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# Microsoft

## **MB6-889 PRACTICE EXAM**

**Microsoft Dynamics AX 2012 Service Management Exam**

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**Question: 1**

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You are reviewing a service order to determine whether it is in compliance with the associated service level agreement. What does the Compliance value shown in the service order header represent?

- A. The number of hours of work completed on the service order.
- B. The percentage of hours remaining compared to the limit of the service level agreement.
- C. The percentage of hours completed on the service order compared to the limit of the service level agreement.
- D. The number of hours remaining within the limit of the service level agreement.

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**Answer: C**

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**Question: 2**

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You are configuring service level agreements in Microsoft Dynamics AX 2012. What is the purpose of the Calendar setting on a service level agreement?

- A. To determine whether a service order can be automatically created for the service agreement
- B. To determine the start time of an incoming service order.
- C. To determine the sign-off date of an incoming service order.
- D. To determine whether the status of an incoming service order will be set to Started.

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**Answer: A**

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**Question: 3**

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You suspend a service level agreement (SLA) in Microsoft Dynamics AX 2012. What is the result?

- A. The SLA cannot be assigned to service agreements or service agreement groups.
- B. The SLA cannot be assigned to service agreements but can be assigned to service agreement groups
- C. The SLA cannot be assigned to service agreements but can be assigned to service orders.
- D. The SLA cannot be assigned to service agreements or service orders.

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**Answer: A**

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**Question: 4**

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Which of the following is a result of cancelling the service level agreement on a service order in Microsoft Dynamics AX 2012?

- A. The service order is signed off.
- B. The status is set to blank.
- C. The time recording records are deleted.
- D. The service stage is set to Cancel.

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**Answer: C**

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**Question: 5**

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You are working with service orders in Microsoft Dynamics AX 2012. In which situation will advancing the service order stage stop time recording?

- A. If Stop time recording is selected for the service stage.
- B. If the service order has no lines.
- C. If the service order stage is changed to Cancel.
- D. If Cancel is selected for the service stage.

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**Answer: A**

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**Question: 6**

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You are monitoring today's service activity on the dispatch board in Microsoft Dynamics AX 2012. A customer reports additional information for a repair activity that appears on the Gantt chart at the top of the dispatch board. You need to record the additional information for the repair activity. What should you do?

- A. Jump to the Sales orders form and edit the sales order for the repair activity.
- B. Jump to the Service orders form and edit the service order for the repair activity.
- C. Jump to the Service Objects form and edit the service object for the repair activity.
- D. Jump to the Activities form and edit the activity detail for the repair activity.

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**Answer: B**

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**Question: 7**

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For which of the following purposes is the Microsoft Dynamics AX 2012 dispatch board designed? (Each correct answer is a complete solution. Choose two.)

- A. To provide users of the Service management module an overview of the Service subscriptions.
- B. To provide a different way of viewing data that resides on service objects.
- C. To assist in scheduling work for the technician by displaying the open service orders.
- D. To provide an overview of service management activities.

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**Answer: A, C**

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**Question: 8**

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You are creating a service order in Microsoft Dynamics AX 2012. Which of the following Service management parameters determines the first start time on a service order?

- A. the calendar
- B. the activity generation stage
- C. the project group
- D. the service order category

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**Answer: A**

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**Question: 9**

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You are monitoring today's service activity on the dispatch board in Microsoft Dynamics AX 2012. A service call is scheduled to be completed by 5:00 PM today. The customer requests that the service call be performed later. Where can you move the service order?

- A. To any date and time allowed by the customer's service agreement.
- B. To any date and time.
- C. To any time after 5:00 PM today.
- D. To any date and time allowed by the customer's service level agreement.

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**Answer: D**

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**Question: 10**

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A service order line in Microsoft Dynamics AX 2012 has a transaction type of Hour and a quantity of 5 hours. The start date and end date are June 1. Service technicians work 8-hour shifts, every day. In the dispatch board, you create another activity of the same type with a quantity of 12 hours. What is the end date of the new activity?

- A. June 3
- B. June 2
- C. June 4
- D. June 1

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**Answer: A**

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**Question: 11**

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Which of the following actions can you perform on a service order in the Microsoft Dynamics AX 2012 dispatch board?

