

Correct Answer:

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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.

Section:
Explanation:

QUESTION 49
You are a Dynamics 365 for Field Service scheduler using the Schedule Assistant.
You notice the Schedule Assistant always sets the Default Radius to 25 KM. You need to have the schedule assistant Default Radius set to 50 Miles.
Which two options should you choose? Each correct answer presents a complete solution.

A. Set the Default Radius Unit to Miles under Field Service Settings, Work Order/Booking section.
B. Set the Default Radius Value to 50 under Scheduling Parameters.
C. Set the Default Radius Value to 50 under Field Service Settings, Work Order/ Booking section.
D. Set the Default Radius Unit to Miles under Scheduling Parameters.

Correct Answer: A, D
Section:
Explanation:
https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings

QUESTION 50

You are a Dynamics 365 for Field Service Administrator. You configure Route Scheduling Optimization (RSO) and publish the schedule.

One of your schedulers indicates two of their resources are not getting work orders assigned.

You need to determine Auto Geo Code Addresses to Yes in Field Servic rk orders through RSO.

Which three options should you choose? Each correct answer presents a complete solution.

A. Work Hours is not properly configured for days being optimized.

B. Optimize Schedule field is not set to Yes.

C. The Work Location field is not set to Onsite.

D. Scheduling Method is not set to Optimize.

E. Start Location and End Location fields are not the same.

Correct Answer: A, B, E

Section:

Explanation:

https://docs.microsoft.com/en-us/dynamics365/field-service/rso-faq

QUESTION 51

DRAG DROP

You have the Universal Resource Scheduling (URS) security role.

Your organization creates a custom entity. The records for the entity need to be scheduled to resources.

You need to enable the new entity to be scheduled. You select the entity that needs to be enabled and need to continue the set up process.

Which four actions should you perform next, 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:

Actions

Enable GeoCode for custom entity.

Publish Customization.

Create new Booking Relationship.

Update the Booking Setup Metadata information.

Create a new Requirement Relationship.

Update Schedule Board settings for new entity.

Create new Resource Requirement Relationship.

Order

⌃

⌄

Correct Answer:

Actions

Enable GeoCode for custom entity.

Update Schedule Board settings for new entity.

Create new Resource Requirement Relationship.

Order

Create new Booking Relationship.

Create a new Requirement Relationship.

> Publish Customization.

< Update the Booking Setup Metadata information.

V dumps

Section:
Explanation:

QUESTION 52
DRAG DROP
You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm.
Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many site visits may require more than one technician to be sent for the repair.
Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task. Each resource scheduling component 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.

Select and Place:

Resource Crew

Requirement Group

Schedule Board

Booking Rule

Incident type

Booking Resource Booking

Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.

Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.

Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.

When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.

Correct Answer:

Resource Crew

Requirement Group

Schedule Board

Booking Rule

Incident type

Booking Resource Booking

Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.

Resource Crew

Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.

Schedule Board

Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.

Schedule Board

When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.

Booking Rule

Section:

Explanation:

QUESTION 53
You are a 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 workorders going forward. The resource must be able to be scheduled for other accounts.
How can you achieve this goal?

A. Create a Requirement Resource Preference record for the resource. Set the Preference Type to Restricted and Cascade to No.
B. Create a Requirement Resource Preference record for the resource. Set the Preference Type to Restricted and Account to Adventure Works.
C. Select Load the Default Filters on the Schedule Board.
D. Create a Requirement Resource Preference record for the resource.

Correct Answer: B
Section:

QUESTION 54
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:

Functions	Scenario	Answer
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		

Correct Answer:

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 Assistant
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		
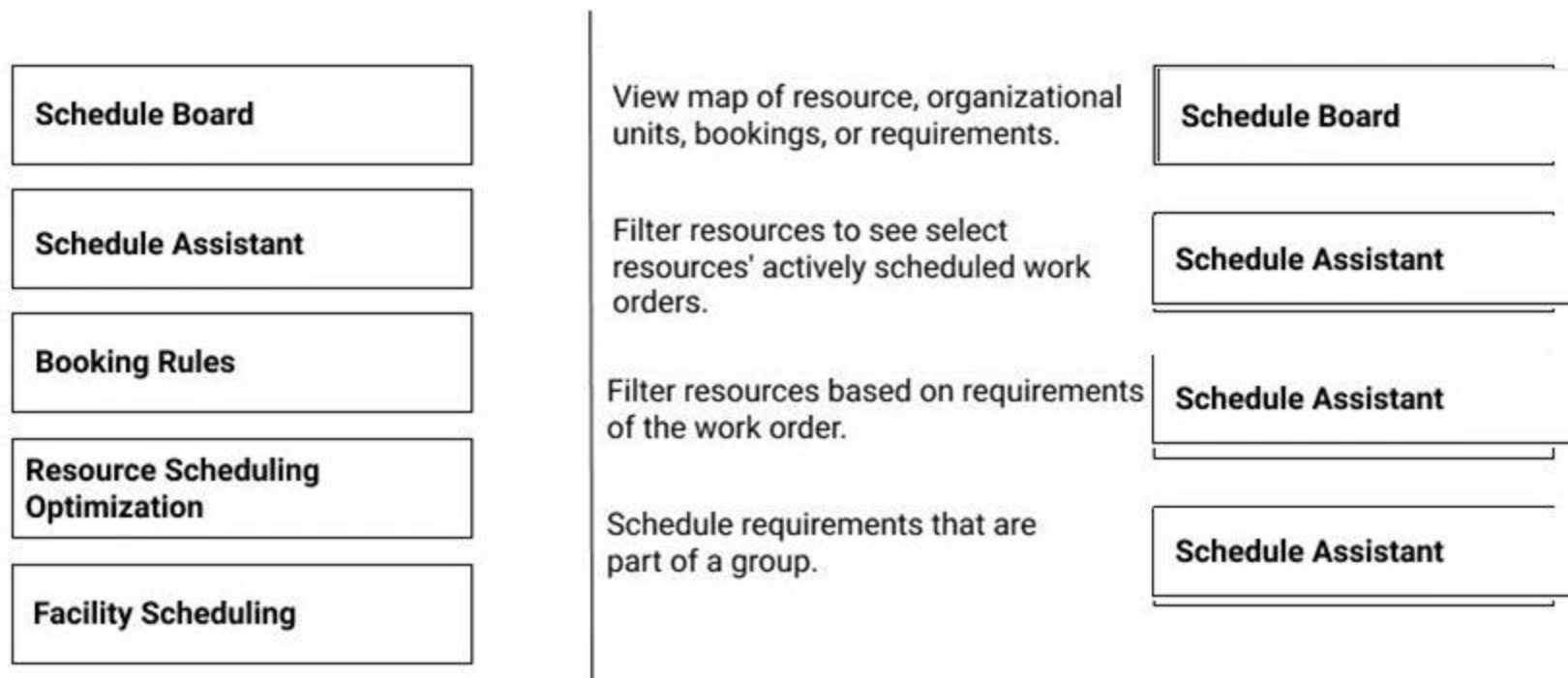
Section:
Explanation:

QUESTION 55
You are Dynamics 365 for Field Service Administrator and work for a manufacturing company. The company provides customers with large power systems for sophisticated data centers. The power systems are serviced by a field engineering team.
The field engineering team documents work done on repairs and maintenance by completing Work Orders within Dynamics 365.
You need to easily schedule work orders for the field engineering team via the schedule and enable geocoding.
Which two steps must you take to schedule resources via the schedule board and enable geocoding? Each correct answer presents part of the solution.

A. Connect to Maps in Resource Scheduling.

B. Configure the map on the Schedule Board.

C. Set Auto Geo Code Addresses to Yes in Resource Scheduling.

D. Set Auto Geo Code Addresses to Yes in Field Service Settings.

Correct Answer: A, D
Section:

QUESTION 56
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:

Actions

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.

Order

Correct Answer:

Actions

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

[empty box]

Set Default Scheduling Method to Optimize for work order booking setup metadata.

[empty box]

[empty box]

Order

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.

Configure Scheduling Method for booking statuses.

Section:
Explanation:

QUESTION 57
DRAG DROP
You are a dispatcher for a cable installation company that provides installation services in multiple territories.
The company is using Dynamics 365 for Field Service to manage their work orders. Every time a work order is created, the dispatch team is manually assigning the work order to a territory in order to book the correct resources.
You are tasked with ensuring that Dynamics 365 will automatically assign work orders to territories so that the dispatcher can search for the correct resources.
Which four steps, in sequence, must be configured to ensure that when work orders are created they will automatically be mapped to the correct territory? 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:

Steps

Add new resource territories.

Add new service territories.

Assign members to territories.

Map postal codes to service territories.

From the view of Active Resources, click the assign territories button in the menu ribbon.

Use the territory lookup on each user record to assign territory.

Order

> ∧

< ∨

Correct Answer:

Steps

From the view of Active Resources, click the assign territories button in the menu ribbon.
Use the territory lookup on each user record to assign territory.

Order

Add new service territories.
Assign members to territories.
❯ Map postal codes to service territories.
❮ Add new resource territories.

Section:
Explanation:

QUESTION 58
DRAG DROP
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 BookingStatuses 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.

Select and Place:

Statuses

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.

Order

Correct Answer:

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.

Section:
Explanation:

QUESTION 59
Your company processes a large number of work orders each day. The company wants to ensure the high priority work orders are dealt with immediately.
You need to configure the schedule board so that bookings are easily visible to the dispatchers.
How can you configure Dynamics Field Services to increase booking visibility?

A. Configure a work order type for high priority issues, to help categorize high priority work order records.
B. Configure an Incident type for high priority incidents on work order records.
C. Configure the status color for a booking status record, to identify high priority work order records.
D. Configure a priority record to allow you to identify high priority work order records.

Correct Answer: C
Section:

QUESTION 60
The company has hired a new manager to set up and configure Field Service to automatically schedule work orders 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. Assign the Field Service-Administrator security role to the RSO user.
B. Add the RSO dispatcher role to a dispatcher.
C. Enable Resource Scheduling Optimization.
D. Set Connect to Maps as Yes.
E. Add RSO to the profile Field Service-Administrator.

Correct Answer: A, C, D
Section:

QUESTION 61
You are a Field Service resource manager for Contoso, Ltd. and are setting up characteristics for field technicians who are responsible for repairs on rental equipment.
Work performed on certain types of backhones, trenchers, and excavating equipment requires different attributes to be identified for proper work order assignment and scheduling.
Which two characteristics are valid? Each correct answer presents a complete solution.