- A. Create a service task relation.
- B. Select a customer account.
- C. Select a service level agreement.
- D. Select a project ID to attach to a service agreement.

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**Answer: A**

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**Question: 12**

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You are dispatching service orders in Microsoft Dynamics AX 2012. Which of the following items differentiate service orders when dispatching? (Each correct answer is a complete solution. Choose three.)

- A. Service level agreement
- B. Service agreement
- C. Default technician
- D. Color-based priority
- E. Dispatch team
- F. Activity type

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**Answer: A, B, D**

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**Question: 13**

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For which of the following purposes can you use a subscription group?

- A. To assign the sales currency.
- B. To specify the use of a number sequence subscription ID and set the invoice interval.
- C. To specify the use of a manual subscription ID and assign the project category.
- D. To assign the category of the subscription fee type.

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**Answer: B**

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**Question: 14**

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What is the purpose of accruing revenue for service subscriptions in Microsoft Dynamics AX 2012?

- A. To post revenue for multiple subscription fee transactions in a single ledger account.
- B. To recognize revenue evenly throughout the subscription period.
- C. To recognize revenue for multiple subscriptions in a single accounting period.
- D. To post revenue for multiple subscription fee transactions in a single accounting transaction.

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**Answer: B**

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**Question: 15**

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You post accrued revenue for a subscription that has quarterly invoicing and monthly accrual. Which ledger accounts do you post to as part of the monthly accrual posting transactions? (Each correct answer presents part of the solution. Choose two.)

- A. Invoiced revenue
- B. Accrued revenue - sales value
- C. WIP - subscription
- D. Accrued revenue - subscription
- E. WIP - sales value

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**Answer: B, E**

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**Question: 16**

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From which of the following entities can you invoice for a service subscription in Microsoft Dynamics AX 2012?

- A. Service order
- B. Time and material project
- C. Sales order
- D. Fixed-price project

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**Answer: B**

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**Question: 17**

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You set up a service subscription that can be invoiced monthly or annually in Microsoft Dynamics AX 2012. You plan to charge a lower rate to customers who pay annually than to customers who pay monthly. You need to charge the lower rate by using the least amount of effort. What should you do?

- A. Use Regular subscription transactions with different From dates and To dates.
- B. Use Regular subscription transactions with different period codes.
- C. Use Reduction days subscription transactions.
- D. Use Price reduction subscription transactions.

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**Answer: B**

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**Question: 18**

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What is the purpose of the Rounding-off period parameter for subscription revenue accrual in Microsoft Dynamics AX 2012?

- A. To determine whether rounding is used when accrued revenue is calculated per day.
- B. To determine which accrual posting transaction is rounded.
- C. To determine which invoicing period is rounded.
- D. To determine whether rounding is used during an accrual reversal transaction.

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**Answer: B**

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**Question: 19**

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While fulfilling a service order, the technician hears an unusual mechanical noise that requires the creation of a new service order. The technician creates a web service order in the Microsoft Dynamics AX 2012 Enterprise Portal. The technician must ensure that the mechanical noise is logged correctly in the service order. In which area of the service order should the specific mechanical information be logged?

- A. The symptom code
- B. The symptom area
- C. The category
- D. The condition

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**Answer: A**

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**Question: 20**

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A customer submits a service request through the customer self-service area of the Microsoft Dynamics AX 2012 Enterprise Portal. You need to make the request available to a technician. What should you do?

- A. Create activities for the service request.
- B. Edit the repair line information for the service request.
- C. Assign a technician to the service request.
- D. Transfer the service request to a service order.



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**Answer: D**

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**Question: 21**

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Which of the following functions can a customer perform in the customer self service area of the Microsoft Dynamics AX 2012 Enterprise Portal?

- A. Renew a service subscription.
- B. Submit a question related to a service subscription.
- C. View the details of a service subscription.
- D. Terminate a service subscription.

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**Answer: C**

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**Question: 22**

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A customer is using the service management functionality in the Microsoft Dynamics AX 2012 Enterprise Portal. Which of the following tasks can the customer perform?

- A. Display planned service orders, display service subscriptions, and create new service orders.
- B. Display planned service orders, create new service orders, and transfer web service orders to the Service orders form.
- C. Display planned service orders, display requested service orders, and review web service orders.
- D. Display requested service orders, display service subscriptions, and review web service orders.

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**Answer: A**

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**Question: 23**

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You are managing service orders for technicians in the Microsoft Dynamics AX 2012 Enterprise Portal. In which of the following situations would you edit a service order line? (Each correct answer presents a complete solution. Choose three.)

- A. The service agreement changed.
- B. The service object relation changed,
- C. The service level agreement changed.
- D. The service task changed,
- E. The hours spent changed.

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**Answer: A, D, E**

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**Question: 24**

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Which of the following items can the field service technician display in the Microsoft Dynamics AX 2012 Enterprise Portal?

- A. Service agreements, service orders, and service subscriptions
- B. Project information details, service orders, and service tasks

- C. Repair lines, service agreements, and service orders
- D. Repair lines, service orders, and service tasks

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**Answer: D**

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**Question: 25**

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A customer reports a problem with a service object. You need to document the nature of the problem in Microsoft Dynamics AX 2012. Which of the following elements should you document?

- A. Condition, diagnosis code, and symptom code
- B. Condition, symptom area, and symptom code
- C. Condition, diagnosis code, and resolution
- D. Condition, diagnosis area, and symptom area

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**Answer: D**

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**Question: 26**

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You are creating service order transactions for repairs in Microsoft Dynamics AX 2012. For which type of entity can you create repair lines?

- A. Service objects
- B. Service bill of materials (BOM)
- C. Sales orders
- D. Service agreements

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**Answer: A**

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**Question: 27**

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For which of the following repair elements do you create transactions in Microsoft Dynamics AX 2012?

- A. Expenses, materials, and time
- B. Item requirements and resolutions
- C. Conditions and fees
- D. Materials and repair stages

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**Answer: B**

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**Question: 28**

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You are setting up a repair management process in Microsoft Dynamics AX 2012. What is the purpose of the diagnosis code?

- A. To describe what the technician believes the specific problem to be.
- B. To describe what the technician believes the general problem to be.
- C. To describe what the dispatcher believes the problem to be.
- D. To describe what the technician believes will fix the problem.



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**Answer: A**

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**Question: 29**

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You are creating service order transactions for repairs in Microsoft Dynamics AX 2012. You need to post a service order that includes a repair. Which of the following conditions must be met before you can post the service order? (Each correct answer presents part of the solution. Choose two.)

- A. All replacement items must be signed off.
- B. The service order must be signed off.
- C. The resolution must be signed off.
- D. The current stage of the service order must allow posting.

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**Answer: B, D**

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**Question: 30**

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You are recording diagnosis codes for a repair management process in Microsoft Dynamics AX 2012. Which of the following statements about diagnosis codes is true?

- A. The diagnosis code can automatically assign a resolution.
- B. The diagnosis code can be recorded only after the diagnosis area is recorded.
- C. The diagnosis code is recorded prior to the condition.
- D. The diagnosis code is less specific than the diagnosis area.

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**Answer: B**

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**Question: 31**

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You create a template bill of materials (BOM) in Microsoft Dynamics AX 2012. After what point can you no longer modify the template BOM?

- A. After the service object reference type is assigned.
- B. After the template is attached to a service task.
- C. After the template is attached to a service object.
- D. After the BOM reference type is assigned.

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**Answer: D**

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**Question: 32**

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A technician completes a service order request at a customer site but uses a different component than is specified on the service bill of materials (BOM). You need to record the change in Microsoft Dynamics AX 2012. What should you do?

- A. Add an activity line for the new component in the service order.
- B. Add the component in the BOM Designer.
- C. Replace the activity lines in the service order.

D. Replace the component in the BOM Designer.

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**Answer: D**

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**Question: 33**

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You move a service bill of materials (BOM) from one service agreement to another in Microsoft Dynamics AX 2012. Which of the following are preserved?

- A. Template BOM history
- B. Service object history
- C. Service agreement history
- D. BOM history

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**Answer: D**

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**Question: 34**

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You are creating a template bill of materials (BOM) in Microsoft Dynamics AX 2012 for a new item that is similar to an item your company assembles. You need to create the BOM lines for the template by using the least amount of effort. What should you do?