A. Certification
B. Approval Status
C. Skill
D. Rating Value

Correct Answer: A, C
Section:

QUESTION 62
You are a Dynamics 365 for Field Service scheduling coordinator. When you select the Book button on a work order, Technician A never shows up as available.
You need to update the system to see Technician A's availability.
What should you do?

A. Set Enable for Availability Search to Yes on the Technician A bookable resource record.
B. Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.
C. Set Real Time Mode to Yes on the Schedule Assistant view.
D. Set Display on Schedule Board to Yes on the Technician A bookable resource record.

Correct Answer: A
Section:

QUESTION 63
You are onsite, working on a customer's factory floor. You need to return tomorrow and replace a belt on the conveyor. You look at the inventory in Warehouse 1, and there are 10 in stock. You pull the belt from stock and create an inventory transfer record.
What are the two correct steps to complete the transfer? Each correct answer presents part of the solution.

A. Select the source warehouse, then select the destination warehouse.
B. Enter the quantity to transfer, then click transfer.
C. Enter the part number from the drop down, then click to transfer.
D. Select the From warehouse location, then select the To warehouse location.

Correct Answer: A, B

Section:

QUESTION 64
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:

STEPS	ORDER
Click Receipt Products	
Create an Inventory Adjustment record.	
Click Show Purchase order Products not fully received yet.	
Click the drop-down arrow next to the P.O. name.	
Post the Receipt record.	

Correct Answer:

STEPS

Create an Inventory Adjustment record.

Post the Receipt record.

ORDER

Click the drop-down arrow next to the P.O. name.

Click Receipt Products

Click Show Purchase order Products not fully received yet.

Section:
Explanation:

QUESTION 65
DRAG DROP
Your company uses Dynamics 365 for Field Service.
The company's inventory clerk goes to the bin location for electrical switches and discovers there are none in stock. However, the Field Service Inventory shows a quantity of one.
In which order should the required fields be entered to adjust the inventory to the correct amount? To answer, move the three appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Select and Place:

Fields

Warehouse

Bin location

Unit

Product

Quantity

ORDER

Correct Answer:

Fields

Warehouse

Bin location

ORDER

Product

Unit

⟨ (Quantity) ⟩

ⓘ◀ ⓘ▼

Section:
Explanation:

QUESTION 66
DRAG DROP
Your company's inventory clerk is using the Returning to Vendor feature in Dynamics 365 for Field Service to process a customer's request to return a wheel that is the wrong size.
The clerk needs to understand the different tracking options for returning to the vendor.
Which actions correspond with track the return and which actions correspond with another return to vendor option? To answer, drag the type of return to the action. Each type or return 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

track the return	
other return to vendor options	

Mark when the return was approved. [   ]

Mark when the return was shipped. [   ]

Mark when the return was received. [   ]

Issue credit to the customer. [   ]

Issue a credit memo. [   ]

Correct Answer:

Answer Area

track the return	
other return to vendor options	

Mark when the return was approved.	track the return
Mark when the return was shipped.	track the return
Mark when the return was received.	track the return
Issue credit to the customer.	other return to vendor options
Issue a credit memo.	other return to vendor options

Section:
Explanation:

QUESTION 67
DRAG DROP
There are certain steps a Field Service Manager must take for RMA approval, and then for creating an RMA receipt.
Which steps pertain to RMA Approval and which steps pertain to RMA Receipts? To answer, drag RMA Approval or RMA Receipts to the appropriate steps. RMA Approval and RMA Receipts may be used once, more than once, or not at an. 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:

RMA Approval	Verify RMA products are linked to customer equipment records.	
RMA Receipt	Arrange shipping and transportation for the products to be returned.	
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	
	Give the step a name.	

Correct Answer:

RMA Approval	Verify RMA products are linked to customer equipment records.	RMA Approval
RMA Receipt	Arrange shipping and transportation for the products to be returned.	RMA Approval
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	RMA Approval
	Give the step a name.	RMA Receipt

Section:
Explanation:

QUESTION 68
You are a Dynamics 365 for Field Service Billing Administrator. Your customer wants to purchase a series of quarterly preventative maintenance visits as well as bi-weekly site visits.
The customer wants to be billed for the preventative maintenance quarterly but billed for the site visits monthly.
What are two ways that this can be completed against a single Agreement? Each correct answer presents a complete solution.

A. Create Invoice Setup for preventative maintenance, with Invoice Products tied to Quarterly Price List.
B. Create Invoice Setup for preventative maintenance with Invoice Recurrence of every three months.

C. Create Invoice Setup for site visits, with Invoice Recurrence of each month.

D. Create Invoice Setup for site visits, with Invoice Products tied to Monthly Price List.

Correct Answer: B, C
Section:

QUESTION 69
DRAG DROP
You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes.
Some users indicate products on a customer asset are not always becoming a customer asset. Users provide you with three scenarios.
You need to review the scenarios and provide the answers.
What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution 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:

Product is Converted to Customer Asset.	Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.	
Product is not Converted to Customer Asset.	Work Order Product is Used. Booking is Closed and Work Order is Open – Completed.	
Product is Converted as an Inactive Customer Asset.	Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.	