- A. Copy the lines from an existing production order.
- B. Copy the lines from an existing template BOM.
- C. Copy the lines from an existing service BOM.
- D. Copy the lines from an existing service order.

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**Answer: A**

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**Question: 35**

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You are replacing a component item on a service bill of materials (BOM). Which of the following can you create while replacing the component item?

- A. Service order line
- B. Service agreement
- C. Service level agreement
- D. Service subscription

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**Answer: A**

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**Question: 36**

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You are using the Create service orders function to create service orders from a service agreement in Microsoft Dynamics AX 2012. The service agreement is set to combine service orders by service agreement. The service agreement has a service interval frequency of 10 days, a time window method of Month, a start date of June 1, 2012, and no end date. You create service orders from June 1, 2012 to July 31, 2012. How many service orders are created?

- A. 2

- B. 1
- C. 3
- D. 7
- E. 8

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**Answer: B**

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**Question: 37**

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Your company requires that a letter be mailed to each new customer when its first service order is created. You need to communicate this requirement to the Sales and Marketing team in Microsoft Dynamics AX 2012. What should you do in the Service management parameters?

- A. Describe the request in the Purpose area.
- B. Set the responsibility to Marketing.
- C. Set the category to Action.
- D. Set the activity type to Letter.

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**Answer: D**

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**Question: 38**

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You are working in the Service management module of Microsoft Dynamics AX 2012. Which of the following items can you cancel?

- A. Service order lines and service subscriptions
- B. Service orders and service order lines
- C. Service order lines and service agreements
- D. Service orders and service agreements

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**Answer: B**

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**Question: 39**

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For which scenarios should you create manual service orders in Microsoft Dynamics AX 2012? (Each correct answer is a complete solution. Choose two.)

- A. Periodic service task calls
- B. When line items need to be copied from another service order
- C. Service calls for warranty work
- D. Emergency service calls

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**Answer: A, C**

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**Question: 40**

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You are creating service orders from a service agreement by using the Create service orders function in Microsoft Dynamics AX 2012. The service agreement is set to combine service orders by service agreement. Which service agreement line values affect the creation of service orders? (Each correct answer presents a complete solution.

Choose three.)

- A. Time window
- B. Stopped status
- C. Service task
- D. Worker
- E. Service interval

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**Answer: A, C, D**

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**Question: 41**

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You are configuring service stages in Microsoft Dynamics AX 2012. Which parameter allows for multiple stage choices while advancing through the service order stage sequence?

- A. Activity generation stage
- B. Parent
- C. Service agreement group
- D. Phase

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**Answer: B**

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**Question: 42**

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You are creating a service order in Microsoft Dynamics AX 2012. In which situations should you use item requirements instead of service order lines of the type Item? (Each correct answer presents a complete solution. Choose three.)

- A. When you need to partially pick and deliver the items.
- B. When the item stock is routinely replenished.
- C. When the service order requires special items that you do not usually stock.
- D. When the item is always in stock.
- E. When you need the ability to specify an alternative delivery location.

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**Answer: C, D, E**

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**Question: 43**

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From which of the following Accounts Receivable documents can you create a service agreement in Microsoft Dynamics AX 2012?

- A. Free text invoices
- B. Sales agreements
- C. Sales orders
- D. Recurring invoices

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**Answer: C**

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**Question: 44**

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What does a service task relationship represent in Microsoft Dynamics AX 2012?

- A. The relationship between a service task and a bill of materials (BOM).
- B. The relationship between a generic service task and a specific bill of materials (BOM).
- C. The relationship between a service task and a service object.
- D. The relationship between a generic service task and a specific service agreement.

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**Answer: D**

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**Question: 45**

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You need to create a service agreement that is similar to an existing service agreement in Microsoft Dynamics AX 2012. You must use the least amount of administrative effort. What should you do?

- A. Copy the service agreement header from the existing service agreement, and create new service agreement lines.
- B. Copy the service agreement header and service agreement lines from the existing service agreement.
- C. Create a new service agreement header, and copy the service agreement lines from the existing service agreement.
- D. Copy the service agreement header and service agreement lines from a service agreement template.