Correct Answer:

Product is Converted to Customer Asset.	Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.	Product is not Converted to Customer Asset.
Product is not Converted to Customer Asset.	Work Order Product is Used. Booking is Closed and Work Order is Open – Completed.	Product is not Converted to Customer Asset.
Product is Converted as an Inactive Customer Asset.	Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.	Product is Converted to Customer Asset.

Section:
Explanation:

QUESTION 70
You are a Dynamics 365 for Field Service Administrator.
You need to add two compressor sub-components to one of the refrigerator customer assets, in the environment and set up the sub-components for the customer asset.
What must you do to properly set up the assets?

A. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.
B. Click View Hierarchy on the refrigerator customer asset record.
C. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.
D. Add the compressor sub-components as customer asset records.

Correct Answer: D
Section:

QUESTION 71
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 asset records hierarchically, 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 inventory records in a hierarchy, and maintain service history at the subcomponent level.
D. Configure the customer asset records hierarchically, and maintain service history at the service account level.

Correct Answer: A
Section:

QUESTION 72
A customer wants to book a servicing appointment from the Field Service self-scheduling portal.
The customer needs to be able to schedule an appointment with an available technician with the right skillset for the job.
Which two options can be used? Each correct answer presents a complete solution,
NOTE: Each correct selection is worth one point

A. Communication Type
B. Work Order type
C. Service Product
D. Service Type

Correct Answer: B, D
Section:

QUESTION 73
You are assigned to a Microsoft Dynamics 365 Field Service implementation for a Gym & Fitness company.
You need to distribute a survey to any customers who sign up for a monthly subscription. The Customer Experience Manager wants to send the survey with a custom email address instead of using the default Dynamics 365 Customer Voice survey email address.
Which two actions should you perform? Each answer presents a complete solution. NOTE: Each correct selection is worth one point

A. Add a custom email address in the Microsoft Power Platform Admin Center.

B. Add and verify a domain in the Microsoft 365 Admin Center.

C. Add and verify a domain in the Microsoft Power Platform Admin Center.

D. Add a custom email address in the Microsoft 365 Admin Center.

Correct Answer: B, D
Section:

QUESTION 74
You have configured Microsoft Dynamics 365 Customer Voice, along with Dynamics 365 Field Service. Your manager wants to add the customer's First Name, Last Name, and Work Order Number to the survey. In which two survey elements can you add these variables? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Section description

B. Survey header

C. Footer text

D. Post-survey message heading

Correct Answer: A, D
Section:

QUESTION 75
You need to configure the Microsoft Dynamics 365 Field Service mobile app to provide field technicians with access to custom entities. What should you do?

A. Create a new role and assign it to the technicians.

B. In the mobile offline profile, add a custom data filter to the entity.

C. Go to the mobile offline profile, and add the entity.

D. Add the entity to the site map of the Field Service mobile model-driven app.

Correct Answer: B
Section:

QUESTION 76
DRAG DROP
Your customer wants to enable their Microsoft Dynamics 365 Field Service mobile app for offline use.
You need to configure the mobile app for technicians, including custom entity offline usage.
What are the first four steps you should perform in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

Select and Place:

Steps

Edit the sitemap entities in the Field Service mobile model-driven app.
Edit the Booking and Work Order forms.
Create a mobile offline profile, or update the existing Field Service mobile offline profile to determine what data will be available while offline.
Enable entities for mobile offline synchronization.
Add users to the correct mobile offline profile, and publish the offline profile.
Enable the Field Service mobile model-driven app for offline use.

Order

Correct Answer:

Steps

Edit the sitemap entities in the Field Service mobile model-driven app.
Edit the Booking and Work Order forms.

Order

Create a mobile offline profile, or update the existing Field Service mobile offline profile to determine what data will be available while offline
Enable entities for mobile offline synchronization.
Add users to the correct mobile offline profile, and publish the offline profile.
Enable the Field Service mobile model-driven app for offline use.

Section:
Explanation:

QUESTION 77
You implemented Microsoft Dynamics 365 Field Service for an electronics company.
The technician reports that they are unable to view the customer asset hierarchy and the functional location at the customer s location.
* While setting up the Dynamics 365 Field Service mobile app, you assigned the Field Service Resource security role to a technician.
* While working at the customer site, there were some internet connectivity issues and so the technician had to work offline.
Why was the technician unable to view customer asset hierarchy and functional location?

A. The security role assigned needs to be Field Service Admin

B. Internet connectivity is required.

C. The functional location still needs to be assigned to the work order.

D. The offline profile still needs to be published.

Correct Answer: B
Section:

QUESTION 78

You are configuring work orders for technicians to complete the onsite service.

When a work order is completed, the customer needs to receive an invoice for the labor charge time spent by the technician to complete the service.

Which option should the technician use to enter their time spent?

A. Field Service Product Type as Non-Inventory

B. Work Order Service Task Type

C. Work Order Incident Type

D. Work Order Service

Correct Answer: D
Section:

QUESTION 79
Your client recently started using the inspections functionality in Microsoft Dynamics 365 Field Service. The client has many instances where work orders are not required for carrying out inspections. You need to provide a solution so that field technicians can carry out inspections without work orders. What should you do?

A. Add inspections to a field technician.

B. Add inspections to customer assets.

C. Add inspections to a crew.

D. Add inspections to cases.

Correct Answer: D
Section:

QUESTION 80
DRAG DROP
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.