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**Answer: C**

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**Question: 46**

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Which of the following are valid transaction types for service agreement lines in Microsoft Dynamics AX 2012? (Each correct answer presents a complete solution. Choose three.)

- A. Time
- B. Item
- C. Expense
- D. Project
- E. Hour

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**Answer: A, B, C**

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**Question: 47**

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Your company is going to perform a service for a customer. The company has provided a similar service in the past. You want to leverage the previous service agreement in Microsoft Dynamics AX 2012. You create a service object. Which of the following is a purpose of the service object?

- A. To create product dimensions.
- B. To search for service agreement lines to copy.
- C. To create a bill of materials (BOM).
- D. To create a new service agreement header.

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**Answer: D**

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**Question: 48**

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You are creating a service agreement in Microsoft Dynamics AX 2012. Which of the following elements does a service agreement header contain?

- A. Contractual details
- B. Service intervals
- C. Service objects
- D. Service tasks

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**Answer: A**

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**Question: 49**

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Which of the following elements can you use to define the sales price for a service subscription in Microsoft Dynamics AX 2012? (Each correct answer presents a complete solution. Choose three.)

- A. Subscription group
- B. Project ID
- C. Project category
- D. Service subscription
- E. Customer account

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**Answer: B, C, D**

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**Question: 50**

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You are defining service subscription parameters in Microsoft Dynamics AX 2012. Your company accrues subscription revenue monthly. Customers can cancel their service subscriptions at any time. When a customer cancels a service subscription, the company reverses the current month's accrual transaction by using the date the subscription revenue accrued. You need to ensure that accrued subscription transactions reverse on the date the subscription revenue accrues. Which option should you select for the Reverse accruals on crediting parameter?

- A. Calculate accrued revenue per day
- B. Delete accrued period
- C. Original posting date of the accrued transactions
- D. Invoice date of the credit note

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**Answer: C**

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**Question: 51**

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You are updating subscription prices in Microsoft Dynamics AX 2012. You need to perform an update to the indexed base price that reflects a 2.25% market index increase. Which of the following methods should you use?

- A. Base price to
- B. Base price by percentage
- C. Index to
- D. Index by a percentage

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**Answer: B**

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**Question: 52**

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A subscription fee transaction exists for a subscription that is invoiced quarterly in Microsoft Dynamics AX 2012. You need to distribute the subscription revenue evenly across the months in the quarter by using the least amount of effort. What should you do?

- A. Create an invoice proposal for the subscription fee transaction.
- B. Reverse the subscription fee transaction and change the subscription group of the subscription to invoice monthly.
- C. Create accrual transactions for the subscription fee transaction.
- D. Create three general ledger journal entries to record each month's portion of the subscription revenue.

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**Answer: C**

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**Question: 53**

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When does a template bill of materials (BOM) become a service BOM in Microsoft Dynamics AX 2012?

- A. When you attach the template BOM to a service subscription.
- B. When you attach the template BOM to a service object.
- C. When you attach the template BOM to a service level agreement.
- D. When you attach the template BOM to a production order.

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**Answer: B**

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**Question: 54**

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Which of the following functions can you perform in a service bill of materials (BOM) in Microsoft Dynamics AX 2012?

- A. Move the service BOM.
- B. Move a service order.
- C. Delete a service agreement.
- D. Delete a service order.

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**Answer: A**

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**Question: 55**

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You attach a template bill of materials (BOM) to a service object on a service agreement in Microsoft Dynamics AX 2012. You need to modify the components of the template BOM. What should you do?

- A. Delete the service BOM from the service object on the service agreement and modify the template BOM.
- B. Delete the service BOM from the service object on the service order and modify the template BOM.
- C. Move the service BOM to a service object on a different service agreement and modify the template BOM.
- D. Modify the service BOM attached to the service object on the service agreement.

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**Answer: A**

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**Question: 56**

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You are creating a template bill of materials (BOM) in Microsoft Dynamics AX 2012. From which source can you copy BOM lines?