Select and Place:

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.	

Correct Answer:

Actions

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

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.

Section:
Explanation:

QUESTION 81
DRAG DROP
Your customer is offering a new service that requires two resources.
You need to ensure that the right resource requirements are created, so that the technician with the right skill set will be assigned.
What are the first three steps you should perform in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

Select and Place:

Steps		Order
Create a work order type.		1
Create resource preferences.		2
Create a requirement group.		3
Create an incident type.		
Create a work order.		

Correct Answer:

Steps		Order	
Create a work order type.		1	Create a requirement group.
Create resource preferences.		2	Create an incident type.
		3	
			Create a work order.

Section:
Explanation:

Steps		Order	
Create a work order type.		1	Create a requirement group.
Create resource preferences.		2	Create an incident type.
		3	Create a work order.

QUESTION 82
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. Incident Type
B. SLA
C. Time- related changes
D. Customer Agreement
E. Customer (service account)

Correct Answer: C, E
Section:

QUESTION 83
You are a Microsoft Dynamics 365 Field Service dispatcher. A customer's work order has a particular characteristic and time requirement that is different from most other work orders. You need to be shown the most suitable resources, and manually book the one that matches the customer's requirements. What should you do?

A. Schedule by using drag and drop on the Schedule Board.
B. Schedule by using the Schedule Assistant.
C. Schedule the using Resource Scheduling Optimization.
D. Schedule by building a rule to automatically assign the customer-preferred resource.

Correct Answer: A
Section:

QUESTION 84
DRAG DROP
Your client wants to build some workflows to automate certain approvals.
You need to enable Microsoft Power Automate flows in the Microsoft Dynamics 365 Field Service settings.
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.

Select and Place:

Actions

| Turn on **Track My Technician**. |
| Turn on Remote Assist audit logging. |
| Open Field Service Settings. |
| Set **Use Enhanced Background Processing** to **Yes**. |
| Deactivate the workflows. |
| Turn on the flows for Field Service Mobile. |

Order

(> <) (∧ ∨)

Correct Answer:

Actions

| Turn on **Track My Technician**. |
| Turn on Remote Assist audit logging. |
| |
| |
| |
| |

Order

| Open Field Service Settings. |
| Set **Use Enhanced Background Processing** to **Yes**. |
| Deactivate the workflows. |
| Turn on the flows for Field Service Mobile. |

(> <) (∧ ∨)

Section:
Explanation:

QUESTION 85
You are implementing a Microsoft Dynamics 365 Field Service solution for a customer who has the Field Service Dispatcher security role.
You recently built a custom work order form, but the customer is having trouble viewing it when they log into Dynamics 36S. You confirm that the form is set to Display to Everyone, but the customer is still not able to see the form.
You need to resolve this issue.
What should you do before selecting Save and Publish?

A. 1. Navigate to the work order form. 2. Select Enable Security Roles 3. Ensure Enabled for Fallback is selected.
B. 1. Navigate to the app designer. 2. In the site map designer, ensure the work order area is present.
C. 1. Navigate to the app designer. 2. Under the work order, ensure the custom form is set to be visible.
D. 1. Navigate to the work order form.)
E. 2. Select Enable Security Roles and Display to only these selected Security Roles 3. Ensure the Field Service Dispatcher role is applied to the form.

Correct Answer: A
Section:

QUESTION 86

You are managing a Microsoft Dynamics 365 Field Service implementation with model-driven apps for each workstream. Users are reporting that they see all workstream model-driven apps when they log into Dynamics 365, even though only a single workstream is relevant to their work.

You need to configure the model-driven apps to ensure users can only see the single model-driven app relevant to their work.

What should you do?

A. Ensure each model-driven app is saved with all security roles applied, and each user is only given the security role relevant for their workstream.

B. Ensure each model-driven app is saved with the workstream security roles applied, and each user is given the system administrator security role.

C. Ensure each model-driven app is saved with the workstream security roles applied, each user is only given the security role relevant for their workstream.

D. Ensure each model-driven app is saved with the workstream security roles applied, and each user is given the system customizer security role.

Correct Answer: C
Section:

QUESTION 87
DRAG DROP
You are responsible for setting up Dynamics 365 Field Service for proper billing and servicing.

Your client needs to understand the difference between billing accounts and service accounts for their multi-company organization.

Match the account type to the applicable scenario. To answer, drag the appropriate account type from the column on the left to the applicable scenario on the right. Each account type may be used once, more than once, or not at all.

NOTE: Each correct match is worth one point.

Select and Place:

Correct Answer:

QUESTION 88

Your company is implementing a new CRM system. They have selected Microsoft Dynamics 365 Field Service because of its flexibility. During the basic training sessions, you need to train the field service team on how work orders are created. What are three out-of-the-box ways to create work orders? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. from a purchase order

B. from an agreement

C. from an asset

D. from the Dynamics 365 Field Service mobile app

E. from a case record

Correct Answer: B, D, E
Section:

QUESTION 89

DRAG DROP

You need to create a purchase order for a thermal overload cooling fan for the refrigeration unit on the shop floor. You create a purchase order and add products.