- A. A service order
- B. A Production BOM
- C. An activity line
- D. A service agreement

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**Answer: B**

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**Question: 57**

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You need to post a service order in Microsoft Dynamics AX 2012. When can you post a service order?

- A. While viewing the related sales order.
- B. While viewing the related project.
- C. While viewing a service level agreement.
- D. While working in the dispatch board.

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**Answer: B**

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**Question: 58**

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What is the purpose of the Combine service orders value on a service agreement in Microsoft Dynamics AX 2012?

- A. To group automatically created service order lines.
- B. To combine automatically created service orders with manually created service orders.
- C. To group manually created service order lines.
- D. To group service order lines during a specified time period.

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**Answer: B**

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**Question: 59**

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You are configuring the Service order parameters in Microsoft Dynamics AX 2012. Which action is affected by the Allow without service agreement parameter setting?

- A. Changing the service stage
- B. Setting a reason code
- C. Posting a transaction to a project
- D. Creating a service order

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**Answer: C**

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**Question: 60**

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You set up the Service management parameters for activities in Microsoft Dynamics AX 2012. What is controlled by these parameters when you create a service order? (Each correct answer is a complete solution. Choose three.)

- A. The generation stage
- B. The default order category
- C. The activity numbering sequence
- D. The default activity type
- E. The dispatch intervals

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**Answer: B, C, E**

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**Question: 61**

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A customer enters a service order request in the Microsoft Dynamics AX 2012 Enterprise Portal. You need to dispatch the service order. What must you do first?

- A. Assign a start date and an end date.
- B. Create an activity for the service request and assign a technician.
- C. Validate the service request and determine the availability of technicians.
- D. Assign the service order priority and determine the availability of technicians.

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**Answer: C**

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**Question: 62**

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A service technician creates a service order in Microsoft Dynamics AX 2012 for additional problems found at the customer site. The specific problem and solution are not known. What information can the service technician record in the repair lines?

- A. Condition and diagnosis code
- B. Condition and diagnosis area
- C. Condition and symptom area
- D. Diagnosis and technician

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**Answer: C**

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**Question: 63**

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You are reviewing service requests submitted by customers through the customer self-service area of the Microsoft Dynamics AX 2012 Enterprise Portal. You notice that the customer's service agreement specifies a preferred technician who no longer works for the company. What should you do?

- A. Create a note for the service request to indicate that the preferred technician is invalid.
- B. Edit the service order and assign a different technician.
- C. Edit the service request and assign a different technician.
- D. Edit the customer's service agreement and assign a different technician.

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**Answer: B**

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**Question: 64**

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A customer submits a request for service in the customer self-service area of the Microsoft Dynamics AX 2012 Enterprise Portal. During the lifecycle of the service request, which of the following are valid actions for the service request?

- A. The field service technician can mark the service order request as completed.
- B. The customer can review the service order request.
- C. The customer can update the service order request.
- D. The field service technician can review the service order request.

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**Answer: A**

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**Question: 65**

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You are recording conditions for a repair management process in Microsoft Dynamics AX 2012. Which of the following sources provides the condition information?

- A. The customer
- B. The account manager
- C. The technician
- D. The customer service representative

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**Answer: A**

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**Question: 66**

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You need to track the progress of a repair for a service object in Microsoft Dynamics AX 2012. What should you do?

- A. Create stage reason codes.
- B. Create repair stage codes.
- C. Create repair resolution codes.
- D. Create service stage codes.

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**Answer: B**

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**Question: 67**

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What is the purpose of the repair functionality in the Service management module of Microsoft Dynamics AX 2012?

- A. To track the service performed on service orders.
- B. To track the hours spent on projects.
- C. To track the hours spent on service orders.
- D. To track the service performed on service objects.

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**Answer: D**

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**Question: 68**

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A service order with a repair line exists in Microsoft Dynamics AX 2012. You complete the repair of a service object. You need to mark the repair as completed. What should you do?

- A. Enter the repair finish date on the service order's repair line.
- B. On the service order's repair line, select a repair stage with a Finished status.
- C. Enter the total hours worked to complete the repair as a line item on the service order.
- D. Select the service object that was repaired as a line item on the service order.