Which four actions should you perform in sequence to complete the order and receive the products? 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:

Actions	Order
Create the proper inventory transfer to update the quantity available in the warehouse.	
Set the system status to **Submitted**.	
Create a purchase order receipt.	
Create the new purchase order receipt products.	
Create the purchase order bill.	

Correct Answer:

Actions

Create the proper inventory transfer to update the quantity available in the warehouse.

Order

Set the system status to **Submitted**.
Create a purchase order receipt.
Create the new purchase order receipt products.
Create the purchase order bill.

Section:
Explanation:

QUESTION 90
DRAG DROP
You are implementing Microsoft Dynamics 365 FWd Service for an electronics company.
You need to identify when a compressor is used from the technicians warehouse inventory.
How does the inventory journal record the transactions? To answer, drag the appropriate inventory journal record to the correct scenario. Each inventory journal record 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 content.
NOTE: Each correct match is worth one point.

Select and Place:

Inventory journal records

Increase Allocated quantity by one.
Decrease On Hand quantity by one.
Increase On Hand quantity by one.

Answer Area

Scenarios	Inventory journal records
When a compressor is allocated to a work order.	
When the allocated compressor is used in the work order.	

Correct Answer:

Inventory journal records

Increase Allocated quantity by one.

Decrease On Hand quantity by one.

Increase On Hand quantity by one.

Answer Area

Scenarios	Inventory journal records
When a compressor is allocated to a work order.	Increase Allocated quantity by one.
When the allocated compressor is used in the work order.	Decrease On Hand quantity by one.

Section:
Explanation:

QUESTION 91
Your organization uses Microsoft Dynamics 365 Connected Field Service with Microsoft Azure loT Hub to manage its loT devices.
The device management team reports an issue where they are unable to register devices since the start of their day.
You need to troubleshoot this issue.
What are the two main reasons for this issue? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Azure is offline.

B. The Service Administrator security role is missing in Azure.

C. Dynamics 365 still needs to be connected to Azure.

D. The loT Administrator security role is missing in Dynamics 365.

Correct Answer: A, C
Section:

QUESTION 92
You are managing your organization's assets.
You need to give your organization's technicians better visibility on their locations in order to reduce travel time and time spent searching for the asset when the technicians arrive on site.
How should you structure the system to manage this request?

A. Use asset properties to provide location details.

B. Attach a functional location to each asset.

C. Create a detailed service account tree.

D. Create a custom entity to house asset location details.

Correct Answer: B
Section:

QUESTION 93
Your organization is planning to use Microsoft Azure loT Hub to manage the loT devices which monitor the temperature of the cold storage. You need to install the Microsoft Dynamics 365 Connected Field Service solution with Azure loT Hub. Which Azure security role is a prerequisite to the installation?

A. Application Administrator

B. Dynamics 365 Administrator

C. Cloud Device Administrator

D. Account Administrator

Correct Answer: B
Section:

QUESTION 94
You are implementing Microsoft Dynamics 365 Field Service.
The customer wants to use the system to capture changes in various system readings when a technician is onsite servicing an asset.
What should you recommend?

A. Create asset categories and track the changes from each work order.

B. Use the Asset Category Log history to track the changes.

C. Train the field technicians to take detailed notes on the asset on the work order.

D. Use the Asset Property Log history to track the changes.

Correct Answer: A
Section:

QUESTION 95
You are setting up assets for a customer.
The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.
Solution: You define the Top-Level Asset with as many parent-child sub-assets as necessary, rolling up for viewing in a hierarchy. Does this meet the goal?

A. Yes

B. No

Correct Answer: B
Section:

QUESTION 96
You are setting up assets for a customer.
The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.
Solution: You create Asset Properties to describe each component for viewing in a hierarchy.
Does this meet the goal?

A. Yes

B. No

Correct Answer: B
Section:

QUESTION 97
You are setting up assets for a customer.
The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.
Solution: You create each serialized component as a sub-asset to its parent asset.
Does this meet the goal?

A. Yes

B. No

Correct Answer: A
Section:

QUESTION 98
You are working with your customer to define their schedule board.
Your customer needs you to add or create additional views for their scheduling team.
Solution: Create or edit an existing view in the Bookable Resource Bookings Views, and add it to the Schedule Assistant.
Does this meet the goal?

A. Yes

B. No

Correct Answer: B
Section:

QUESTION 99
You are working with your customer to define their schedule board.
Your customer needs you to add or create additional views for their scheduling team.
Solution: Create a new view in the Resource Requirements Views. Edit the Scheduler Settings, and add the new view.
Does this meet the goal?

A. Yes

B. No

Correct Answer: B
Section:

QUESTION 100
You are working with your customer to define their schedule board.
Your customer needs you to add or create additional views for their scheduling team.
Solution: Edit the Schedule Board Settings, and update the Requirements Panel to include the new or existing view.
Does this meet the goal?

A. Yes

B. No

Correct Answer: B
Section:

QUESTION 101
Your customer wants to give its clients the ability to book appointments and track their technicians. They will do so using Customer Experience homepages.
You need to set this up for your customer.
Which two actions do you need to perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point

A. Ensure the resource's image has been uploaded.

B. Set Track My Technician and self-scheduling options to Yes in the customer portal settings.

C. Create a Field Service portal.

D. Create the Customer Experience homepages in the Administrative settings.

Correct Answer: B, C
Section:

QUESTION 102
You are implementing a Microsoft Dynamics 365 Field Service solution for a client
The client needs to be able to view the Parent Asset and Master Asset when the Primary Incident Customer Asset is associated to a work order. The asset data should not be stored directly on the work order. It should only be visible when the Customer Asset is selected.
Solution:
1. Create the Parent Asset and Master Asset on the work order.
2. Use Microsoft Power Automate to populate fields when the Customer Asset contains data.
Does this meet the goal?