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**Answer: B**

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**Question: 69**

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You define service tasks for an annual maintenance process in Microsoft Dynamics AX 2012. You define service templates and service template groups. You need to create a service agreement for the annual maintenance process. What should you do?

- A. Copy the service agreement header and service agreement lines from the service template set up for the annual maintenance process.
- B. Create a new service agreement header, and copy the service agreement lines from the service template set up for the annual maintenance process.
- C. Create a new service agreement header, and copy the service agreement lines from the service template group set up for the annual maintenance process.
- D. Copy the service agreement header and service agreement lines from the service template group set up for the annual maintenance process.

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**Answer: B**

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**Question: 70**

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Which types of notes can be specified for a Microsoft Dynamics AX 2012 service task relationship? (Each correct answer presents a complete solution. Choose two.)

- A. Bill of materials (BOM) notes
- B. Description line of service agreement header
- C. Internal notes
- D. External notes

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**Answer: C, D**

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**Question: 71**

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What is the purpose of service object groups in Microsoft Dynamics AX 2012? (Each correct answer is a complete solution. Choose two.)

- A. To filter service objects.
- B. To sort service objects.
- C. To create fee transactions.
- D. To maintain the bill of materials (BOM) structure.

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**Answer: A, B**

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**Question: 72**

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You are creating a service agreement in Microsoft Dynamics AX 2012. What effect does a project/category validation have on a service agreement header?

- A. Allows start and end dates to be defined
- B. Defines the service level agreement
- C. Allows service orders to be grouped
- D. Allows only predefined project IDs to be used

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**Answer: D**

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**Question: 73**

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To which of the following entities can you assign a service level agreement in Microsoft Dynamics AX 2012?

- A. Service tasks
- B. Service orders
- C. Service agreements
- D. Sales orders

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**Answer: C**

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**Question: 74**

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You are reviewing a service order in Microsoft Dynamics AX 2012 to determine whether it is in compliance with the service level agreement. When is the Compliance value for the service order calculated?

- A. When time recording stops.
- B. When time recording starts.
- C. When the service order is created.
- D. When the service order is invoiced.

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**Answer: A**

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**Question: 75**

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You need to configure Microsoft Dynamics AX 2012 to require users to enter a reason code for specific events in the Service Management module. Which events can be configured to require the user to enter a reason code? (Each correct answer presents a complete solution. Choose two.)

- A. The time limit set by the service level agreement is exceeded
- B. Time recording is stopped
- C. The service order line is signed off
- D. The service level agreement is cancelled

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**Answer: C, D**

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**Question: 76**

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You are configuring Microsoft Dynamics AX 2012 to automatically assign a service level agreement when creating a new service agreement. Which of the following determines the default service level agreement assigned to a service agreement?

- A. Service management parameter
- B. Service agreement group
- C. Service object group
- D. Service template group

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**Answer: B**

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**Question: 77**

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In Microsoft Dynamics AX 2012, you set the Activity generation stage parameter for a service order stage to in process. Which of the following actions does this setting activate in service orders?

- A. An activity may be edited.
- B. A service order may be created.
- C. An activity may be created on lines.
- D. An activity may be closed.

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**Answer: C**

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**Question: 78**

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You need to dispatch an activity in the Microsoft Dynamics AX 2012 dispatch board. What should you do?

- A. Change the activity priority,
- B. Update the hours of actual work performed.
- C. Set the start time.
- D. Select the Dispatch check box.

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**Answer: D**

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**Question: 79**

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When do you specify the default preferred technician for a customer in Microsoft Dynamics AX 2012?

- A. When entering the service order lines.
- B. When entering the service order.
- C. When creating the service agreement.
- D. When creating the service level agreement.

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**Answer: C**

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**Question: 80**

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You are monitoring today's service activity on the dispatch board in Microsoft Dynamics AX 2012. You need to reassign a service activity to a different technician by using the Gantt chart at the top of the dispatch board. You must use the least amount of administrative effort. What should you do?

- A. Drag the service activity from the original technician to the new technician.
- B. Edit the service order for the service activity and select the new technician.
- C. Set the service activity to Undispatched and select the new technician.
- D. Edit the service activity and select the new technician.

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**Answer: A**

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