A. Yes

B. No

Correct Answer: B
Section:

QUESTION 103
You are implementing a Microsoft Dynamics 365 Field Service solution for a client
The client needs to be able to view the Parent Asset and Master Asset when the Primary Incident Customer Asset is associated to a work order. The asset data should not be stored directly on the work order. It should only be visible when the Customer Asset is selected.
Solution:
1. Create a quick view form on the Customer Asset.
2. Add the Parent Asset and Master Asset to the new quick view form.
3. Add the Customer Asset quick view form to the work order.
4. Publish the customizations.
Does this meet the goal?

A. Yes

B. No

Correct Answer: A
Section:

QUESTION 104
You need to use the Agreement function in Microsoft Dynamics 365 Field Service to automatically generate work orders and invoices. This configuration will be used for preventative and maintenance work.
You need to determine the configurations that are available for you to use in the Agreements setup.
Which three configurations are available? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Booking Recurrence specification

B. Generate Work Order Days in Advance

C. Auto Generate Work Order

D. Resource Priority

E. Auto Generate Booking Dates in 24 hours

Correct Answer: A, B, C
Section:

QUESTION 105
DRAG DROP
You are a Microsoft Dynamics 365 Field Service dispatcher.
You need to implement a capability within the schedule board to allow you to find resources for a work order. The work order can be done by any resource with the right piece of equipment, who is available at 9:00 A.M. during a selected week.
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.

Select and Place:

Actions
Create a new requirement group.
Book the requirement with the scheduling assistant.
Create a requirement group template.
Associate an incident type to the requirement group template.
Add the incident type to a work order.
Book the work order.

Order

Correct Answer:

Actions
Create a new requirement group.
Book the requirement with the scheduling assistant.

Order
Create a requirement group template.
Associate an incident type to the requirement group template.
Add the incident type to a work order.
Book the work order.

Explanation:
Create a requirement group template.
Associate an incident type to the requirement group template.
Add the incident type to a work order.
Book the work order.

QUESTION 106
You are the Dynamics 365 Field Service technician manager for Contoso Ltd.
Your customers are indicating they are being double invoiced for certain work orders They are receiving the quarterly invoice, and another invoice after the service is performed.
You need the system to automatically handle these scenarios, while still sending out invoices for work orders that are not generated from an agreement.
What should you do to avoid double billing your customers that have agreements?

A. Manually update the Invoice lines prior to sending to the customer.

B. Turn-off Invoice Generated on Closed-Posted work orders to avoid invoice generation when a work order is Closed-Posted

C. Update the Invoice Journal lines to ensure the lines are $0.00.

D. Create a process using price lists and entitlements to ensure the work order subtotal and work order invoice is $0.00.

Correct Answer: D
Section:

QUESTION 107
DRAG DROP
Your company implemented the Microsoft Dynamics 365 Field Service mobile app.
A dispatcher supervisor asks you to ensure that the booking statuses will match the business processes currently used by the field technicians. You will use out-of-the-box booking statuses to fulfill this need.
In which order should field technicians update their booking statuses? To answer, move all booking status fields from the list of booking status fields to the answer area, and arrange them in the correct order.

Select and Place:

Booking Status		Order
Travelling		1
In Progress	>	2
On Break	<	3
Completed		4

Correct Answer:

Booking Status		Order	
	❯ ❮	1 Travelling	⌃ ⌄
		2 In Progress	
		3 On Break	
		4 Completed	

Section:
Explanation:
Travelling
In Progress
On Break
Completed

QUESTION 108
DRAG DROP
You are a technician at Contoso Electronics, using the Microsoft Dynamics 365 Field Service mobile app to track and manage service requests and inventory.
Your supervisor asks you to explain how Field Service keeps track of inventory based on the quantities at the warehouse.
To answer, drag the appropriate type of quantity at the warehouse to the explanation of the quantity. Each type of quantity will be used once. You may need to drag the split bar between panes or scroll to view the content.
NOTE: Each correct match is worth one point.

Select and Place:

Types of quantity
Quantity Allocated
Quantity on Order
Quantity on Hand
Quantity Available

Answer Area

Explanations	Types of quantity
Number of units remain to be sold.	
Number of units currently assigned on work order products.	
Sum of quantity available and quantity allocated.	
Number of units currently listed on purchase orders and not received.	

Correct Answer:

Types of quantity

[   ]

[   ]

[   ]

[   ]

Answer Area

Explanations	Types of quantity
Number of units remain to be sold.	Quantity Available
Number of units currently assigned on work order products.	Quantity on Hand
Sum of quantity available and quantity allocated.	Quantity Allocated
Number of units currently listed on purchase orders and not received.	Quantity on Order

Section:
Explanation:

QUESTION 109
You are deploying the Microsoft Dynamics 365 Field Service mobile app at your organization.
You are in the process of creating push notifications for the mobile app, and you have the following requirement:
When a field service technician is assigned an emergency priority work order, the technician should be immediately notified on their mobile phone.
What should you do?

A. Create a notification Power Automate flow using an automated flow. The condition within the flow should look at the Work Order entity where the out-of-the-box priority field has a value of Emergency priority.

B. Create a notification Power Automate flow using a scheduled flow. The condition within the flow should look at Bookable Resource Bookings where the out-of-the box priority field has a value of Emergency priority.

C. Create a notification Power Automate flow using an instant flow. The condition within the flow should look at the Bookable Resource Booking entity where the out of-the-box priority field has a value of Emergency priority.

D. Create a notification Power Automate flow using a scheduled flow. The condition within the flow should look at the Work Order entity where the out-of-the-box priority field has a value of Emergency priority.

Correct Answer: A
Section:

QUESTION 110
You have created a new entity to tie to the Asset to capture key dat a. You launch the Microsoft Dynamics 365 Field Service mobile app in offline mode. You need to ensure that you can see the entity. What should you do?

A. Sign in to the System Business Settings to ensure the entity is enabled for mobile offline.

B. Enable the entity for mobile.

C. Sign in to Power Apps, and ensure the entity is enabled for mobile offline.

D. Sign in to Power Apps, and ensure the entity is enabled for Microsoft Outlook mobile offline.

Correct Answer: C
Section:

QUESTION 111
Your organization wants to use the new Microsoft Dynamics 365 Field Service mobile app. You need to install this app for the technicians.
In order to run the initial tests, you install the mobile app and connect with the Sandbox environment to verify that everything is working as expected.
Now, you want to connect the mobile app to the Production environment
Which two actions should you take? Each correct answer presents a part of the solution.
NOTE: Each correct selection is worth one point

A. Stay logged in, and select Reconfigure to delete data and clear cache from your device.
B. Sign out, and then log in as your new production user.
C. Go to the main menu, then select the Person icon.
D. Go to the main menu, then select the Settings icon.

Correct Answer: B, D
Section:

QUESTION 112
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. Yes
B. No

Correct Answer: B
Section:

QUESTION 113
You are implementing a Microsoft Dynamics 365 Field Service solution for a client.
The client needs to be able to view the Parent Asset and Master Asset when the Primary Incident Customer Asset is associated to a work order. The asset data should nor be stored directly on the work order. It should only be visible when the Customer Asset is selected.
Solution:
1. Create the Parent Asset and Master Asset on the work order.
2. Use a business rule to populate the fields from the Customer Asset.
Does this meet the goal?

A. Yes
B. No

Correct Answer: B
Section:

QUESTION 114
One of your Microsoft Dynamics 365 customers is an existing user of Microsoft Power Pages for their clients and partners. They want to enable the Field Service feature in the portal to allow their clients to track technicians and book an appointment from the portal.
You need to provide a recommendation about the Field Service customer experience portal. What should you recommend?

A. Select the Partner portal template to deploy the Field Service customer experience portal.

B. Select the Customer Self-service portal template to deploy the Field Service customer experience portal.

C. Deploy the Field Service customer portal as a standalone experience.

D. Deploy the Field Service customer experience package with any portal.

Correct Answer: C
Section:

QUESTION 115
DRAG DROP
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.

Select and Place:

Actions		Order	
Create a new project.		1	
Select a survey location/environment.	>	2	^
Select a survey template.	<	3	v
Modify survey questions.		4	
Select a project template.			
Select a work order type.			

Correct Answer:

Actions		Order	
Create a new project.		1	Select a survey template.
Select a survey location/environment.	>	2	Modify survey questions.
	<	3	Select a project template.
		4	Select a work order type.

Section:
Explanation:
Select a survey template.
Modify a project template.
Select a work order type.

QUESTION 116
You are the lead consultant on a Microsoft Dynamics 365 Field Service implementation.
Your customer is interested in seeing an example of how IoT works with Field Service.
Without an actual device, what is the best tool to use to provide the best experience for your customer?

A. Logic Apps

B. IoTHub

C. Stream analytics

D. Simulator

Correct Answer: D
Section:

QUESTION 117
A field resource is given instructions on how to install the Field Service mobile app on an iPhone.
After installing the app and signing in, the following message appears on their phone:
'You're almost there.'
You need to help the field resource access the mobile app.
What should you do?

A. Set up the field resource as a Bookable Resource.

B. Verify that the field resource has been assigned the right security role.

C. Set up the field resource as a user in the system.

D. Create a Bookable Resource related to the user.

Correct Answer: B
Section:

QUESTION 118
During User Acceptance Testing, mobile technicians receive the message 'Contact your administrator for access to your organization's mobile apps,' when logging into the Field Service mobile app.
You need to determine which areas to update within the mobile project, so that technicians can see the appropriate information.
What is a possible way to troubleshoot the issue?

A. Update the mobile offline profile to include the correct Field Service security roles.

B. Ensure you have the correct security role (Field Service - Resource), and that the security role is assigned to the Field Service mobile app.

C. Unpublish the offline profile, update the security roles, save, and republish the offline profile.

D. Ensure you have the correct security role (Field Service - Offline Resource), and that the security role is assigned to the Field Service mobile app.

Correct Answer: B
Section: