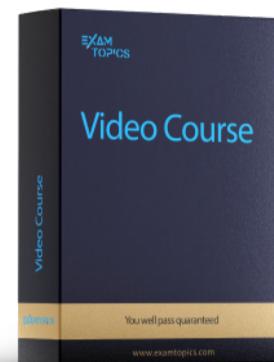




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Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might 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 accurately capture the cost of work order bookings.

Solution: You implement the following configuration changes:

- 1) Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.
- 2) Assign an Hourly Markup percentage to each Resource Pay Type.
- 3) Assign Resource Pay Types to the applicable Pay Type.
- 4) Create the Holiday Schedule.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

Community vote distribution

B (100%)

 **BeastyBee** Highly Voted 3 years, 8 months ago

Answer = B.

Set resource hourly rate is missing.

Set resource work hours is missing.

And holiday schedule should be business closures.

upvoted 11 times

 **sahb** Most Recent 1 year, 9 months ago

Hi, is there any new exam. Because this one is too old!

upvoted 2 times

 **HassanSarhan** 1 year, 10 months ago

Selected Answer: B

Set resource hourly rate is missing.

Set resource work hours is missing.

upvoted 2 times

 **Sravan8710** 2 years, 3 months ago

Answer: B

upvoted 1 times

 **VivekSupare** 3 years, 6 months ago

Ans = B (No)

upvoted 1 times

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 accurately capture the cost of work order bookings.

Solution: You implement the following configuration changes:

- 1) Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.
- 2) Assign an Hourly Markup percentage to each Resource Pay Type.
- 3) Assign Resource Pay Types to the applicable Pay Type.
- 4) Create Business Closures.
- 5) Create Bookable Resources with Hourly Rates.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

 **BeastyBee** Highly Voted 3 years, 8 months ago

Answer = B.

Set resource work hours is missing.

upvoted 6 times

 **Rohan89** Most Recent 1 year, 5 months ago

Both Questions 2 & 3 have same steps, then how the answers can vary?

upvoted 2 times

 **ceejaybee** 1 year, 4 months ago

no, the final step in Q3 mentions work hours, but that is not mentioned in Q2

upvoted 1 times

 **Sravan8710** 2 years, 3 months ago

Answer=B

upvoted 1 times

 **VivekSupare** 3 years, 6 months ago

Ans = B (No)

upvoted 2 times

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 accurately capture the cost of work order bookings.

Solution: You implement the following configuration changes:

- 1) Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.
- 2) Assign an Hourly Markup percentage to each Resource Pay Type.
- 3) Assign Resource Pay Types to the applicable Pay Type.
- 4) Create Business Closures.
- 5) Create Bookable Resources with Hourly Rates and Work Hours.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

✉️  **Gurpreet_06** 3 months ago

correct answer.
upvoted 1 times

✉️  **Sravan8710** 2 years, 3 months ago

Answer: A
upvoted 2 times

✉️  **VivekSupare** 3 years, 6 months ago

Ans = A (Yes)
upvoted 1 times

✉️  **alhitch** 3 years, 8 months ago

I think it's assign pay type scenarios
<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-resource-pay-types>
upvoted 1 times

✉️  **fhqhfqh** 2 years, 5 months ago

Set Work Hour
<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-bookable-resources>
upvoted 1 times

✉️  **BeastyBee** 3 years, 8 months ago

Answer = A.

Allthough I have no idea where you can assign Resource Pay Types to the applicable Pay Type?!

upvoted 2 times

✉️  **MervFilter** 3 years, 5 months ago

You can set it up in Field Service --> Settings --> Field Service Settings --> Resource Pay Type
upvoted 4 times

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

 **BeastyBee** Highly Voted 3 years, 8 months ago

Answer = B.

There is no such thing as agreement products.

Only invoice products exists and should be defined in the invoice setup.

upvoted 10 times

 **Sravan8710** Most Recent 2 years, 3 months ago

Ans: B

upvoted 1 times

 **fhqhfqh** 2 years, 5 months ago

This question was in the exam.

upvoted 2 times

 **VivekSupare** 3 years, 6 months ago

Ans = B (NO)

upvoted 1 times

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

Community vote distribution

B (100%)

✉  **BeastyBee** Highly Voted 3 years, 8 months ago

Answer = B.

Set booking recurrence is missing.

There is no such option as set auto generate invoice. Only auto generate work order exists.

Same for generate agreement invoices X days in advance.

upvoted 9 times

✉  **mastaace** 2 years, 6 months ago

B is correct, however there is a "generate agreement invoices X days in advance" field: <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements> (Step 3: Activate invoice recurrence and view invoices)

upvoted 2 times

✉  **HassanSarhan** Most Recent 1 year, 10 months ago

Selected Answer: B

Set booking recurrence is missing.

upvoted 1 times

✉  **Sravan8710** 2 years, 3 months ago

Answer: B

upvoted 1 times

✉  **VivekSupare** 3 years, 6 months ago

Ans= B (NO)

upvoted 2 times

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.

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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

 **BeastyBee** Highly Voted 3 years, 8 months ago

Answer = A.

Let's hope the auto generate work order is set to Yes.

upvoted 9 times

 **Jonsberg** Most Recent 6 months, 3 weeks ago

I would say no.

No info about auto-creating work orders and no info about actually activating the agreement

upvoted 1 times

 **Jonsberg** 6 months, 3 weeks ago

Actually 'auto-creating work orders' is probably included in the step 2 "booking setup", but the agreement still needs to be activated to allow generating

upvoted 1 times

 **Sravan8710** 2 years, 3 months ago

Answer= B

upvoted 1 times

 **DynamicsDave** 2 years, 4 months ago

this is either very poorly written or wrong. The question clearly states "automatically generate work orders" is a customer requirement. Auto Generate Work Order must be set to YES, further Booking can be manual and still have work orders auto generated. So I would have answered NO.

upvoted 2 times

 **D365_Cafe** 2 years, 9 months ago

Auto-generate WO should be a part of Step 2 i.e. Booking Setup.

upvoted 2 times

 **rambhazee** 3 years, 1 month ago

Shouldnt auto generate work order be set to yes?

upvoted 2 times

 **VivekSupare** 3 years, 6 months ago

Ans = A Yes

upvoted 1 times

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

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-alerts>

Community vote distribution

D (67%) C (33%)

 **mastaace** 1 week ago

Selected Answer: C

C is correct. If you install CFS after the assets have already been created they won't be connected to a device. You need to link each Asset with a Device. <https://learn.microsoft.com/en-us/dynamics365/field-service/assets#connect-customer-assets-to-connected-field-service>
upvoted 1 times

 **Adam_Stedry** 1 month, 4 weeks ago

In exam 08/23.

upvoted 1 times

 **AliRizvi** 4 months, 3 weeks ago

Answer is correct.

<https://learn.microsoft.com/en-us/dynamics365/field-service/cfs-iot-alerts>

upvoted 1 times

 **R1uK** 7 months, 3 weeks ago

Correct <https://learn.microsoft.com/en-us/dynamics365/customer-service/cs-iot-receive-alerts>

upvoted 1 times

 **ceejaybee** 1 year, 4 months ago

In exam, Jun-22 (similar question, not identical)

upvoted 3 times

 **ceejaybee** 1 year, 4 months ago

Selected Answer: D

As per alhitch, it is all about the Flow <https://docs.microsoft.com/en-us/dynamics365/field-service/cfs-iot-central-alerts>

upvoted 2 times

 **Sravan8710** 2 years, 3 months ago

Ans: c

upvoted 1 times

 **VivekSupare** 3 years, 6 months ago

Ans = D (Microsoft Flow)

upvoted 1 times

 **alhitch** 3 years, 8 months ago

Power Automate now

<https://docs.microsoft.com/en-us/dynamics365/field-service/cfs-iot-central-alerts>

upvoted 4 times

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

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-work-orders>

 **VivekSupare** Highly Voted 3 years, 6 months ago

Ans = A (Microsoft Flow)

upvoted 8 times

 **Sravan8710** Most Recent 2 years, 3 months ago

Ans: C

upvoted 1 times

 **DynamicsDave** 2 years, 4 months ago

Microsoft Flow is now Power Automate and which is an option to do this but not according to A, i would have said C, within Dynamics you "Create a Flow" maybe not "workflow" but the rest is valid.

upvoted 2 times

 **MervFilter** 3 years, 5 months ago

<https://docs.microsoft.com/en-us/dynamics365/field-service/cfs-iot-central-bookings>

upvoted 2 times

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

 **Chit** Highly Voted 3 years, 6 months ago

The reason for Answer as B is because by setting connected field service work can be done from hub / shop itself and hence less technicians will be needed to be sent onsite.

upvoted 10 times

 **Sravan8710** Most Recent 2 years, 3 months ago

Answer: B

upvoted 2 times

 **VivekSupare** 3 years, 6 months ago

Ans= B (Connected Field Service)

upvoted 2 times

 **Dude** 3 years, 6 months ago

The question indicates the customer has Dynamics CE, it does not mention if the customer has Field Service, so, why not C. I can't make sense why this would be option B

upvoted 1 times

 **jakub_kangur** 9 months, 3 weeks ago

Be aware of your role stated in the first sentence. You are a FS Consultant and you have a customer. So you already working on FS with this customer. Aren't you?

upvoted 1 times

 **shine** 3 years, 6 months ago

Why answer B? Does anyone know? Connected FS only helps you detect the issues faster, not send out less technicians.

upvoted 1 times

 **smar** 3 years, 5 months ago

Well, because by keeping eye on the assets (by using Connected FS), all alerts and potential issues are sent pro-actively by the system). That is why there are less technicians are needed to perform regular tasks.

This is the way I interpret it.

upvoted 6 times

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:

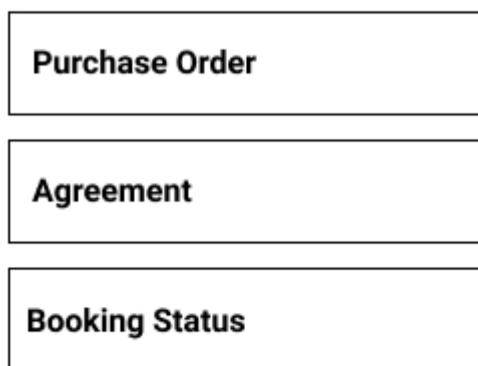
Answer Area

Purchase Order
Agreement
Booking Status

Draft	
Billed	
Estimate	
Expired	
Traveling	
In progress	

Correct Answer:

Answer Area



Draft Purchase Order

Billed Purchase Order

Estimate Agreement

Expired Agreement

Traveling Booking Status

In progress Booking Status

 **BeastyBee** Highly Voted 3 years, 8 months ago

Purchase order system statusses:

- Draft
- Submitted
- Products received
- Billed
- Canceled

Agreement system statusses:

- Estimate
- Active
- Expired
- Canceled

Booking system statusses:

- Scheduled
- Traveling
- In progress
- On break
- Completed
- Canceled

upvoted 29 times

 **Kyol** Most Recent 1 year, 6 months ago

How would you estimate an agreement? C'mon what we estimating here? The date?

upvoted 2 times

 **Strever** 4 days, 13 hours ago

By the weight of the Agreementrecord. /s

upvoted 1 times

 **Sravan8710** 2 years, 3 months ago

PO

Draft

Billed

Estimate

Agreement

Draft
Billed

Booking status

Expired
Traveling
In Progress
upvoted 1 times

 **fhqhfqh** 2 years, 5 months ago

Docs:

- Purchase Order: <https://docs.microsoft.com/en-us/dynamics365/field-service/create-purchase-order>
- Agreement: <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements>
- Booking Status: <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

upvoted 3 times

 **VivekSupare** 3 years, 6 months ago

Given Ans is correct.

upvoted 2 times

 **GaneshCRM** 3 years, 8 months ago

Traveling and In Progress are in Field Service Status within Booking Statuses

upvoted 1 times

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

Community vote distribution

B (100%)

 **DaneP** Highly Voted 3 years, 2 months ago

Ans = B(Sub-Statuses)
<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

Booking statuses allow you to create multiple sub-statuses mapped to each of your booking statuses in order to more precisely define your company's unique business processes.

upvoted 7 times

 **ceejaybee** Most Recent 1 year, 4 months ago

Selected Answer: B

B - best not to amend status values

upvoted 1 times

 **moodi86** 1 year, 8 months ago

it is nor clear fom the question if it is booking status or work order substatus
upvoted 1 times

 **Sravan8710** 2 years, 3 months ago

B: Create necessary sub-statuses values. Touching system statuses is not suggestable approach.

upvoted 2 times

 **VivekSupare** 3 years, 6 months ago

Ans = B (Substatus)
upvoted 1 times

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

References:

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

Community vote distribution

D (100%)

✉️  **Abood110** 2 months, 1 week ago

why so ez

upvoted 1 times

✉️  **ceejaybee** 1 year, 4 months ago

In exam, Jun-22

upvoted 2 times

✉️  **ceejaybee** 1 year, 4 months ago

Selected Answer: D

D - Case must have Incident Type populated, to be able to convert to Work Order

upvoted 1 times

✉️  **Sravan8710** 2 years, 3 months ago

Incident type

upvoted 1 times

✉️  **bananawu** 2 years, 5 months ago

In the WorkOrder quick create form the Work Order Type is required and the Incident Type is not required

upvoted 1 times

✉️  **Nandha** 3 years, 2 months ago

Suggested Answer is Correct (D)

upvoted 2 times

✉️  **DaneP** 3 years, 2 months ago

Sorry I paste incorrect link before.

Apologizes incorrect link before

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

upvoted 4 times

✉️  **DaneP** 3 years, 2 months ago

Incident types act as service templates that allow users to quickly create work orders for the most common types of jobs that your organization performs. Incident types are also used to define specific work order issues and recommended resolutions.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

upvoted 4 times

✉️  **VivekSupare** 3 years, 6 months ago

Ans: D (Incident Type)

upvoted 2 times

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:

Answer Area**Entity****Location Agnostic****Contact Addresses****Business Unit Address****Organizational Unit Address****Resource Address****Requirement**

Contractors in TerritoryA start the day at their home location.

Contractors in TerritoryB do not have a starting location.

Contractors in TerritoryA end the day at TerritoryA office.

Correct Answer:**Answer Area****Entity****Location Agnostic****Contact Addresses****Business Unit Address****Organizational Unit Address****Resource Address****Requirement**

Contractors in TerritoryA start the day at their home location.

Contractors in TerritoryB do not have a starting location.

Contractors in TerritoryA end the day at TerritoryA office.

Contact Addresses**Location Agnostic****Organizational Unit Address****References:**

<https://docs.microsoft.com/en-us/learn/modules/configure-bookable-resources-urs-dynamics-field-service/3-define-bookable-resources>

 **Menik** Highly Voted 4 years ago

The first requirement should be 'Resource Address'. 'Contact Address' is not an available option.

upvoted 23 times

 **Suchi** 4 years ago

Exactly

upvoted 7 times

 **VivekSupare** Highly Voted 3 years, 6 months ago

1. Resource Address
2. Location Agnostics
3. Organizational Unit Address

upvoted 18 times

✉ **Adam_Stedry** [Most Recent] 1 month, 4 weeks ago

In exam 08/23.

upvoted 1 times

✉ **ceejaybee** 1 year, 4 months ago

In exam, Jun-22

upvoted 3 times

✉ **HassanSarhan** 1 year, 10 months ago

First one should be (Resource Address)

Resource Address: Uses the latitude and longitude associated with the corresponding record based on the resource type:

Resource type - user: Uses the latitude and longitude associated with the address defined on their Microsoft 365 user record.

Resource type - contact: Uses the latitude and longitude associated with the address defined on their Dynamics 365 contact record.

Resource type = account: Uses the latitude and longitude associated with the address defined on their Dynamics 365 account record.

upvoted 3 times

✉ **Gntlshad** 2 years, 1 month ago

Yea, a resource can be a contact, so the right option should be Resource Address, contact address does not exists in field service as an option in this regard.

upvoted 1 times

✉ **Sravan8710** 2 years, 3 months ago

Resource Address,
Location Agnostic

upvoted 1 times

✉ **Hurst** 3 years, 1 month ago

In exam

upvoted 1 times

✉ **Nandha** 3 years, 2 months ago

I used to think Contact Address is more appropriate because resource entity doesn't have any address information but only uses the address information from associated entities. But it's certainly right to think that "Resource Address" is correct because this option is explicitly seen on Bookable Resource Entity (Start & End Location)

upvoted 1 times

✉ **DaneP** 3 years, 2 months ago

There are only three Start and End Locations listed.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-bookable-resources>

Step 6 :Start/End Location: Decide where the resource starts and ends his or her working day for scheduling and routing purposes.

1. Resource Address
2. Location Agnostics
3. Organizational Unit Address

upvoted 2 times

✉ **TonyRome** 3 years, 5 months ago

it is Contact Address based on the link Shine has below...read "The exact location is derived from the latitude and longitude values on the related user, account, or contact records depending on the resource type."

upvoted 1 times

✉ **harry11** 3 years, 4 months ago

Resource Address, Location Agnostics and Organizational Unit Address is correct. That the Resource Address is, if it is of type contact, derived from the contact's address is true but not the question. The question says "You need to update bookable resource records based on the provided scenarios", and on a bookable resource record you can only select the 3 options mentioned!

upvoted 2 times

✉ **shine** 3 years, 4 months ago

I think you might be right. There really is no option of Contact's Addresses, it's not even possible to select it.

upvoted 1 times

✉ **Chit** 3 years, 6 months ago

Suchi is correct it is indeed resource address

upvoted 1 times

✉ **shine** 3 years, 6 months ago

Does "Business Unit Address" even exist anywhere as an option?

upvoted 2 times

✉ **shine** 3 years, 7 months ago

I agree with mfarazmahmood. It says that technicians do not have the licence. So resource type is Contact.

Account or Contact: Choose this option if the resource is not directly a part of your organization, but needs to be scheduled. A common example is subcontractors. This also allows the scheduling framework to more easily apply to an organization's existing Dynamics system that may be using

accounts and contacts to manage workers, partners, and contractors before Field Service is purchased and implemented.
<https://docs.microsoft.com/en-gb/dynamics365/field-service/set-up-bookable-resources>

upvoted 4 times

✉️ 🚩 **mfarazmahmood** 3 years, 8 months ago

"Contact Address"
"Location Agnostic"
"Organizational Unit Address"

upvoted 2 times

✉️ 🚩 **alhitch** 3 years, 8 months ago

I don't see "Contact Address" as an option. Can you point this out?

upvoted 3 times

✉️ 🚩 **[Removed]** 3 years, 9 months ago

Suchi is correct.

upvoted 1 times

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: ABD

Community vote distribution

ABD (100%)

 **Suchi** Highly Voted 3 years, 11 months ago

The question is 'configure tax codes' for which you go to Settings area in Field service app. Settings--> Tax codes (under General)--> On Active tax code page, click New. There are only three taxable items [whether we choose Yes/No] products, services and agreements.

upvoted 19 times

 **Preea** Most Recent 6 months, 2 weeks ago

Work Order :Taxable, Tax Code, Tax Amount, Subtotal Amount

Account:Tax Exempt, Tax Exempt Number, Sales Tax Code

Agreement:Taxable, Tax Code

Purchase Order Bill:Tax Amount, Tax Code

RMA:Taxable, Tax Code

Hence Work order, agreement and Purchase order is correct.

Service and Products are taxable.

upvoted 2 times

 **Gupta01** 9 months, 3 weeks ago

Answer is ACE 100% sure. "tax will be applied to your products, agreements, and services." That is tax not tax code. Tax code is customer or delivery location based not based on any item. Tax and Tax codes are different items.

upvoted 3 times

 **ceejaybee** 1 year, 4 months ago

In exam, Jun-22

upvoted 3 times

 **isaw** 1 year, 4 months ago

Selected Answer: ABD

abd correct?

upvoted 1 times

 **ekmode** 2 years ago

Ref Link- <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-tax-codes>.

Set up tax codes in Dynamics 365 Field Service and specify how much tax will be applied to your products, agreements, and services.

upvoted 1 times

 **AnnaLitik** 2 years, 1 month ago

The first sentence from the link <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-tax-codes> is: "Set up tax codes in Dynamics 365 Field Service and specify how much tax will be applied to your products, agreements, and services." So, the answer is ABD

upvoted 1 times

 **Sravan8710** 2 years, 3 months ago

PO, WO, Services

upvoted 1 times

 **Nandha** 3 years, 2 months ago

Answer is ABD

https://docs.microsoft.com/en-us/dynamics365/customer-engagement/web-api/msdyn_taxcode?view=dynamics-ce-odata-9

upvoted 1 times

 **Nandha** 3 years, 2 months ago

This is straight forwards, the only three boolean options (yes/no) you see on the Tax Code entity is Product, Service, and Agreement.
upvoted 1 times

 **705** 3 years, 4 months ago

ACE is correct
upvoted 1 times

 **Chit** 3 years, 6 months ago

ACE is correct - Agreement, Purchase Order and WO
upvoted 1 times

 **harry11** 3 years, 4 months ago

No it's not! It is ABD!
upvoted 1 times

 **vkpatibandla** 3 years, 6 months ago

Agreement, Services, Products
<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-tax-codes>
upvoted 3 times

 **VivekSupare** 3 years, 6 months ago

agreement
services
products
upvoted 3 times

 **alhitch** 3 years, 8 months ago

The Tax Code entity on has 1:N relationships with 1) Agreements 2) Purchase Order Billing 3) Work Order entities NOT with Product or Service
upvoted 4 times

 **mfarazmahmood** 3 years, 8 months ago

ABD is correct Answer.
Read the first line from the reference link below
Refrence Link:
<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-tax-codes>
upvoted 2 times

 **Menik** 4 years ago

I think the answer should be ACE. You can define a tax code on a work order, purchase order bill and Agreement.
On product you can just define if the product is taxable. Not related it directly to a tax code.

Question isn't very clear abouth this

upvoted 1 times

 **Menik** 4 years ago

Never mind the above.

Each tax code lets you define tax information for:
Products that are included on a Work Order.
Services that are being executed on the Work Order.
Service Agreements sold to the customer.
upvoted 4 times

 **Suchi** 4 years ago

I agree with the confusion. My initial answer was ACE too. But since there is no tax option/field on POs, I re-thought my answers. ABD makes sense. A work order includes products and/or service so any taxation associated with products and services will auto-add to the work order as products/services are included on a WO. A WO by itself cannot be taxed for being an entity in Field service.

upvoted 3 times

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: CD

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-product-or-service>

Community vote distribution

BC (86%) 14%

 **marimar** Highly Voted 3 years, 11 months ago

Correct answer is B and C

You only can add Work Order Products of type Inventory and Non-Inventory, if you try to add a product of type Service, popup is displayed with the message: The product can only be a product with the Field Service product type of Inventory or Non Inventory.

upvoted 21 times

 **Dude** Highly Voted 3 years, 6 months ago

I did a small test and created a product but never set the field service settings to define the Product as Inventory, Non-inventory or a service, I left it blank. When trying to add the product to a Work Order, Dynamics 365 returns the following error message, "The product can only be a product with the Field Service product type of Inventory or Non Inventory."

So I will go with BC as the correct answers

upvoted 7 times

 **Adam_Stedry** Most Recent 1 month, 4 weeks ago

In exam 08/23.

upvoted 1 times

 **UrvinL** 3 months, 4 weeks ago

Def B&C

upvoted 1 times

 **Keem** 5 months, 1 week ago

The Frontline Engineers are not product seller here (in which case you consider the items with them as stock or inventory) they are technicians delivering services. As such, items with them are assigned to them as NON-INVENTORY as to be used as they deliver SERVICES. I go for C and D. Logically and practically.

upvoted 1 times

 **Keem** 5 months, 1 week ago

B and D

upvoted 1 times

 **Preea** 6 months, 2 weeks ago

Item type inventory and non inventory can be added by engineers.

Item type service is auto generated based on time rule(work hour and travel hour)
so answer B and C

upvoted 1 times

 **Ruben1993** 7 months, 2 weeks ago

Selected Answer: BC

The product can only be a product with the Field Service product type of Inventory or Non Inventory.

upvoted 1 times

 **sbrugman** 10 months, 1 week ago

Selected Answer: BC

It must be B&C for the Work Order Product. D - Service is for the Work Order Service

upvoted 1 times

 **dannyshah** 11 months, 4 weeks ago

In the Field Service section, choose a Field Service Product Type which is required to add a product or service to a work order.

Inventory: Products that are inventoried and have quantities tracked in a warehouse.

Non-inventory: Items that are typically not inventoried. For example, stickers or zip ties.

Service: Used to create service products, which represent the work that you sell to your customers. The quantity of service products is measured with a duration of time. Only service products can be associated with a work order as a service.

upvoted 1 times

 **sosiya** 1 year, 1 month ago

A & D based on the link provided

With the product entity, you can create products and services to add to work orders.

Products represent items a field technician may record while completing a work order for which the client may be billed. Products can be physical items, like a battery or a part, or may be non-physical components, like an oil change or an estimate. Both physical and non-physical products are measured and sold in quantity of units. Many physical items are tracked as inventory. Non-physical items will not be tracked as inventory. For more information, see details on the Field Service Product Type field in the Create a product or service section of this article.

Services represent labor a field technician performs and may bill the client for. Services are measured in time duration.

upvoted 1 times

 **ceejaybee** 1 year, 4 months ago

In exam, Jun-22 (similar question, but now asks for 3 answers)

upvoted 1 times

 **DynamicsDave** 1 year ago

It would be BCD then

upvoted 1 times

 **ceejaybee** 1 year, 4 months ago

Selected Answer: BC

B&C based on links provided

upvoted 1 times

 **tymothi** 1 year, 9 months ago

Selected Answer: CD

Only products /can be billed as either Inventory or Non Inventory. Service is not tracked as one of them, so is added to a work order as Service. Hence, in my opinion the given answers (C&D) are correct.

upvoted 1 times

 **HassanSarhan** 1 year, 10 months ago

Selected Answer: BC

Correct answer B&C

In the Field Service section, enter a Field Service Product Type, which is required in order to add a product or service to a work order:

Inventory: This option is used for products of high value, or products that are inventoried and have quantities tracked in a warehouse.

Non-inventory: This option is used for low-value items that are typically not inventoried. Examples include consumables like stickers or zip ties.

Service: The service option is used to create service products, which represent the labor that you sell to your customers. The quantity of service products is measured with a duration of time. Only service products can be associated with a work order as a service.

upvoted 3 times

 **Sravan8710** 2 years, 3 months ago

B and C

upvoted 1 times

 **fhqhfqh** 2 years, 5 months ago

This question was in the exam.

upvoted 1 times

 **BeachVball** 2 years, 9 months ago

Agreed, I've read the links and I think the correct answer is BC

upvoted 1 times

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 field 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: AB

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/view-user-accounts-security-roles#field-service-roles>

Community vote distribution

AB (100%)

 **ceejaybee** 1 year, 4 months ago

Selected Answer: AB

answers correct

upvoted 2 times

 **Sravan8710** 2 years, 3 months ago

answer A and B

upvoted 1 times

 **Nandha** 3 years, 2 months ago

Correct Suggested Answer - AB

upvoted 2 times

 **VivekSupare** 3 years, 6 months ago

Dispatcher

F.S. App access and service resource

upvoted 4 times

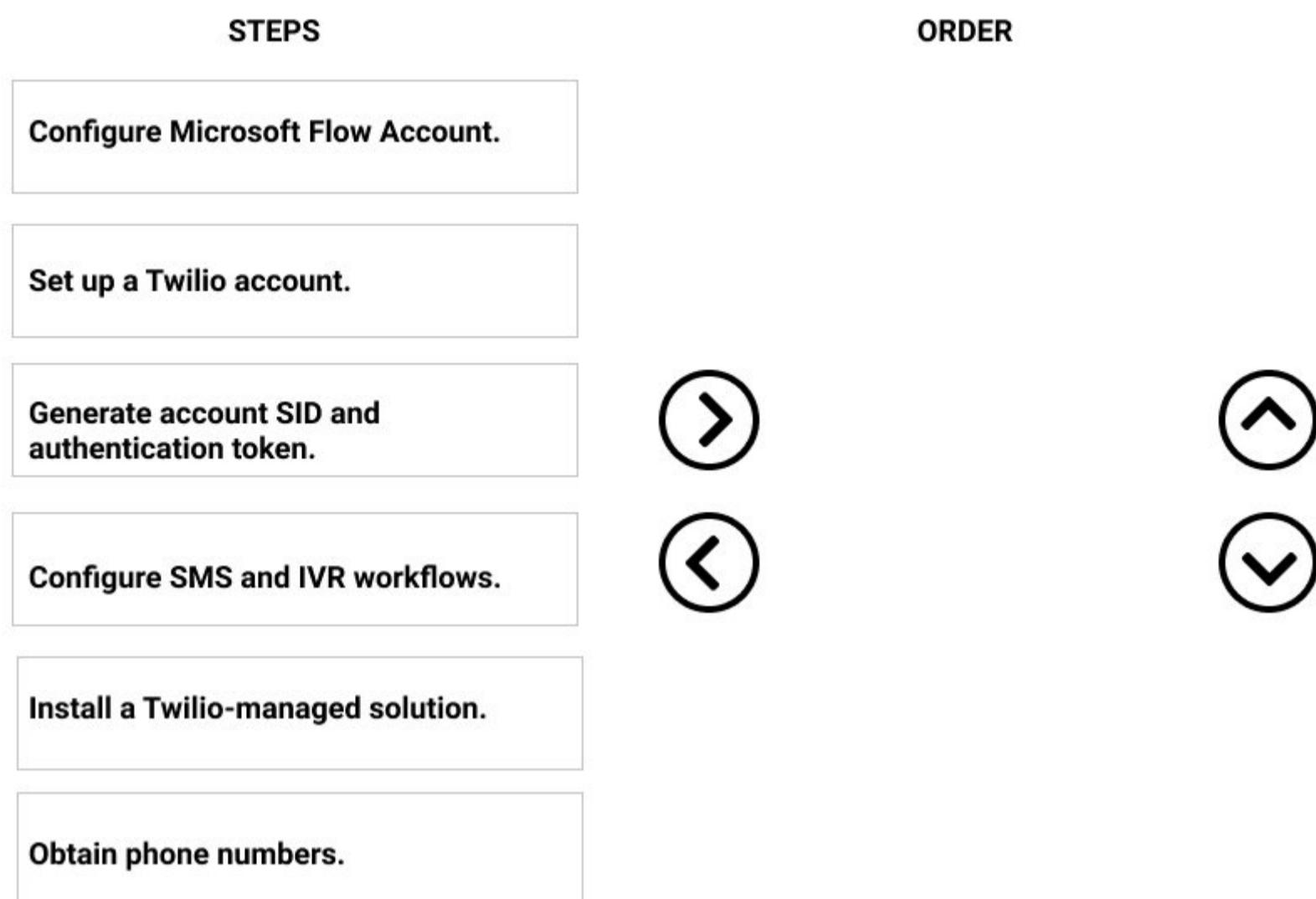
DRAG DROP -

To improve communications with customers, your company has decided to implement Twilio, a third-party communication platform that has call and messaging capabilities.

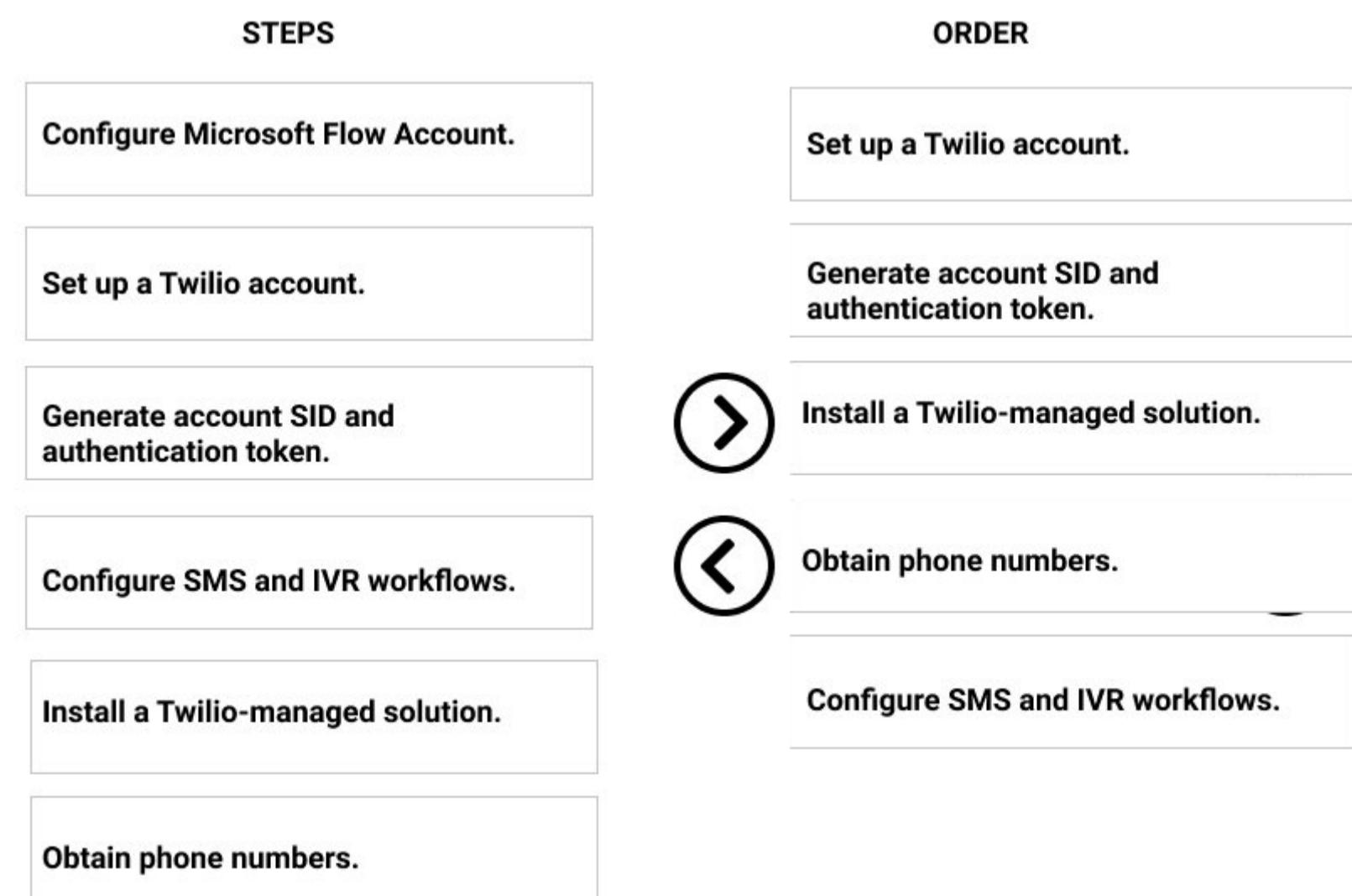
The Twilio solution includes a number of core components to deliver the capability, all of which need to be set up.

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:



Correct Answer:



✉  **GaneshCRM**  3 years, 8 months ago

As per <https://www.powerobjects.com/guides/powersms/> the order is

1. Setup a twilio Account
2. Obtain Phone Numbers
3. Generate account SID and authentication token
4. Install a Twilio-managed solution
5. Configure SMS and IVR solution

upvoted 9 times

✉  **ekmode**  2 years ago

Ref Link - URL: <https://www.microsoft.com/en-us/download/confirmation.aspx?id=53586>

Check - Twilio Integration Guide

1. Setup Twilio Account
2. Generate account SID and authentication token
3. Obtain Phone Numbers
4. Install a Twilio-managed solution
5. Configure SMS and IVR solution

upvoted 8 times

✉  **lorper** 10 months, 1 week ago

Agree with this answer. The guide given by Microsoft addresses it.

The "Generate account SID and authentication token" comes before the "Obtain Phone Numbers" step.

upvoted 1 times

✉  **HassanSarhan** 1 year, 10 months ago

This is the correct answer

upvoted 2 times

✉  **Sravan8710**  2 years, 3 months ago

Set up a Twilio Account

Install Twilio managed solution

Obtain phone numbers

Configure MS flow account

Configure SMS and IVR workflows.

upvoted 1 times

✉  **oskubiy** 2 years, 8 months ago

<https://alphabold.com/dynamics-365-integration-with-twilio-using-microsoft-flow/>

1. Setup a Twilio Account
2. Generate account SID and authentication token
3. Install a Twilio-managed solution
4. Obtain Phone Numbers
5. Configure SMS and IVR solution

upvoted 1 times

✉  **Chirag90** 3 years, 1 month ago

Obtain Phone Number should be 3rd step.

upvoted 1 times

✉  **Sathesh85** 3 years, 1 month ago

Can anyone confirm which is the correct order? since am seeing multiple answers below

upvoted 1 times

✉  **Saketk** 3 years, 5 months ago

As per the <https://us.hitachi-solutions.com/blog/dynamics-365-sms-integration-using-microsoft-flow-and-twilio/> link

1. Setup Twilio account - which covers the setup account and create the SID and PWD
2. install the Twilio solution - this is not mentioned but in the next steps we use the same in MS Flows
3. Obtain Phone numbers
4. Create a MS flow
5. Configure SMS and IVR solution

upvoted 1 times

✉  **tinatreides** 3 years, 8 months ago

I think the order is right.

Check here: <https://www.powerobjects.com/guides/powersms/>

upvoted 1 times

✉  **marimar** 3 years, 11 months ago

Obtain phone numbers is before than install a Twilio-managed solution.

As @JanM commented, if you download the installer + installation guide, in file: Twilio Integration guide.docx you can see the correct order

upvoted 3 times

 **mfarazmahmood** 3 years, 8 months ago

marimar I think Install Managed Solution and Obtain pone number can be swiped with each other, as after installing manage solution there is a step for configuration and in Configuration we need the phonenumber.

upvoted 1 times

 **Suchi** 4 years ago

Please can someone provide a link to study for this topic? Thank you

upvoted 2 times

 **JanM** 3 years, 11 months ago

You can download the Installer + Installation guide, which details the steps neccessary, from the following URL: <https://www.microsoft.com/en-us/download/confirmation.aspx?id=53586>

upvoted 4 times

 **fhqhfhqh** 2 years, 6 months ago

As per document from JanM, the order is:

1. Setup a twilio Account
2. Generate account SID and authentication token
3. Obtain Phone Numbers
4. Install a Twilio-managed solution
5. Configure SMS and IVR solution

upvoted 7 times

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

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources>

 **oggy1** Highly Voted 3 years, 2 months ago

Resource Type - user, account or contact, equipment, crew, facility, pool
upvoted 6 times

 **Kyol** Most Recent 1 year, 6 months ago

Correct
upvoted 2 times

 **xkqn2c** 1 year, 8 months ago

Resource type is a classification that describes who or what the resource is and how the resource relates to your organization.

User: Choose this option if the resource is a person and a member of your organization. This resource type must be chosen if the resource is a frontline worker who needs access to the Field Service mobile app. Note: The related user must have Security Roles and Field Security Roles set to Field Service - Resource. For more information, learn more about frontline worker setup.

Account or Contact: Choose this option if the resource isn't directly a part of your organization, but needs to be scheduled. A common example is subcontractors. This also allows the scheduling framework to more easily apply to an organization's existing Dynamics system that may be using accounts and contacts to manage workers, partners, and contractors before Field Service is purchased and implemented.

Equipment: Choose this option if the resource is a piece of equipment, tool, or machine that must be scheduled.

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources>

upvoted 1 times

 **HassanSarhan** 1 year, 10 months ago

Correct answer
upvoted 4 times

 **Sravan8710** 2 years, 3 months ago

Resource type

User, Equipment, Team

Non-Resource type

Account, Service center

upvoted 1 times

 **agoodwin24** 2 years ago

false, account is a resource type
upvoted 4 times

 **Qr4nk** 3 years, 5 months ago

Solution is correct - YES, YES, NO, YES, NO

upvoted 1 times

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: BD*Community vote distribution*

BD (100%)

✉  **harry11** Highly Voted 3 years, 4 months ago

BD is correct. A does not solve the issue! Even if an incident type contains appropriate service tasks, products, and services, it is still possible that created work orders based on agreements ("they should have them documented from the Agreement") are being generated without service tasks, products, or services! So with A it is possible that an incident type has tasks, services, products, but a related work order generated from agreement has not. C is about not creating work orders at all.
In contrast: B ensures that incident type and related work order from agreement are the same in terms of tasks, services, products. D is evidently an option which guarantees work orders with tasks, services, products.

upvoted 7 times

✉  **HassanSarhan** 1 year, 10 months ago

Rightttt

upvoted 1 times

✉  **ceejaybee** Most Recent 1 year, 4 months ago

Selected Answer: BD

Answers are correct, based on references given

upvoted 1 times

✉  **moodi86** 1 year, 8 months ago

A & D --> both refers to task, products and services, which was requitremnt in the question
also one of them will be required either you use incident type for agreemnts or not

upvoted 1 times

✉  **HassanSarhan** 1 year, 10 months ago

The answer is correct

upvoted 1 times

✉  **Sravan8710** 2 years, 3 months ago

A and D

upvoted 2 times

✉  **shine** 3 years, 3 months ago

I also think it's B and D.

Explanation for B:

The Copy Incident Items to Agreement field during incident type setup is important for 2 reasons:

The incident you want to add to an agreement may be slightly different than the incident you would add to a single work order that's not part of an agreement. For example, normally the incident would require 1 hour of a service, but for the agreement, you negotiated with the customer 2 hours of a service. Rather than having to create a second incident type just for this agreement, you can set Copy Incident Items to Agreement to No, add the incident to the agreement, then manually add the specific service tasks, product, services, and so on. This way you can use the same incident type, which helps for reporting later on. Set this option to Yes and the incident items will be added to the agreement and you can accept these items or make slight variations from there.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements>

upvoted 4 times

✉  **Qr4nk** 3 years, 5 months ago

For me, personally, A, B and D make sense.

upvoted 1 times

✉  **BeastyBee** 3 years, 8 months ago

First, as stated in <https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements>, you do not have to use incident types on a agreement. So answer D should be included.

But if you use incident types, you should answer A & B. Because both have an impact.

upvoted 1 times

 **TonyRome** 3 years, 5 months ago

But based on Marimar's logic above (which I agree with), this is only happening for "certain" customers which means that it is solely an agreement issue. Therefore B and D do make sense.

upvoted 5 times

 **JesseB** 3 years, 11 months ago

I believe the correct answer here is A,B

upvoted 1 times

 **marimar** 3 years, 11 months ago

"for certain customers" so question A cannot be correct, since then it would happen FOR ALL clients

upvoted 1 times

 **BeastyBee** 3 years, 8 months ago

If the same incident types are used for all customers!?

upvoted 1 times

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:

Answer Area

Entity	Requirement
Products	Incident Types must have a Labor Hours record.
Service Tasks	Incident Types must have 1 product brochure.
Characteristics	Incident types must have a checklist for technicians to follow.

Correct Answer:**Answer Area**

Entity	Requirement
Products	Incident Types must have a Labor Hours record.
Service Tasks	Incident Types must have 1 product brochure.
Characteristics	Incident types must have a checklist for technicians to follow.

 **Qr4nk** Highly Voted 3 years, 5 months ago

The given answer is correct, Services, Products, Service Tasks.

upvoted 7 times

 **siraj** Most Recent 1 year, 6 months ago

Correct answers

upvoted 1 times

 **Sravan8710** 2 years, 3 months ago

Services Tasks, Products, Service Tasks

upvoted 2 times

 **siraj** 1 year, 6 months ago

Wrong, first one is Service:

"Services - Represent the labor that a field technician performs and might bill the client for. Services are measured in time duration."

<https://docs.microsoft.com/en-us/learn/modules/incident-types/2-define>

upvoted 1 times

 **fhqhfqh** 2 years, 5 months ago

This question was in the exam.

upvoted 3 times

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.

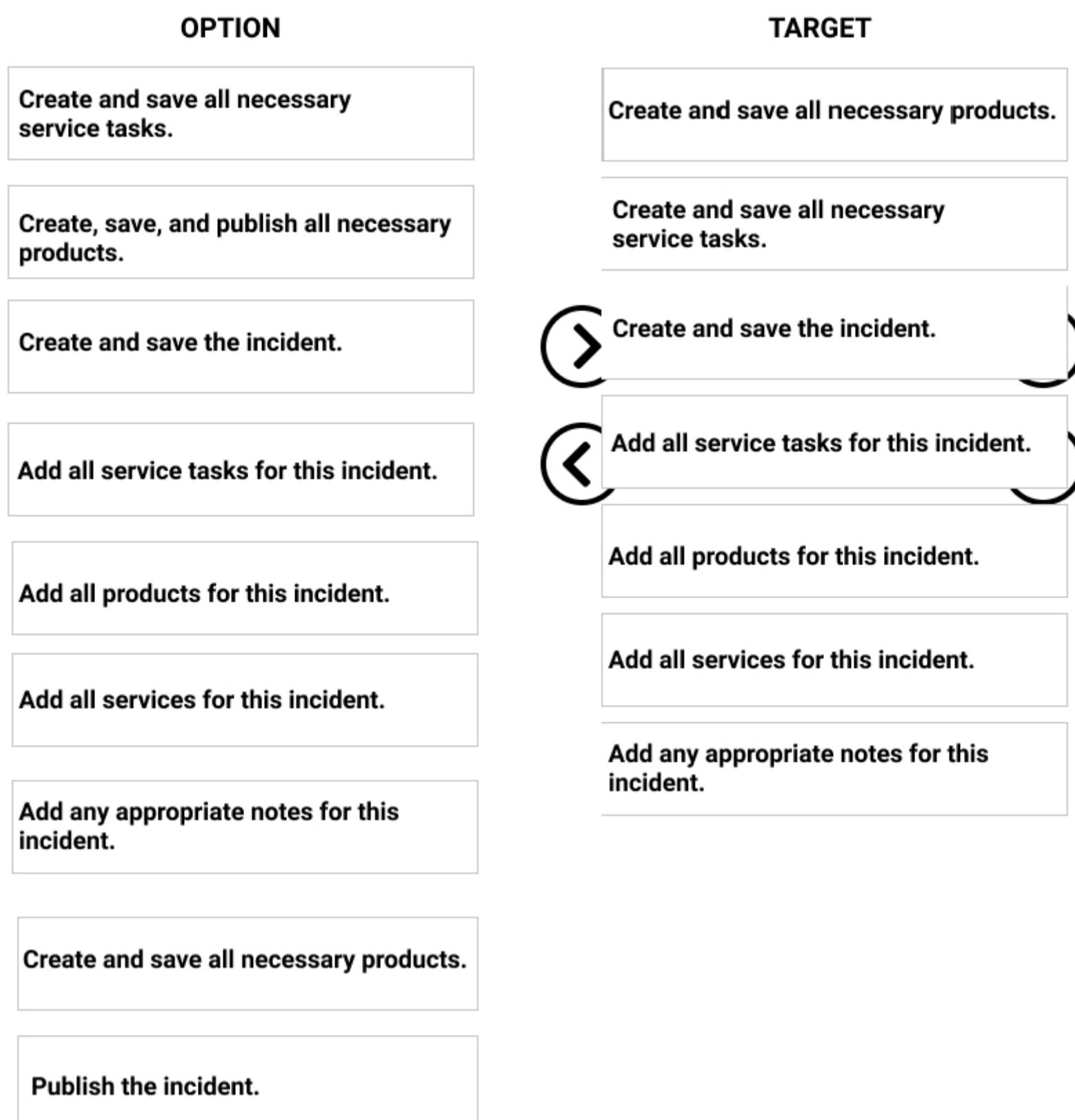
Which seven actions should you perform in sequence to add these services? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

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	TARGET
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.	▼

Correct Answer:



References:

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

 **Freetje** Highly Voted 3 years, 8 months ago

Shouldn't it be: "Create, save, and publish all necessary products". If the product is not published, it will not appear in the "Work Order". Am I not correct?

upvoted 8 times

 **Abood110** 3 months, 3 weeks ago

Product gets added to WO via incident type even if its in Draft state i.e not published

upvoted 1 times

 **Candy2002** Most Recent 10 months, 2 weeks ago

1. Create & Publish Product & Service
2. Create Service Task
3. Create & Save Incident Types
4. Add Product
5. Add Service
6. Add Service Task
7. Add Note

upvoted 1 times

 **ceejaybee** 1 year, 4 months ago

In exam, Jun-22 (similar question, but now possible answers are listed as "add all Products and Service Tasks to Incident", "add all Services to Incident" and "add necessary Notes to Incident"); make of that what you will

upvoted 2 times

 **vortex1** 1 year, 8 months ago

In the latest version. Products Auto Publish by default. If Auto Publish is disabled, then Publishing is mandatory else the Products are not valid (Can be circumvented by using Recent however). I'd say Publishing is at least a mandatory step.

upvoted 1 times

 **Sravan8710** 2 years, 3 months ago

Create and save the Incident type

Create and save all necessary service tasks

Add all service tasks for this incident type

Create, save and publish all necessary products

Add all products for this incident

Add all services for this incident

Publish the incident.

upvoted 1 times

 **fhqhfqh** 2 years, 5 months ago

This question was in the exam.

upvoted 1 times

 **bananawu** 2 years, 5 months ago

For the latest version ~ the Products have to be published

upvoted 1 times

 **Hurst** 3 years, 1 month ago

in exam

upvoted 1 times

 **Nandha** 3 years, 2 months ago

Suggested Answers is Correct. One thing to bear in mind, you don't have to publish a product to be configured as Incident Product.

upvoted 1 times

 **HaCha** 3 years, 3 months ago

- 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

Is correct

upvoted 1 times

 **RaqueGarciah** 3 years, 4 months ago

What order is correct?

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

Or..

H.) Create and save all necessary products.

A.) Create and save all necessary service tasks

C.) Create and save the incident.

E.) Add all products for this incident.

F.) Add all services for this incident.

D.) Add all service tasks for this incident

G.) Add any appropriate notes for this incident.

upvoted 2 times

 **smar** 3 years, 5 months ago

Just tested, the actions are correct. The products does not have to be activated. I just create a new product that I did not activate. It appeared in the lookup (I was completely sure that the product had to be activated, but this is not the case).

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
upvoted 3 times

✉ **harry11** 3 years, 4 months ago

Right. Yet interesting is that a product that has been created only appears in the lookup because and as long as it is a recent record. Otherwise only activated products appear, under "all records" in the lookup, and "change view"" is deactivated. So i guess having only activated products available is how it is meant to be.

upvoted 4 times

✉ **Qr4nk** 3 years, 5 months ago

You do not need to publish these products! So the given answer is correct.

upvoted 3 times

✉ **Dude** 3 years, 6 months ago

The first option in the reveal list is correct, however, the option with Publish is more correct. other than that I agree with the rest of the list. as for the order as mentioned by BeastyBee, actually you can add them in any order but I am sure Microsoft would want them in the same order as the TABS appear on the form.

upvoted 1 times

✉ **BeastyBee** 3 years, 8 months ago

What determines the order of the first 2 answers?

What determines the order of the last 4 answers? If it is the documentation and/or the setup of the form, I would say:

- Products
- Service
- Service tasks
- Notes

upvoted 1 times

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 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: ABC

Community vote distribution

ABD (100%)

 **Suchi** Highly Voted 3 years, 11 months ago

The agreement has no territory and the WO's territory does not affect pricing. Work Order Types however have a price list and can also be referenced in agreements. So my suggestion would be A, B & D.

I learnt about entitlements while preparing for this course and I am a little surprised that entitlements do not show up as an option. I assume this quiz was created before entitlements were added to WO Products and WO Services.

<https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-entitlements>

upvoted 9 times

 **BeastyBee** 3 years, 8 months ago

I agree with A, B & D. territories do not affect pricing. Only price lists do and they can be set on the agreement, work order & work order products.

upvoted 3 times

 **BeastyBee** 3 years, 8 months ago

& work order type.

upvoted 2 times

 **Adam_Stedry** Most Recent 1 month, 4 weeks ago

In exam 08/23.

upvoted 1 times

 **Candy2002** 10 months, 2 weeks ago

I suggest it is A B D, for territory is only tie with customer / user. There is no tie on WO.

upvoted 1 times

 **ceejaybee** 1 year, 4 months ago

In exam, Jun-22

upvoted 2 times

 **ceejaybee** 1 year, 4 months ago

Selected Answer: ABD

ABD, based on references given

upvoted 2 times

 **BGOLD** 1 year, 10 months ago

Selected Answer: ABD

There does not seem to be a way to relate a price list to a territory, therefore I would suggest A, B, D

upvoted 4 times

 **Sravan8710** 2 years, 3 months ago

Answer B,C,D

upvoted 1 times

 **fhqhfqh** 2 years, 5 months ago

This question was in the exam.

upvoted 2 times

 **Suchi** 4 years ago

Can someone confirm why option A is coreect?

upvoted 1 times

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:

Answer Area**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

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.

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.

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups>

✉️  **Adam_Stedry** 1 month, 4 weeks ago

In exam 08/23.

upvoted 1 times

✉️  **Sravan8710** 2 years, 3 months ago

Create a requirement group template

Associate requirement group template to incident type

Add incident type to WO

Book the WO

upvoted 4 times

✉️  **HassanSarhan** 1 year, 10 months ago

correct

upvoted 1 times

✉️  **fhqhfqh** 2 years, 5 months ago

This question was in the exam.

upvoted 3 times

✉️  **Syedahamed** 3 years, 9 months ago

The source given in answer section says, following the right sequence.

1. Create a requirement group template.
2. Create a new requirement group.
3. Book the requirement with the scheduling assistant.
4. Book the work order

Not sure why the answer is marked differently here.

upvoted 2 times

✉️  **evct** 3 years, 9 months ago

If you read the section "Requirement groups for work orders"(<https://docs.microsoft.com/en-us/dynamics365/field-service/multi-resource-scheduling-requirement-groups#requirement-groups-for-work-orders>), you see there the correct order:

- 1-Create a requirement group template.
- 2-Associate an incident type to the requirement group template.
- 3-Add the incident type to a work order.
- 4-Book the work order.

NOTE: Adding an incident type to a work order can also automatically add requirement groups.

upvoted 14 times

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

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups>

Community vote distribution

C (100%)

 **mfarazmahmood** Highly Voted  3 years, 8 months ago

C is correct

upvoted 7 times

 **sunnybb269** Most Recent  9 months, 1 week ago

Selected Answer: C

Correct answer base on link

upvoted 1 times

 **ceejaybee** 1 year, 4 months ago

In exam, Jun-22

upvoted 2 times

 **ceejaybee** 1 year, 4 months ago

Selected Answer: C

C, based on references given

upvoted 1 times

 **Thetruthseeker** 1 year, 6 months ago

Selected Answer: C

C - Resource Crew

upvoted 1 times

 **Sravan8710** 2 years, 3 months ago

Resource Crew

upvoted 1 times

 **Gkane** 2 years, 12 months ago

C is correct because of the duration factor. Requirement groups don't have that

upvoted 2 times

 **BPD** 3 years, 4 months ago

Correct ans is C as per <https://docs.microsoft.com/en-us/dynamics365/field-service/resource-crews>

Crews are ideal for scenarios where:

a group of resources will work together for a set number of days, weeks, or months.

upvoted 4 times

 **TonyRome** 3 years, 5 months ago

My only thought here is that is doesn't say "named resources" or "specific resources" which would definitely be a crew...It just says "a group of resources", which now makes me think resource group is correct.

upvoted 1 times

 **fgrosso** 3 years, 6 months ago

It should be Resource Crew.

Although both Resource Crew, and Requirement Groups (multi-resource) allows to bundle resources, Requirement Groups will provide you alternatives (i.e. for day 1 - Res A, and Res B; for day 2 - Res A, and Res C). The question refers that the resources will work together for a set number of days..., meaning that you cannot select (i.e. for day 1 - Res A, and Res B; for day 2 - Res A, and Res C), meaning that if you want to use

Resource Groups, you need to manually select and book them for all individual days. With Crews, you assure that you'll be always using the same resources.

upvoted 4 times

 **Suchi** 4 years ago

B is correct.

Requirement groups allow us to define groups of resources that would be APPROPRIATE for a job and to then schedule all those resources with a single search. We can mix and match the different types of resources—such as individual field technicians, a whole crew, equipment, or facilities—needed for a job.

Crews can be an option for fulfilling requirement groups. However, a crew might have more resources than required by the requirement group and will therefore rank lower in schedule assistant search results.

upvoted 2 times

 **Suchi** 3 years, 11 months ago

I chose B earlier, but C, be definition is correct.

upvoted 5 times

 **Gdynam** 4 years ago

The link is talking how this can be achieved with Requirements groups but its not an option.

So think awnser C (Crews) is more correct.

upvoted 1 times

 **Suchi** 3 years, 11 months ago

C is correct if we go by the ideal scenario mentioned on

<https://docs.microsoft.com/en-us/dynamics365/field-service/resource-crews>

upvoted 6 times

DRAG DROP -

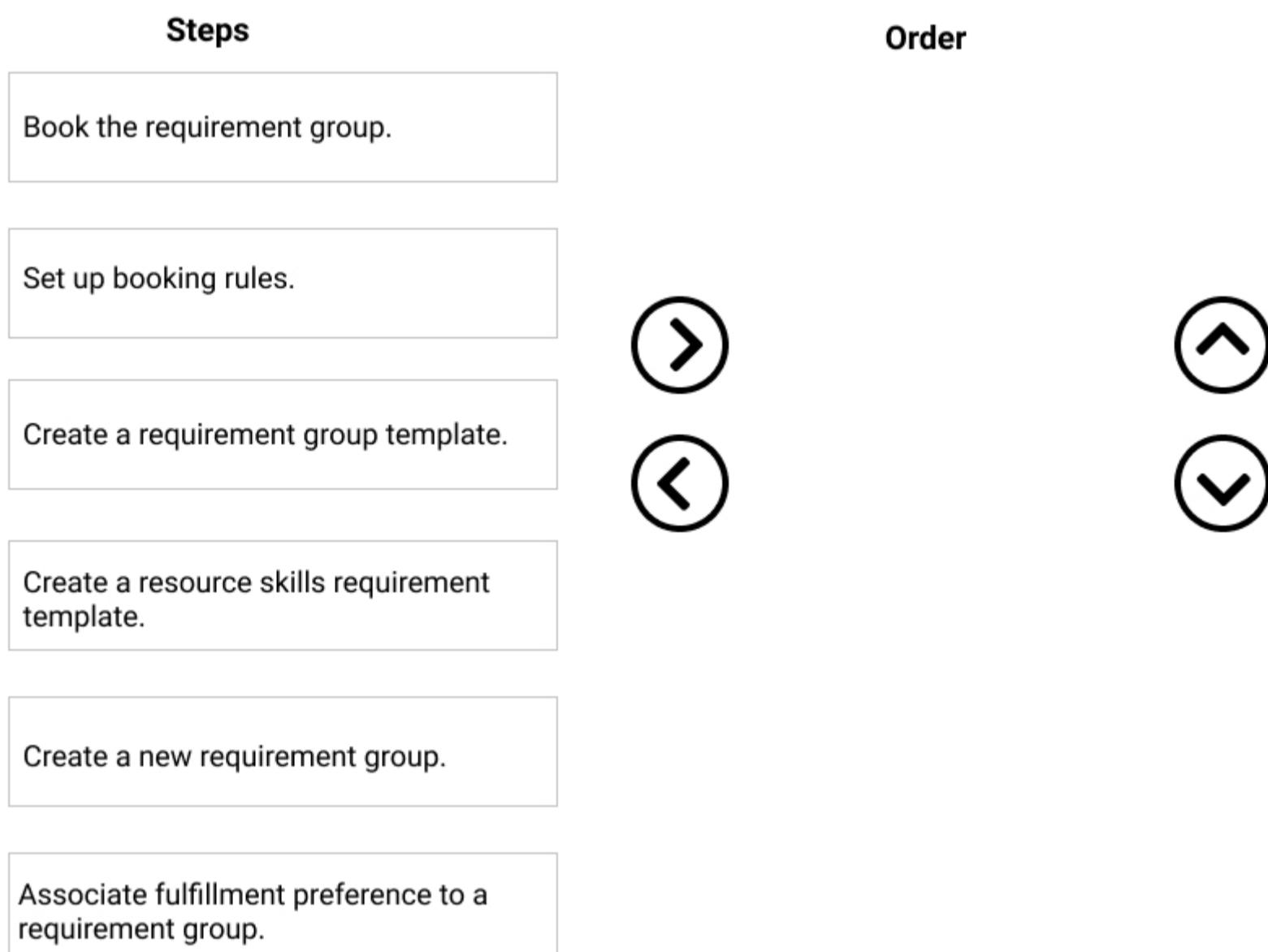
You work for a digital billboard manufacturing company. When manufacturing is completed, the new digital billboards are shipped to a client site for installation. As the dispatcher for your company, you need to identify and schedule the different resources that are required to complete the installation 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.

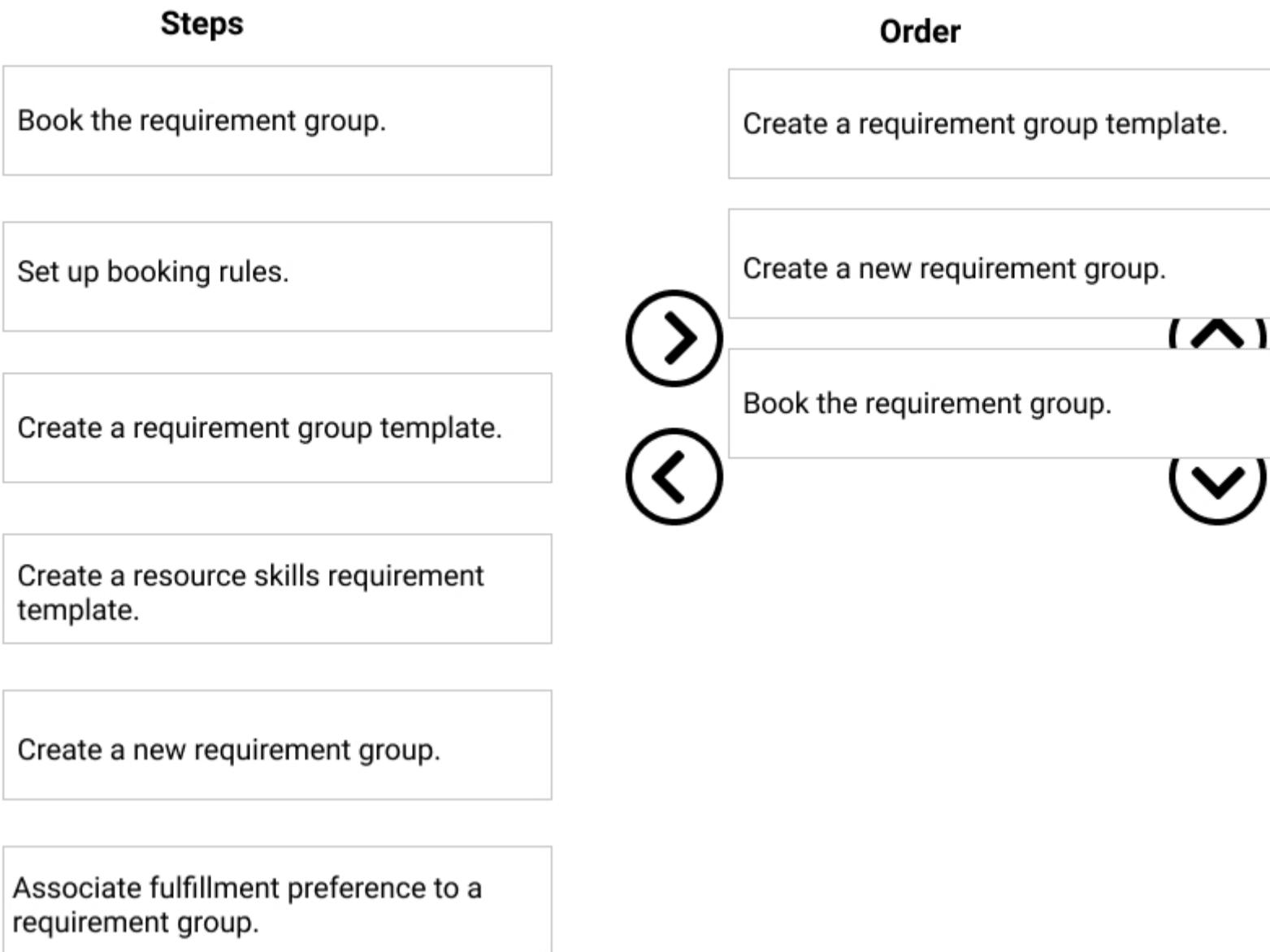
You need to configure multi-resource scheduling.

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:



Correct Answer:



References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups>

✉️  **jakub_kangur** 9 months, 3 weeks ago

Correcto

upvoted 2 times

✉️  **fhqhfhqh** 2 years, 5 months ago

This question was in the exam.

upvoted 2 times

✉️  **CRM_forever** 2 years, 7 months ago

The answer is correct

upvoted 1 times

✉️  **BeastyBee** 3 years, 8 months ago

Is stated almost literally in this article: <https://docs.microsoft.com/en-us/dynamics365/field-service/multi-resource-scheduling-requirement-groups>

upvoted 4 times

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

Community vote distribution

D (100%)

✉  **jakub_kangur** 9 months, 3 weeks ago

Selected Answer: D

I will go for D.

Open your work order and select Book - schedule assistant will open

Go to the grid list of resources to the column Distance and change to Sort Ascending.
you will see closest agents on top of the list.

Does it solve the problem?

upvoted 2 times

✉  **dannyshah** 11 months, 4 weeks ago

<https://learn.microsoft.com/en-us/dynamics365/field-service/universal-resource-scheduling-for-field-service>

upvoted 2 times

✉  **dannyshah** 11 months, 4 weeks ago

D is the answer

upvoted 2 times

✉  **ceejaybee** 1 year, 4 months ago

In exam, Jun-22

upvoted 1 times

✉  **midriano** 2 years, 8 months ago

Can somebody point me to where in the scheduling board settings you can select this option?

upvoted 1 times

✉  **Nvmzax** 2 years, 4 months ago

If you are talking about answer C, this is a setting on Bookable Resource level. Not the scheduling board.

upvoted 1 times

✉  **fhqhfqhqh** 2 years, 5 months ago

I couldn't find settings nor documents for this either.

upvoted 1 times

✉  **smar** 3 years, 5 months ago

C is the correct answer

upvoted 1 times

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.

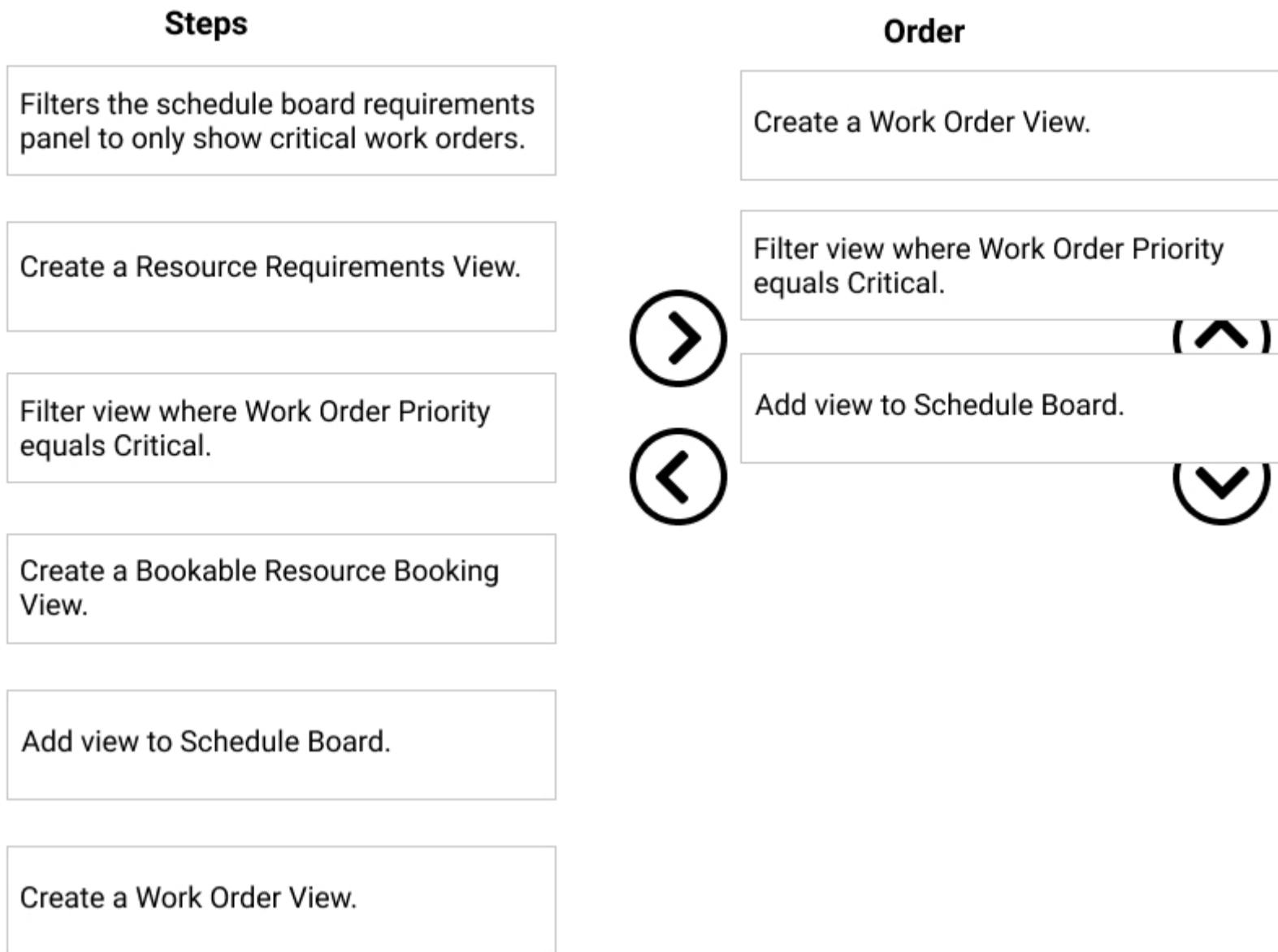
The team needs a schedule board view where they only see work orders with a priority of Critical.

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	Order
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.	

Correct Answer:



✉ **Menik** Highly Voted 4 years ago

'Create Work Order View' should be substituted for 'Create Resource Requirement View'

upvoted 16 times

✉ **smar** Highly Voted 3 years, 5 months ago

I don't agree, since the standard provided views (can be found under Schedule Board settings) are all related to Resource Requirements. Technically, we are scheduling Resource Requirements (that are generated after an WO has been generated). Resource Requirements have priorities as well.

I think, that Resource Requirements view needs to be created, and filter added = WO priority = "Critical"

upvoted 6 times

✉ **Adam_Stedry** Most Recent 1 month, 4 weeks ago

In exam 08/23 - similar

upvoted 1 times

✉ **Candy2002** 10 months, 2 weeks ago

Should be Create Resource Requirement View.

1. Create Resource Requirement View
2. Filter the WO with Critical
3. Save the View
4. Drag the View to the Schedule Board Panel

upvoted 1 times

✉ **ceejaybee** 1 year, 4 months ago

In exam, Jun-22

upvoted 3 times

✉ **Gkane** 2 years, 12 months ago

You can't add entity views other than requirement views to the schedule board. Requirements are the link to any entity that is able to be scheduled

upvoted 2 times

✉ **Nandha** 3 years, 2 months ago

The only view that can be made available for scheduling within schedule board is "Resource Requirement" view. So replace the suggested answer for "Create a Work Order View" with "Create a Resource Requirement view". Other two are correct.

upvoted 3 times

 **shrutzin** 3 years, 2 months ago

1. Create Resource requirement view
 2. filter view where work order priority = critical
 3. Add view to schedule board
- upvoted 4 times

 **BPD** 3 years, 4 months ago

If Create Work Order View' should be substituted for 'Create Resource Requirement View then what will be the remaining two options?
upvoted 1 times

 **TonyRome** 3 years, 5 months ago

in the panels section of the schedule board you CAN NOT add a Work Order view, only requirements views or requirement group views, therefore IMO it can't be Work Order View

upvoted 2 times

 **Suchi** 4 years ago

The provided answer sequence is correct. Since we need to pull up results where Work Order status = critical, the view has to be created for work order. The requirement panel will have a tab Critical WO or something like that.

upvoted 2 times

 **marimar** 3 years, 11 months ago

@Menik is right, you need first to create a Resource Requirement View

upvoted 8 times

 **BeastyBee** 3 years, 8 months ago

Indeed, and since the resource requirement inherits the priority from the work order, you can easily filter this view on the priority.

upvoted 1 times

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: BD

Community vote distribution

BD (100%)

✉ **Adam_Stedry** 1 month, 4 weeks ago

In exam 08/23.
upvoted 1 times

✉ **jakub_kangur** 9 months, 3 weeks ago

Selected Answer: BD

This is right!
upvoted 1 times

✉ **Candy2002** 10 months, 2 weeks ago

Selected Answer: BD

Correct. Must be BD.
upvoted 2 times

✉ **ceejaybee** 1 year, 4 months ago

Selected Answer: BD

B&D based on references given
upvoted 3 times

✉ **DaneP** 3 years, 2 months ago

https://community.dynamics.com/cfs-file/_key/communityserver-discussions-components-files/764/0728.Capture.PNG

answer B&D
upvoted 2 times

✉ **shine** 3 years, 3 months ago

I also checked it myself and came to the same result as TonyRome
upvoted 2 times

✉ **TonyRome** 3 years, 5 months ago

I went in to Field Service Settings and did not see either of those fields. I then went into the configuration for the "Field Service Setting" entity and saw that both the "Default Radius Unit" and "Default Radius Value" have been deprecated, which only leaves BD as the correct answers.
upvoted 2 times

✉ **Qr4nk** 3 years, 5 months ago

B & D are correct. Both can be set in the Scheduling Parameters section.
upvoted 2 times

✉ **GaneshCRM** 3 years, 7 months ago

As per this source <https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings> and since the value is 25 KMS. . Under work oder and booking settings >> Schedule Assistant,
1. Set the default radius value to 50
2. Set the default radius unit to miles
upvoted 1 times

✉ **tinatreides** 3 years, 8 months ago

The first correct option may be A not B because you can configure Default Radius Value in Work Orders and Bookings settings:
<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings>
upvoted 1 times

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 reasons why the two resources are not assigned work 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: BDE

References:

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

Community vote distribution

ABD (100%)

✉  **JesseB**  3 years, 11 months ago

The correct answer here should be A, B, E

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

upvoted 15 times

✉  **xkqn2c** 1 year, 8 months ago

E is not correct.

"Can I have my resources start and end their day at different locations?

Yes, you can, as long as neither locations are location agnostic."

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

upvoted 1 times

✉  **TonyRome**  3 years, 5 months ago

I think it's ABD. E states that start and end location have to be the same, but they don't have to be the same for RSO. If the scheduling method is not set to optimize, then the resource requirement won't be included in optimization right? So i think it's ABD.

upvoted 9 times

✉  **harry11** 3 years, 4 months ago

D is a generic setting, meaning nobody would get a booking. So ABE is correct, also because quote: "Start location and end location must have the same setting" <https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration#settings-to-prepare-data-for-optimization>

upvoted 6 times

✉  **HassanSarhan** 1 year, 10 months ago

Good explanation thanks!

upvoted 1 times

✉  **xkqn2c** 1 year, 8 months ago

You didn't include the rest of the quote! "Start location and end location must have the same setting. For example, you cannot have the start location be a personal address and the end location be location agnostic."

They don't need to be the same address. They just need to have the same setting. So E is false.

upvoted 2 times

✉  **bilal69**  5 months, 1 week ago

Should be ABC as onsite is important for RSO

upvoted 2 times

✉  **ceejaybee** 1 year, 4 months ago

Selected Answer: ABD

ABD based on references given

upvoted 1 times

✉  **xkqn2c** 1 year, 8 months ago

I don't see how A is true: "Work hours:

Are work hours configured and available during the optimization range?

If they are unconfigured, they could still be scheduled.

They might be set to not work on the days being optimized per the Resource Scheduling Optimization run scope."

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

upvoted 2 times

✉ **bananawu** 2 years, 5 months ago

Should be A,B,D ~ D - in both metadata and booking requirement so if it is not OPTIMIZE in some requirements then only those records will fail, E - start and end location only need to be set no place documented they have to be the same

upvoted 3 times

✉ **shrutzin** 3 years, 2 months ago

Cant be D as that pertains to the requirement whereas question states only 2 resources are not getting scheduled.

upvoted 2 times

✉ **N8n0z** 3 years, 8 months ago

B,D,E. "A" would make sense, but even if not configured, scheduling may still work. B,D,E will definitely break it

upvoted 3 times

✉ **N8n0z** 3 years, 8 months ago

Or maybe because it's just for two of the resources, it has to be A instead of D?

upvoted 1 times

✉ **mfarazmahmood** 3 years, 8 months ago

Seems like ABE are correct.

upvoted 2 times

✉ **hstig** 3 years, 8 months ago

What do you mean by "questions fail"??

upvoted 1 times

✉ **Rachha** 3 years, 9 months ago

abe correct ans

upvoted 1 times

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.

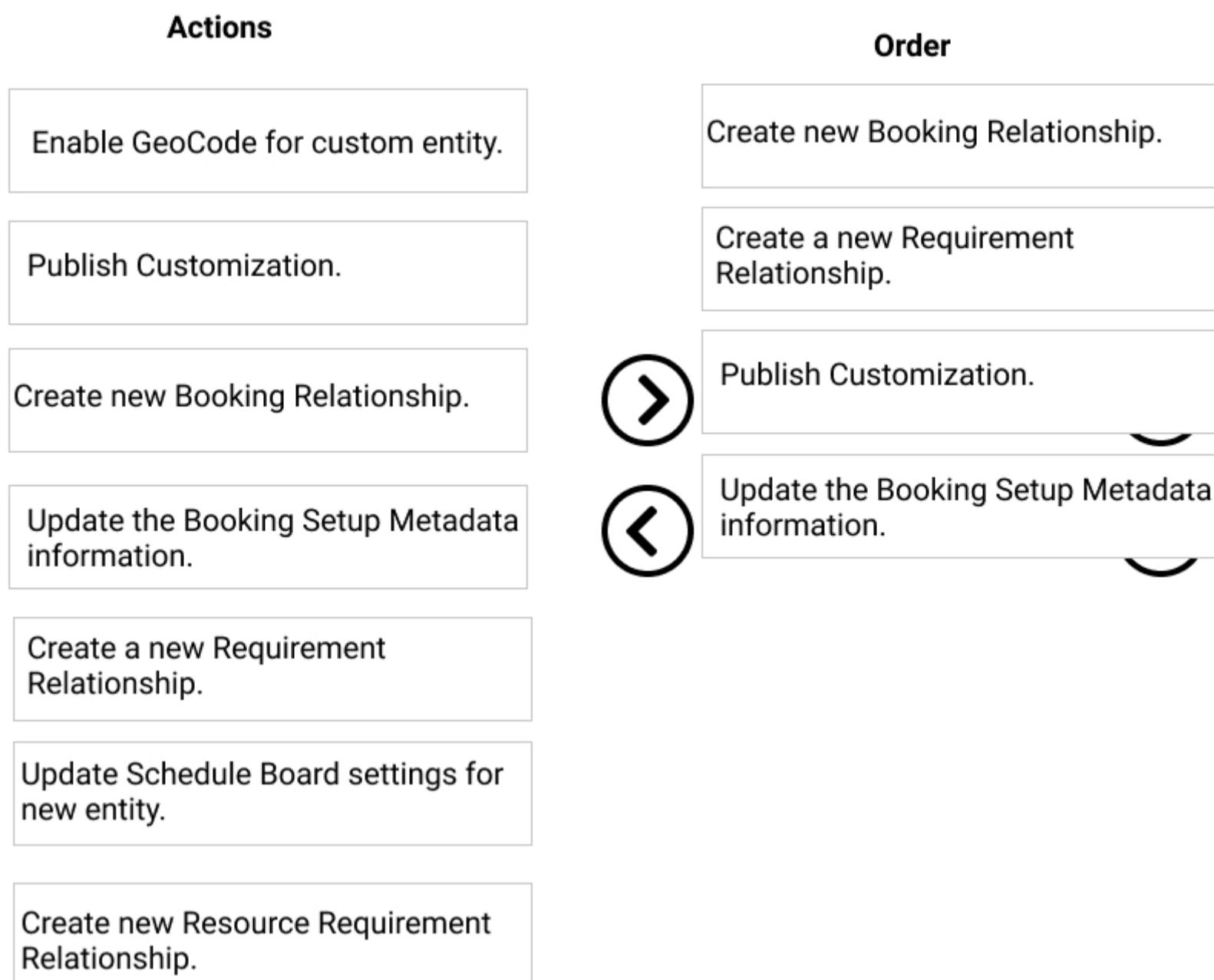
You need to enable the new entity to be scheduled. You select the entity that needs to be enabled and need to continue the set up process.

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	Order
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.	

Correct Answer:



References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/common-scheduler/schedule-anything-with-universal-resource-scheduling>

ceejaybee 1 year, 4 months ago

In exam, Jun-22

upvoted 2 times

ekmode 2 years ago

Given Answer is correct

Ref Link - <https://docs.microsoft.com/en-us/dynamics365/common-scheduler/schedule-anything-with-universal-resource-scheduling>

Check -Enable scheduling for an entity

upvoted 2 times

fhqhfqh 2 years, 5 months ago

This question was in the exam.

upvoted 3 times

Hurst 3 years ago

<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-new-entity>

upvoted 2 times

Dude 3 years, 6 months ago

This answer is correct, the settings are found as follows: Dynamics 365 > Resource Scheduling(App) > Settings > Administration > Enable resource scheduling for entities

upvoted 1 times

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.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

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:

Answer Area

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.

Resource Crew

Schedule Board

Schedule Board

Booking Rule

 [Removed]  3 years, 9 months ago

2nd one should be Requirement Group.

upvoted 11 times

 siraj 1 year, 6 months ago

Yes correct.

"Requirement groups allow you to define groups of resources that would be appropriate for a job and to then schedule all those resources with a single search"

upvoted 2 times

 Suchi  4 years ago

1st one should be Requirement Group, not Resource crew. In a Resource crew, everyone has the same skills. 3 technicians and one inspector and also an equipment is facilitated by Requirement group. Open edX has a practice example that includes consultation rooms, doctors, practitioner etc.

upvoted 9 times

 glaser_Wipfli 3 years, 8 months ago

Resource crews allow dispatchers to search and schedule multiple resources at once. This can include a group of employees, subcontractors, equipment, facilities, or any combination thereof who will perform the same work during a period of time.

<https://docs.microsoft.com/en-us/dynamics365/field-service/resource-crews>

upvoted 6 times

 Gkane 2 years, 12 months ago

So can requirement groups

upvoted 2 times

 d365ppp 1 year, 4 months ago

No no. Crews just like a movie crew, you have a director, actor, actress, lights, etc. That is crew. Can be tech of various skills, inspector, machines etc. Under Req Group , you can include crews , machines, faci, etc.

upvoted 1 times

 UrvinL  3 months, 4 weeks ago

Correct answer is

Resource group

Resource crew

Schedule board

Booking rule

upvoted 1 times

 Candy2002 10 months, 2 weeks ago

I think

1. Resource Crew
2. Requirement Group
3. Schedule Board
4. Booking Rule

Because the one booked in schedule book will be in requirement group even it is defined as Resource Crew.

"When a single requirement is booked to a crew, manually or with the schedule assistant, a requirement group is automatically created and all bookings are related to the requirement group. It ensures that crew bookings are in sync if you change them. The Auto Group Type of the requirement group is set to Crew."

upvoted 1 times

✉  **BronsPylades** 1 year, 10 months ago

What's the correct answer?

Requirement Group
Requirement Group
Schedule Board
Booking Rule

or

Resource Crew
Requirement Group
Schedule Board
Booking Rule

Still not sure.

upvoted 1 times

✉  **Swams** 1 year, 10 months ago

- 1 - Resource crew - Resource can be technicians with different skill or equipment
 - 2 - Requirement Group.
 - 3 - Schedule Board
 - 4 - Booking Rule
- upvoted 2 times

✉  **Power_Ninja** 2 years, 8 months ago

Resource Group (agree with Suchi, you can't configure a Crew based on the requirement), Resource Crew (I could be wrong but thinking "Heavy machinery Crew?",
Schedule Board,
Booking Rule

upvoted 1 times

✉  **xkqn2c** 1 year, 8 months ago

I agree #2 should be Resource Crew: "Resource crews allow dispatchers to SEARCH and schedule multiple resources at once."
upvoted 1 times

✉  **Qr4nk** 3 years, 5 months ago

I think that all answers are just fine. They seem to be not 100% clear but correct.
upvoted 1 times

✉  **arow** 3 years, 6 months ago

I think that first should be Incident type and second Requirement Group. <https://docs.microsoft.com/en-us/dynamics365/field-service/configure-incident-types>. Crews should be used for multiple resources that are working together for period of time.
upvoted 3 times

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 work orders 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

Community vote distribution

B (100%)

 **jakub_kangur** 9 months, 3 weeks ago

Selected Answer: B

Last time when I've checked B was the only correct answer

upvoted 1 times

 **ceejaybee** 1 year, 4 months ago

In exam, Jun-22

upvoted 2 times

 **fhqhfqh** 2 years, 5 months ago

This question was in the exam.

upvoted 2 times

 **Sujanian13** 2 years, 5 months ago

B is the correct answer.

upvoted 2 times

 **Qr4nk** 3 years, 5 months ago

B is the correct answer.

upvoted 2 times

 **JesseB** 3 years, 11 months ago

Yeah I had this question and it was the 'series' type of question where they ask it 3 times in a row and ask if each potential answer is the right solution. You can't go back to change your answer on these types of questions.

upvoted 3 times

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:

Answer Area

Schedule Board
Schedule Assistant
Booking Rules
Resource Scheduling Optimization
Facility Scheduling

View map of resource, organizational units, bookings, or requirements.

--

Filter resources to see select resources' actively scheduled work orders.

--

Filter resources based on requirements of the work order.

--

Schedule requirements that are part of a group.

--

Correct Answer:**Answer Area**

Schedule Board
Schedule Assistant
Booking Rules
Resource Scheduling Optimization
Facility Scheduling

View map of resource, organizational units, bookings, or requirements.

Schedule Board

Filter resources to see select resources' actively scheduled work orders.

Schedule Board

Filter resources based on requirements of the work order.

Schedule Assistant

Schedule requirements that are part of a group.

Schedule Assistant

 **Adam_Stedry** 1 month, 4 weeks ago

In exam 08/23 - similar

upvoted 1 times

 **DaneP** 3 years, 2 months ago

Answers are correct though

<https://docs.microsoft.com/en-us/dynamics365/field-service/schedule-assistant>

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-schedule-board>
upvoted 4 times

 **shine** 3 years, 3 months ago

This question is just weird.

upvoted 4 times

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: AC*Community vote distribution*

AD (100%)

✉  **JesseB** Highly Voted 3 years, 11 months ago

The correct answer is A,D
Auto Geo Code Addresses to Yes is available in Field Service Settings under the Other tab
upvoted 23 times

✉  **smar** 3 years, 5 months ago

Agree, just double checked: Auto Geo Code Addresses is in Field Service Settings
upvoted 4 times

✉  **fgrossos** Highly Voted 3 years, 6 months ago

A, and D are Correct. Option C would be correct if we were talking about a Custom Entity (the Geo Code option in Resource Settings is for Custom entities), which is not the case as we are talking about work orders.
upvoted 6 times

✉  **R1uK** Most Recent 7 months, 2 weeks ago

A, D
<https://learn.microsoft.com/en-us/dynamics365/field-service/field-service-maps-address-locations#connect-to-maps>
<https://learn.microsoft.com/en-us/dynamics365/field-service/turn-on-auto-geocoding>
upvoted 1 times

✉  **rodmarialvas** 11 months, 3 weeks ago

Selected Answer: AD
AD, Resources>Scheduling Parameters>Connect to Maps / Settings >Field Service Settings>OTHER tab-Auto Geo Code Addresses
upvoted 1 times

✉  **ceejaybee** 1 year, 4 months ago

Selected Answer: AD
A&D based on references given
upvoted 1 times

✉  **xkqn2c** 1 year, 8 months ago

A is correct:

"To use the schedule board booking functionality, geocoding, and location services, you need to turn on maps.

From the main menu, go to Resource Scheduling > Administration.
Select Scheduling parameters.
Open record and scroll down to the Resource Scheduling Optimization section.
On the Connect to Maps field, choose Yes.
Accept terms and save the record."

upvoted 1 times

✉  **RaqueGarciah** 3 years, 4 months ago

please? Correct is A and D or A and C? i have exam on friday..
thanks

upvoted 1 times

 **JS01** 3 years, 4 months ago

Me as well, i am going with A and D, i agree with fgrosso
upvoted 2 times

 **harry11** 3 years, 4 months ago

AD <https://docs.microsoft.com/en-us/dynamics365/field-service/turn-on-auto-geocoding>
upvoted 3 times

 **TusharYewa** 3 years, 4 months ago

AD is correct answer Auto Geo Code Addresses to Yes is available in Field Service Settings
upvoted 2 times

 **Dude** 3 years, 6 months ago

A & C are correct, on your navigation, switch to resources, scroll to the bottom and select Scheduling Parameters, then click on the Resource Scheduling record to open it. On the General TAB you can enable to Bing Maps and Enter your Bing API key and then on the Geo Data TAB you will be able to enable Geo Location
upvoted 1 times

 **Rachha** 3 years, 9 months ago

ad correct ans
upvoted 2 times

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	Order
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.	▼

Correct Answer:

Actions	Order
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.	▼

References:

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

 **marimar** Highly Voted 3 years, 11 months ago

Seeing the solution link, the section Settings to prepare data for optimization:

<https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration#settings-to-prepare-data-for-optimization>

according to the statement of the question, step 1 is already done in all Bookable Resources, so the correct order would be:

- 1.- Set default scheduling method to optimize for work order booking setup metadata
- 2.- Set optimize schedule field to yes for all unscheduled work order requirement records
- 3.- Configure scheduling method for booking statuses

In the third answer I have hesitated with "Update from data and to date for all unscheduled work order requirement record", but in the solution link, it says nothing about updating the unscheduled work orders

upvoted 14 times

✉ **hodori** 3 years, 9 months ago

Totally agree with Marimar. In the document that he linked to, step 4 would be something similar to one of the answer options, however, a 'work order requirement record' is not, as far as I know, a real thing.

upvoted 2 times

✉ **d365ppp** Most Recent 1 year, 4 months ago

The answer is correct: <https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration>

upvoted 1 times

✉ **fhqhfqh** 2 years, 5 months ago

This question was in the exam.

upvoted 2 times

✉ **Power_Ninja** 2 years, 8 months ago

Although the question asks for 3 actions I think it's either a poor choice of words or typical "Microsoft" trick question. Reading the article below I deduced the following sequence:

- 1) Set Default Scheduling Method to Optimize for Work Order booking setup metadata
- 2) Set Optimise Schedule field to Yes for unscheduled Work Order Requirement records
- 3) Update "From Date" and "To Date" for all (unscheduled work order) resource requirements
- 4) Configure Scheduling Method for booking status

Link: <https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration#make-data-changes-to-prepare-for-optimizations>

upvoted 2 times

✉ **BeachVball** 2 years, 9 months ago

<https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration#settings-to-prepare-data-for-optimization>

1. Set Default Scheduling Method to Optimize for work order booking setup metadata >> only 3 steps are remaining based on the question, then this is not part of the answer
2. Set Optimize Schedule field to Yes for all Unscheduled Work Order Requirement records
3. Update From Date and To Date for all unscheduled work order requirement record
4. Configure Scheduling Method for booking statuses

Then the proposed answer is correct

upvoted 2 times

✉ **Phums** 2 years, 9 months ago

I think the answers are as follow:

1. Set default scheduling method to optimize for work order booking setup metadata
2. From Date and To Date for resource requirements
3. Configure scheduling method for booking statuses

Work Order Requirement Records does not have an option to set Optimize Schedule field to YES instead it is OPTIMIZE

upvoted 2 times

✉ **zoom_83** 2 years, 10 months ago

I think it should be as follows:

1. Set Optimize Schedule field to Yes for all work order Requirement records
2. Set Default Scheduling Method to optimize work order booking setup metadata
3. Set Optimize schedule field to Yes for all unscheduled work order requirement records

Source : <https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration>

upvoted 1 times

✉ **Saketk** 3 years, 5 months ago

this is an existing resource - see the comment in the question that step 1 is already configured.

As per the link shared by marimar

1. existing resource requirement records >Resource Scheduling Optimization > Resource Requirements, Unscheduled Work Order Requirements view, set Optimize Schedule field to Yes.
2. From Date and To Date for resource requirements to make sure the dates fall into the window you would like to schedule
3. Resource Scheduling Optimization > Settings > Booking Statuses and configure Scheduling Method

Which is the provided response

upvoted 1 times

✉ **harry11** 3 years, 4 months ago

2. From date... is wrong because the option offered says "update all" which is not the case. You should only check and update those records outside a time window, not simply all. Marimar is right.

upvoted 2 times

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.

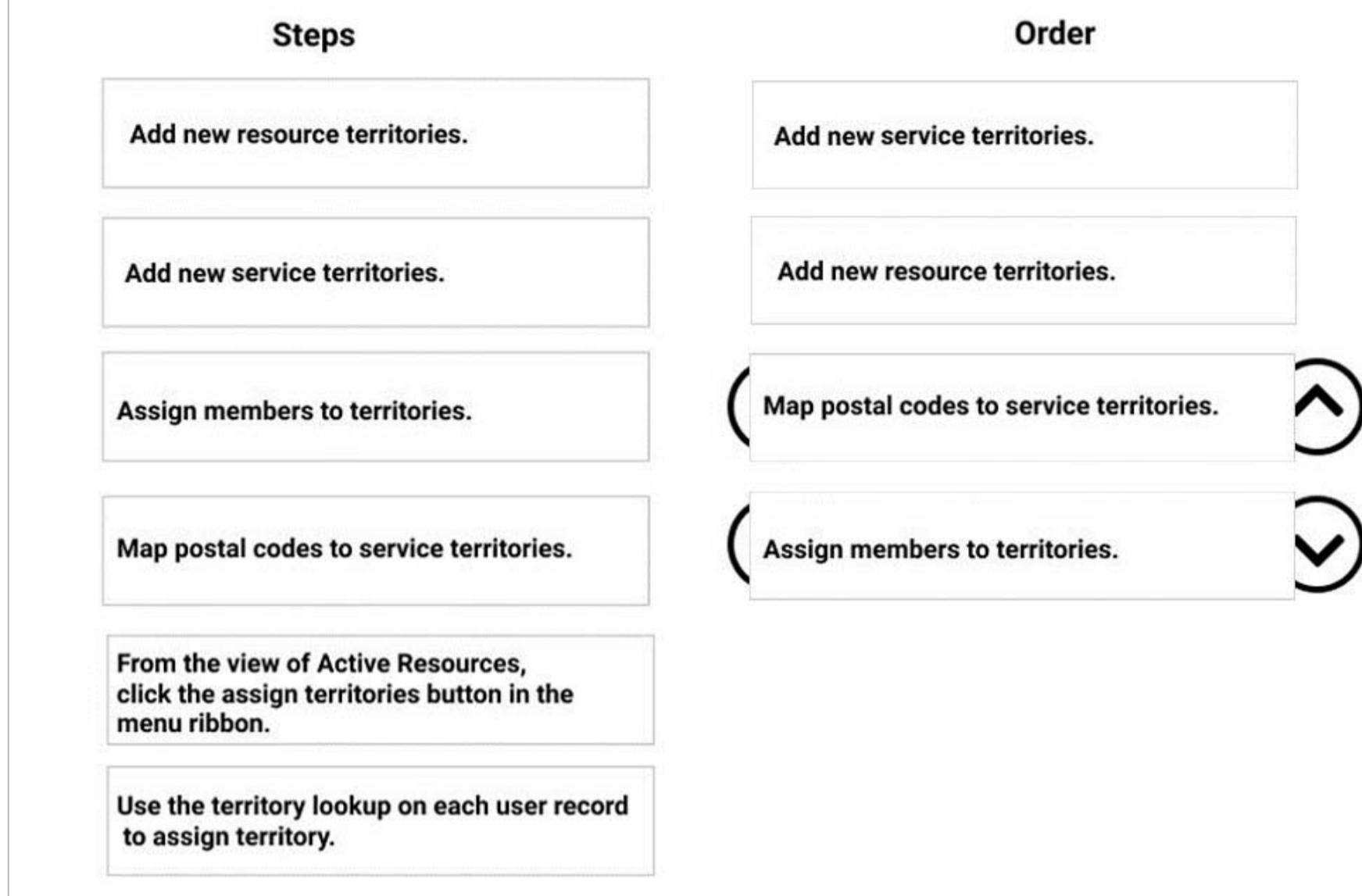
You are tasked with ensuring that Dynamics 365 will automatically assign work orders to territories so that the dispatcher can search for the correct resources.

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	Order
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.	

Correct Answer:



Adam_Stedry 1 month, 4 weeks ago

In exam 08/23 - similar

upvoted 1 times

Candy2002 9 months, 4 weeks ago

Supplement on previous comment, I found another way which is similar to the answer

1. Create a new territory
2. Create a service territory (from related tab in Territory)
3. Map Postal Code
4. Click to specific resource
5. Create a relationship between the Resource & the Service Territory
6. Assign Account (Customer Account) to specific Territory

upvoted 2 times

Candy2002 9 months, 4 weeks ago

I think the answer is not valid. The steps for now should be something like this.

1. Create a new territory
2. Map Postal Code (It is under territory, not under service territory, so it is better to put it here, though it is optional to map postal code)
3. Click on specific Resource record > Create Service Territory
4. Create a relationship between the Resource & the Service Territory
5. Assign Account (Customer Account) to specific Territory

upvoted 1 times

ceejaybee 1 year, 4 months ago

In exam, Jun-22 (similar question, not exactly the same)

upvoted 1 times

Power_Ninja 2 years, 8 months ago

Sequence for the first 3 is correct however the 4th is just weird i.e. "Assign members to territories" I'm interpreting as Field Service -> Settings -> Territories -> Members (Related entity) which adds no value to scheduling. It must be valid though as the remaining are not.

upvoted 3 times

BeachVball 2 years, 9 months ago

The proposed answer is correct.

Assign members to territories>>here members means both Resources and Accounts to be added to territories - One Resource can be linked to multiple territories, Account only belongs to one territory (Service Territory lookup)

Postal codes can be also mapped at the end

upvoted 2 times

Nandha 3 years, 2 months ago

Suggested Answer is Correct.

upvoted 1 times

 **smar** 3 years, 5 months ago

Does anyone know (couldn't find the answer), what is the difference between Resource Territories and Members? I know that a resource can be related to one or more territories, but Members..Anyone?

upvoted 1 times

 **Qr4nk** 3 years, 5 months ago

The given answers are all correct!

upvoted 3 times

 **RitsR** 3 years, 6 months ago

Why don't we have the right answers selected to avoid confusion?

upvoted 2 times

 **radek333** 3 years, 7 months ago

Last step is incorrect. Last one should be "use the territory lookup on each user record to assign territory" instead of "Assign members to territories"

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-territories>

upvoted 1 times

 **Gitaras** 3 years, 7 months ago

I would disagree, other types of resources can belong to a territory as well such as equipment and facilities. Therefore Assign members to territories is correct in my opinion.

upvoted 3 times

 **harry11** 3 years, 4 months ago

Agree, but using members ("add member") only allows user to be added.. To add an equipment/facility you have to go to resource - resource territory - new resource territory which is not provided as option.

upvoted 1 times

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 Booking Statuses 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	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.	▼

Correct Answer:

Statuses	Order
Scheduled - A work order has been assigned to a resource.	Scheduled - A work order has been assigned to a resource.
Traveling - The resource is traveling to the service location.	Traveling - The resource is traveling to the service location.
In Progress - The work order is in progress.	In Progress - The work order is in progress.
On Break - The resource is on a break.	On Break - The resource is on a break.
Complete - The work order is complete.	
Arrived - The resource has arrived on location.	Complete - The work order is complete.

 **GaneshCRM**  3 years, 7 months ago

Correct and as per the below link as well.

<https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-status-booking-status>

upvoted 6 times

 **Adam_Stedry**  1 month, 4 weeks ago

In exam 08/23.

upvoted 1 times

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

Community vote distribution

D (75%) C (25%)

 **Suchi** Highly Voted 4 years ago

Correct answer is D. You can create priority records in Dynamics 365 for Field service app and assign color along with level of importance.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-priorities>

upvoted 11 times

 **Suchi** 4 years ago

C is correct. C and D option are close but when I read the question statement, C is more appropriate.

upvoted 13 times

 **hodori** 3 years, 9 months ago

I concur with Suchi. "You need to configure the schedule board so that bookings are easily VISIBLE to the dispatchers".

upvoted 4 times

 **Kaylan13** 3 years, 3 months ago

D would be the correct answer. When creating a Priority record you can set a color. Once a Priority has been set on a Work Order and it has been scheduled the associated Booking(s) will show a tab with that color when on the schedule board. Booking status would not make sense because it changes.

upvoted 4 times

 **MaxCS** Most Recent 4 months ago

Selected Answer: D

D is correct - <https://learn.microsoft.com/en-us/dynamics365/field-service/set-priorities>

upvoted 1 times

 **bilal69** 5 months, 1 week ago

Selected Answer: C

C is correct

upvoted 1 times

 **jakub_kangur** 9 months, 3 weeks ago

Selected Answer: D

Only D is right

upvoted 1 times

 **ceejaybee** 1 year, 4 months ago

Selected Answer: D

D, you can set colour on Priority record

upvoted 1 times

 **Phums** 2 years, 9 months ago

Correct Answer is D, only in Priority record you can set color identification for work order with high priority

This link explains it with one statement

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-priorities>

upvoted 4 times

 **vm7891** 3 years, 1 month ago

C

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-priorities>

upvoted 1 times

✉  **Sathesh85** 3 years, 1 month ago

Which is the correct answer, C or D?

upvoted 1 times

✉  **TonyRome** 3 years, 5 months ago

I'm sorry but I think it should be B. The team "schedule board" refers to the entirety of that screen, not just the actual visual bookings. If you add let's say a new status called "Priority" just to get a color on the board, then it will only show when it is say "scheduled", but disappear when the status changes to say "In Progress" right? So it really does you no good after the status has been changed. If you want schedulers to see priority resource requirements, you create a new view for them to use and then they can quickly schedule all that urgent work. Just my thoughts.

upvoted 1 times

✉  **TonyRome** 3 years, 5 months ago

Never mind about my thoughts above, I was thinking of the Resource Requirement VIEW, but that answer isn't for the view so never mind.

upvoted 1 times

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: CDE

References:

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

✉  **marimar** Highly Voted 3 years, 11 months ago

why correct answer is not four settings required? ACDE is correct

in the link provided:

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

step 2:

assign the Field Service - Administrator security role to the Resource Scheduling Optimization application user.

upvoted 6 times

✉  **evct** 3 years, 9 months ago

I would say ACD which is the order in the link provided. I consider E also correct, but it comes later in the steps to follow.

upvoted 6 times

✉  **hodori** 3 years, 9 months ago

I would go for ACE. Answer D, about the Maps, is not required as can be seen in the screenshot of the link that @marimar provided. However, I am not sure whether RSO will function (automatically) without Maps.

upvoted 3 times

✉  **TonyRome** 3 years, 5 months ago

The documentation states that RSO requires maps to be enabled.

upvoted 2 times

✉  **UrvinL** Most Recent 3 months, 4 weeks ago

Correct answer should be ACD

upvoted 1 times

✉  **d365ppp** 1 year, 4 months ago

Guys. You are simply confusing yourself. You have to remember onething. Microsoft continues to evolve and things move around. here is the link. The given answers are correct

<https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration>

upvoted 2 times

✉  **d365ppp** 1 year, 4 months ago

They hired a new manager to do the dispatcher so you add his profile to the RSO instead of the dispatcher. Otherwise, you add the dispatcher.

upvoted 1 times

✉  **BeachVball** 2 years, 9 months ago

2. Go to Settings > Security > Users, navigate to the Application Users view, and assign the Field Service - Administrator security role to the Resource Scheduling Optimization application user.

3. Go to Settings > Security > Field Security Profiles, open Field Service – Administrator, and add Resource Scheduling Optimization to the field security profile.

Steps 2 and 3 help ensure that resource scheduling optimization is able to optimize work order-related requirements and bookings.

From <<https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration>>

upvoted 1 times

✉  **BeachVball** 2 years, 9 months ago

- A. Assign the Field Service-Administrator security role to the RSO user >> Correct
- B. Add the RSO dispatcher role to a dispatcher. >> Incorrect: the question says "to automatically schedule work orders to the most appropriate

resource scheduling". This manager is not a dispatcher, he does not need to interact with RSO

• C. Enable Resource Scheduling Optimization. >> Correct

• D. Set Connect to Maps as Yes. >> Incorrect: The connect to maps feature allows this organization to interact with the Bing Maps service that the schedule board uses. The manager just needs to set up and configure RSO

E. Add RSO to the profile Field Service-Administrator >> Correct

upvoted 4 times

✉️  **R1uK** 7 months, 2 weeks ago

Thanks for the explanation

upvoted 1 times

✉️  **HassanSarhan** 1 year, 10 months ago

good explanation Answer:A,C,E

upvoted 1 times

✉️  **Jorgie** 3 years ago

I think C is a trick answer b/c, the format of the answer does not match that of the Microsoft documentation...and the documentation specifically says "Set Enable Resource Scheduling Optimization to Yes". However, when you look at D, the format of the answer does match that of the documentation which is "Set Connect to Maps as Yes"...So I'd say ADE.

I'm not saying that C is incorrect in theory, but I am saying that the answer's format is incorrect. [So frustrating]

upvoted 1 times

✉️  **Sathesh85** 3 years, 1 month ago

ACE is Correct, D is for Map in Schedule Board

upvoted 1 times

✉️  **vm7891** 3 years, 1 month ago

ACD

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

upvoted 2 times

✉️  **gfw777** 3 years, 3 months ago

From related article: 'Go to Settings > Security > Field Security Profiles, open Field Service – Administrator, and add Resource Scheduling Optimization to the field security profile.'

This is answer E. CDE is correct IMO.

upvoted 1 times

✉️  **Saketk** 3 years, 5 months ago

ACD is correct answer

upvoted 1 times

✉️  **Qr4nk** 3 years, 5 months ago

ACD should be right, because E is not saying "add Resource Scheduling Optimization to the field security profile." It is only referring to a profile called RSO.

upvoted 3 times

✉️  **Rachha** 3 years, 9 months ago

acd correct ans

upvoted 2 times

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 backbones, 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: AC

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources#set-up-field-technician-resources>

Community vote distribution

AC (100%)

✉️  **ceejaybee** 1 year, 4 months ago

Selected Answer: AC

A&C, based on reference given

upvoted 1 times

✉️  **Jorgie** 3 years ago

From the link provided "Characteristics represent a resource's skills and certifications. "

upvoted 4 times

✉️  **AD68** 3 years, 6 months ago

Correct answer is Skill & Rating Value

upvoted 2 times

✉️  **AD68** 3 years, 6 months ago

Correction: Certification and Skill are correct

upvoted 8 times

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

- A. Set Enable for Availability Search to Yes on the TechnicianA 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 TechnicianA bookable resource record.

Correct Answer: A

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources>

Community vote distribution

A (100%)

 **jakub_kangur** 9 months, 3 weeks ago

Selected Answer: A

only A

upvoted 1 times

 **ceejaybee** 1 year, 4 months ago

Selected Answer: A

A. Given answer correct

upvoted 1 times

 **Qr4nk** 3 years, 5 months ago

A is correct

upvoted 4 times

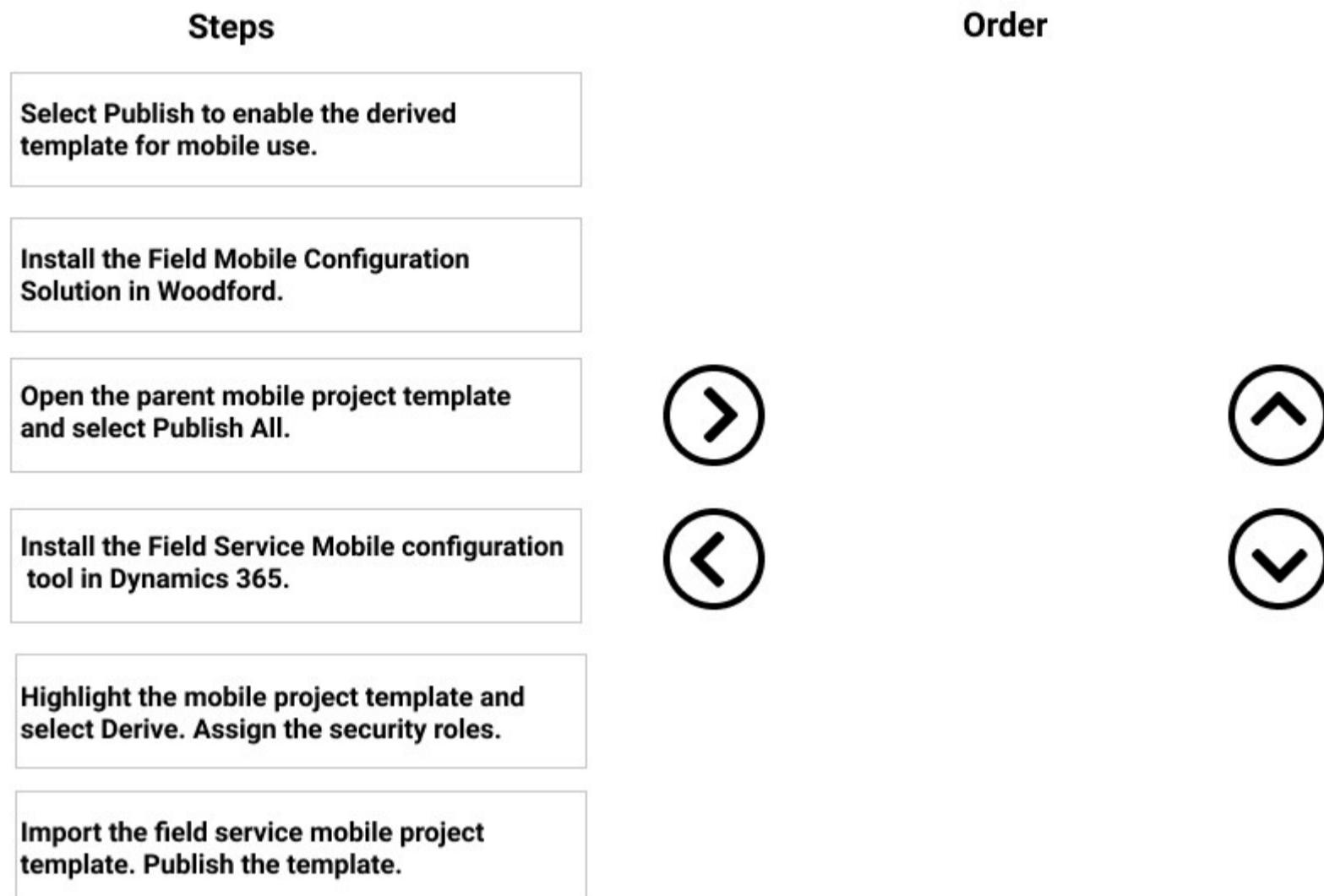
DRAG DROP -

Your organization wants to use the Field Service Mobile App for technicians in the field.

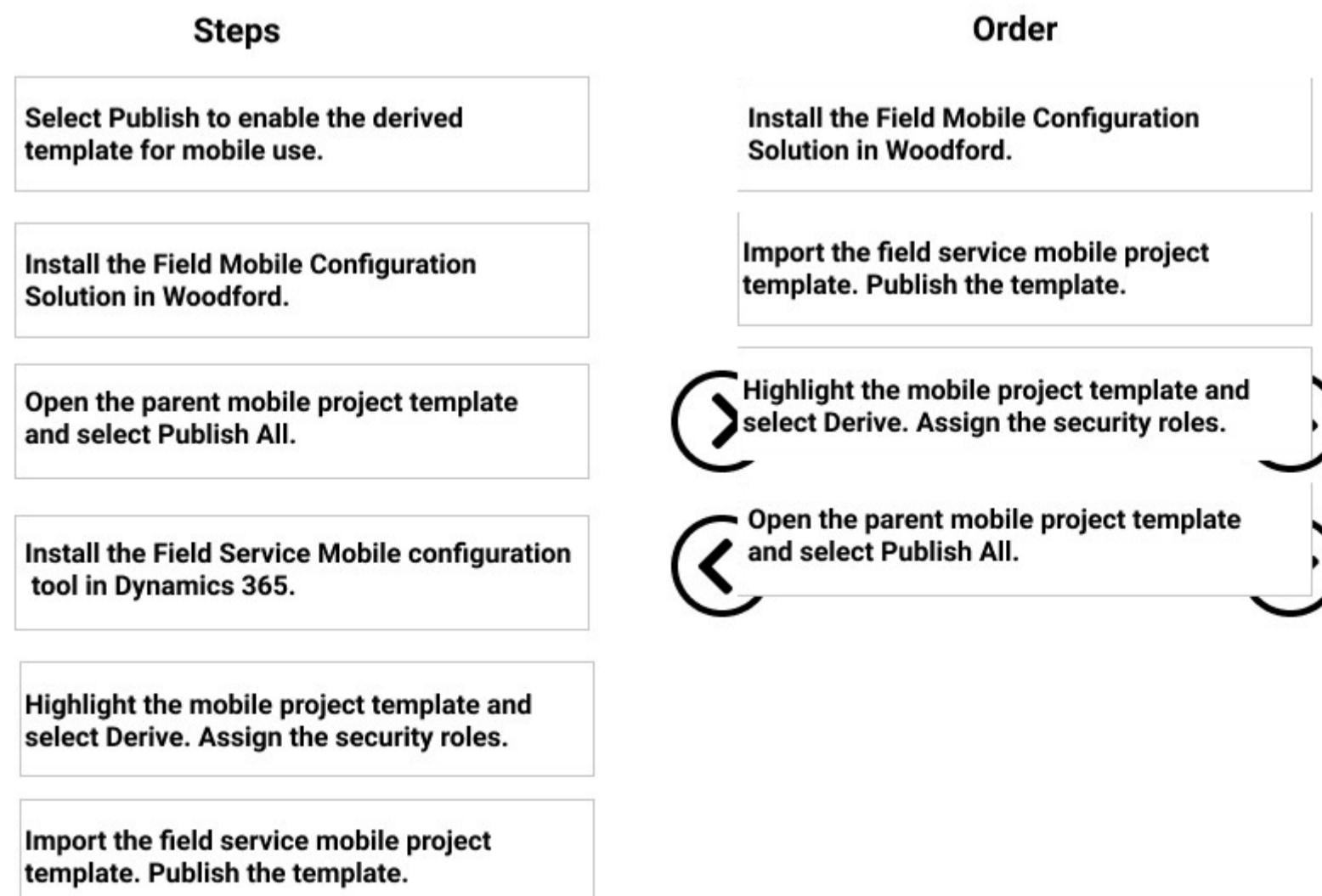
You need to install the solution, so it can be configured for mobile technicians.

What are the four steps you need to perform, in sequence, to ensure the mobile solution is ready for configuration and deployment? 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:



Correct Answer:



References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-field-service#download-the-field-service-mobile-app-on-a-phone-or-tablet>

✉ **agmak** Highly Voted 3 years, 10 months ago

The first option should be in dynamics not woodford?
upvoted 9 times

✉ **hodori** 3 years, 9 months ago

IMHO it's Woodford.
See also: <https://docs.microsoft.com/en-gb/dynamics365/field-service/install-field-service#download-the-field-service-mobile-app-on-a-phone-or-tablet>
upvoted 2 times

✉ **Freeetje** 3 years, 8 months ago

The "configuration"-tool is called Woodford, but you have to install it first. So the "Install.. solution in woodford" doesn't make any sense and is not correct. It should be "Install the Field Service Mobile Configuration tool in D365". If you take the link in the first response, then you have to take a look at Step 3.

upvoted 9 times

✉ **d365ppp** Most Recent 1 year, 4 months ago

This question is not valid. Microsoft changed the installation method. Just download like any other app on the device and start using. No other wood or steel grove is required anymore.
upvoted 4 times

✉ **vortex1** 1 year, 8 months ago

Questions related to Resco Legacy (Xamarin) no longer appear in the MB-240 Exam as the functionality reaches EOL in June 2022
upvoted 4 times

✉ **BeachVball** 2 years, 9 months ago

This is the link where you can find the steps mentioned in the provided answer:
<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide>
upvoted 2 times

✉ **Sathesh85** 3 years, 1 month ago

First option must be in Dynamics "Install the Field Service Mobile configuration tool in Dynamics 365" NOT in Woodford, rest all correct
upvoted 1 times

✉ **arrowshine** 3 years, 3 months ago

If you go to the link hodori provided the solution is clearly spelled out
Step 3: Install the Field Service Mobile configuration tool
Step 4: Import the mobile project template. 7. Double-click on your newly imported mobile project file. You'll be taken to the project detail page. Select Publish. 9. Select to highlight the mobile project template and select Derive. Enter a name, a higher priority, and assign to relevant Field Service security roles.
step 10 Double-click the mobile project template parent (not your new derivative), and then select Publish All.
upvoted 1 times

✉ **HaCha** 3 years, 3 months ago

the provided link - <https://docs.microsoft.com/en-us/dynamics365/field-service/install-field-service#download-the-field-service-mobile-app-on-a-phone-or-%20tablet>
says that
To get fully up and running with Field Service, you'll need to:

Install the core Field Service application
Install the Field Service Mobile app
Install the Woodford mobile configurator
Install and configure the mobile project template
upvoted 1 times

You are a Dynamics 365 for Field Service Administrator and work for a manufacturing firm. You are receiving support requests that field engineers are unable to see a custom area entitled "Parts Requests" within the Dynamics 365 Field Service Mobile App.

You need to troubleshoot the Dynamics 365 for Field Service mobile app to ensure that the field engineers are able to view the customizations created.

What are the three steps you can take to troubleshoot the issue reported? Each correct answer presents a complete solution.

- A. Ensure that the Dynamics Mobile solution with the appropriate customizations has been published.
- B. Synchronize the Dynamics 365 for Field Service Mobile App.
- C. Ensure that a security role has been assigned to the project.
- D. Verify that the impacted field engineers are enabled to use this project.
- E. Ensure that the Woodford project with the appropriate customizations has been published.

Correct Answer: BCE

 **Fabson69** Highly Voted 2 years, 10 months ago

this question is no more relevant as Field Service for Mobile is now a model driven app

upvoted 7 times

 **d365ppp** Most Recent 1 year, 4 months ago

Yes. Absolute

upvoted 1 times

 **Qr4nk** 3 years, 5 months ago

BCE seem all right for me.

upvoted 2 times

 **marimar** 3 years, 11 months ago

IMPORTANT!!! I have already taken the exam and this question is included.

upvoted 3 times

You are Dynamics 365 for Field Service Development Manager.

You need to enable customization development for multiple developers, via the Woodford solution, where customizations can be combined together to complete the development requirements.

What should you create in order to enable this capability?

- A. Create a project for each developer, which publishes changes to a master project.
- B. Create a project for each developer, using security roles to identify what customizations are available for modification.
- C. Create a Dynamics 365 solution for each developer, which publishes changes to the Woodford solution.
- D. Create a project for each developer, each within its own Woodford solution.

Correct Answer: A

 **d365ppp** 1 year, 4 months ago

Obsolete.

upvoted 2 times

 **d365ppp** 1 year, 4 months ago

Deprecated

upvoted 2 times

 **Gkane** 2 years, 12 months ago

I would say B. A is not a feature in resco

upvoted 4 times

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: BDE

 **d365ppp** 1 year, 4 months ago

Deprecated. No syncing is required , moving forward. It is automatic

upvoted 1 times

 **bfenerci** 2 years, 8 months ago

correct

upvoted 2 times

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: ACE

Community vote distribution

ADE (100%)

 **Milli_Melini** Highly Voted 3 years, 4 months ago

A, D, E should be correct. C does not ensure that the field is required, B only checks for data, it does not check for specific values as aa86 mentioned already.

upvoted 10 times

 **ceejaybee** Most Recent 1 year, 4 months ago

Selected Answer: ADE

ADE check that there is data, and that it is correct format

upvoted 1 times

 **Kyol** 1 year, 6 months ago

ACE

Optionset: "to not allow invalid data to be entered in the attribute."

Can't understand how I'm the only one to see this!

upvoted 1 times

 **sfeucht** 2 years, 10 months ago

The correct answer should be A, D, E. With option B: only a simple validation occurs, and thus you only check if data is entered and NOT if it is a valid format. Hence B is incorrect. Option C with the option sets does not make the field mandatory to fill in.

upvoted 2 times

 **BeachVball** 2 years, 9 months ago

Agreed, ADE is the correct answer

upvoted 2 times

 **yagorem541** 2 years, 11 months ago

OnChange event will only be triggered on field change - therefor if field is empty and nothing is entered in, it will not validate at all. Offered answers are correct imo.

upvoted 2 times

 **Sathesh85** 3 years, 1 month ago

What's the final correct 3 options here?

upvoted 1 times

 **HassanSarhan** 1 year, 10 months ago

A,D,E is the correct ans

upvoted 2 times

 **HaCha** 3 years, 3 months ago

Checked and validated the answers are ABDE

<https://blog.resco.net/2017/04/12/say-goodbye-to-empty-fields-and-incorrect-data-how-to-make-fields-required-in-resco-mobile-crm/>

upvoted 1 times

 **harry11** 3 years, 4 months ago

CDE is correct, A means user can choose to enter wrong values nonetheless and B only checks for data at all, so wrong values can be entered as well. All other 3 options do prevent entering an invalid value. See Suchi/blogpost (thanks for that btw).

upvoted 2 times

 **sabindas** 3 years, 4 months ago

ABDE is correct , <https://blog.resco.net/2017/04/12/say-goodbye-to-empty-fields-and-incorrect-data-how-to-make-fields-required-in-resco-mobile-crm/>

upvoted 1 times

 **Saketk** 3 years, 5 months ago

B, D and E are correct

upvoted 3 times

 **aa86** 3 years, 6 months ago

B cannot be correct. It only checks for data in the field, it doesnt check for specific values

upvoted 3 times

 **JesseB** 3 years, 11 months ago

Agreed, A,B,D, and E should all be correct here.

upvoted 1 times

 **JesseB** 3 years, 11 months ago

Correction, A is wrong too because per the link above you will get a warning but can still entered the value. So the correct answer to this question should be B,D, and E

upvoted 3 times

 **Suchi** 3 years, 11 months ago

A,B, D and E are all correct...and this makes it 4 ways (question needs 3).

Visit: https://www.resco.net/woodford-user-guide/#_RefHeading_5859_1627906509 and then read the blog post on

<https://blog.resco.net/2017/04/12/say-goodbye-to-empty-fields-and-incorrect-data-how-to-make-fields-required-in-resco-mobile-crm/>

upvoted 3 times

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.

Correct Answer: ACE

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/mobile-faq-bookings-not-showing>

Community vote distribution

ADE (100%)

 **Suchi** Highly Voted 3 years, 11 months ago

Correct answer is A, D and E per the link provided in the answer key.

upvoted 11 times

 **d365ppp** Most Recent 1 year, 4 months ago

The admin of this has provided the right link but had chosen the wrong options.

ADE is the right answer.

upvoted 1 times

 **ceejaybee** 1 year, 4 months ago

Selected Answer: ADE

ADE as per link given

upvoted 1 times

 **Rachha** 3 years, 9 months ago

ade correct ans

upvoted 4 times

 **Menik** 4 years ago

There are typically 3 possible reasons bookings don't show up in the mobile app:

The mobile application isn't synced to the server

The application is in offline mode and the booking is outside the sync filters

Drip scheduling is enabled for the related resource and the booking is outside the bookings to drip number parameter

upvoted 1 times

 **BeachVball** 2 years, 9 months ago

Agreed: ADE is the correct answer. This is the link:

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-faq-bookings-not-showing>

upvoted 4 times

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: D

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/field-service-mobile-app-user-guide>

Community vote distribution

A (100%)

✉️  **Menik** Highly Voted 4 years ago

Correct answer is A.

upvoted 8 times

✉️  **Suchi** Highly Voted 4 years ago

D is correct. The note on the below link [under Install the mobile app on a phone or tablet] confirms the answer.

<https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide>

upvoted 7 times

✉️  **arpitaa** 1 year, 8 months ago

correct

upvoted 1 times

✉️  **xkqn2c** 1 year, 8 months ago

I don't think this is true, because the administrator logs in correctly.

upvoted 1 times

✉️  **jakub_kangur** Most Recent 9 months, 3 weeks ago

Field Service Mobile (Xamarin app) has reached end of life on June 30, 2022.

upvoted 3 times

✉️  **ceejaybee** 1 year, 4 months ago

Selected Answer: A

A, as per link given

upvoted 1 times

✉️  **Milo84** 1 year, 9 months ago

Note

You won't be able to use the Field Service Mobile application with your Dynamics 365 organization until you have set up users and bookable resources enabled for mobile app access in addition to the steps in this article. To use Field Service Mobile, the bookable resource (field technician) record must have Enabled for Field Service Mobile set to Yes.

upvoted 2 times

✉️  **HassanSarhan** 1 year, 10 months ago

Selected Answer: A

(A)Update the Security Roles for the FSM project within Woodford.

upvoted 1 times

✉️  **Gowri** 3 years, 5 months ago

D is not correct. The message for D should be "Your organization has not set your account's Bookable Resource to be 'Enabled for Field Service Mobile'".

Correct answer is A

<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-faq>

upvoted 4 times

 **Nandha** 3 years, 2 months ago

I have tested it. Answer is A.
Gowri is correct with comment.
upvoted 5 times

 **JesseB** 3 years, 11 months ago

I believe the actual error message you get is "Your Organization has not configured the Field Service Mobile app with the correct project". In that case, the answer is A.
<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-faq>
upvoted 5 times

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: ABD

Community vote distribution

CDE (80%) A (20%)

 **Suchi** Highly Voted 4 years ago

Correct answer: CDE. This is clearly mentioned on below link
<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings>
upvoted 16 times

 **Nick1590** Highly Voted 3 years, 11 months ago

CDE. Go to system Field service setup
upvoted 7 times

 **bilal69** Most Recent 5 months, 1 week ago

Selected Answer: CDE

CDE is correct
upvoted 1 times

 **Jonsberg** 6 months, 3 weeks ago

Selected Answer: CDE

CDE in System field service setup
upvoted 1 times

 **ceejaybee** 1 year, 4 months ago

Selected Answer: CDE

CDE as per link
upvoted 1 times

 **majidhussain85** 1 year, 7 months ago

Selected Answer: CDE

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings>
upvoted 1 times

 **maximn1384** 1 year, 9 months ago

Selected Answer: A

CDE as per Suchi
upvoted 1 times

 **Fabson69** 2 years, 10 months ago

CD Go to system Field service setup 'workorder/booking' tab, E 'agreement' tab
upvoted 2 times

 **Suchi** 3 years, 11 months ago

C and D are the only correct answers. E is for agreements, not work order. A and B are neither mentioned in the Field Service settings in the app nor on the link

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings>

upvoted 2 times

 **arpitaa** 1 year, 8 months ago

"E" is also correct, it is clearly mentioned under the "Agreement" section

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-default-settings>

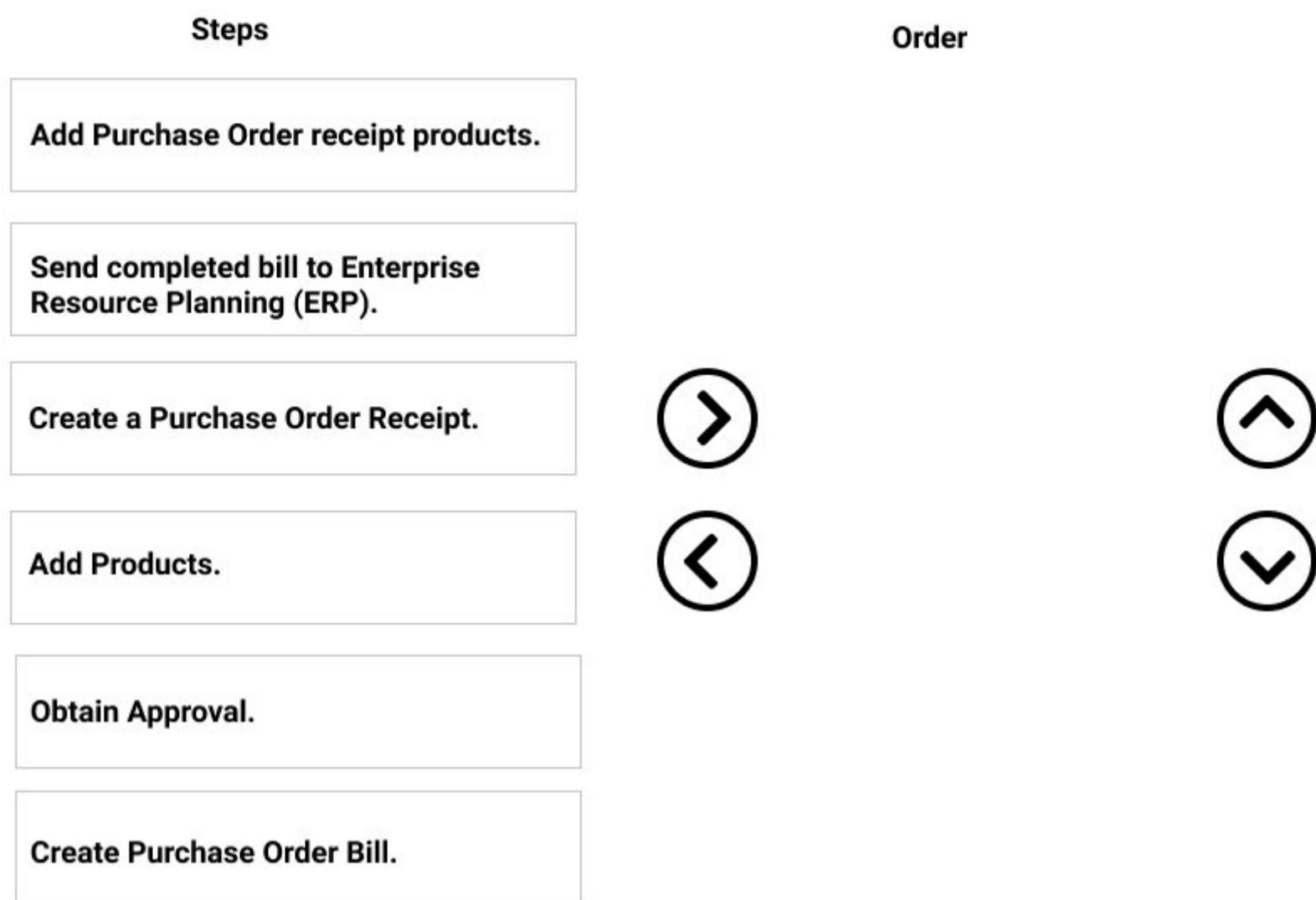
upvoted 1 times

DRAG DROP -

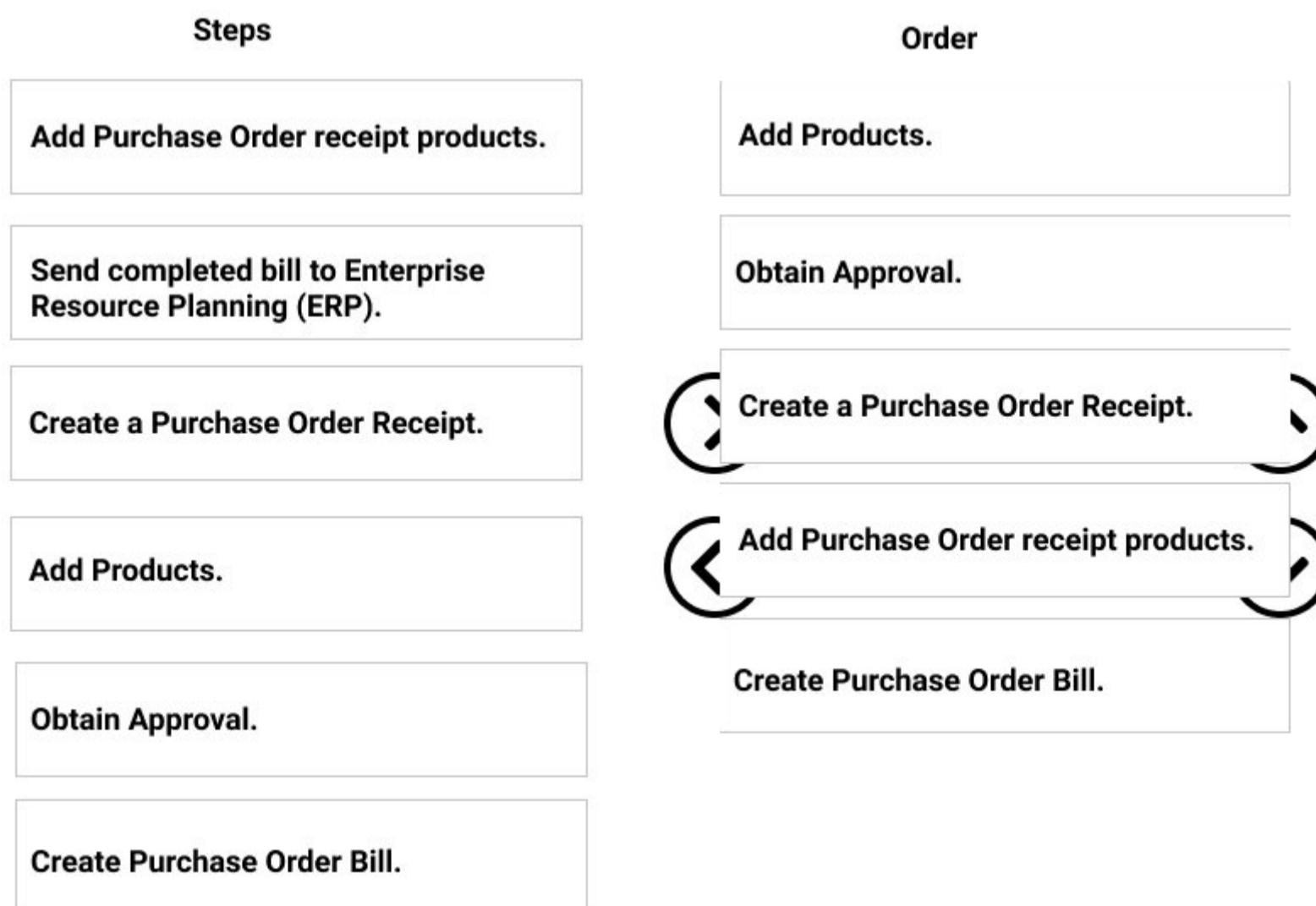
You need to create a purchase order for a thermal overload cooling fan for a refrigeration unit on the shop floor.

After creating a purchase order, what are the five steps, in sequence, for completing the order and receiving 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:



Correct Answer:



References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order>

Mentioned answers look correct.

Ref: <https://docs.microsoft.com/en-us/dynamics365/field-service/create-purchase-order>
upvoted 7 times

✉ **HassanSarhan** 1 year, 10 months ago

Correct thanks!
upvoted 1 times

✉ **u4naomi2006** Highly Voted 2 years, 8 months ago

Step 1: Create a purchase order
Step 2: Add products to the purchase order
Step 3: Get the purchase order approved
Step 4: Create a receipt for the purchase order
Step 5: Add purchase order receipt products
Step 6: Create purchase order bill
upvoted 5 times

✉ **marimar** Most Recent 3 years, 11 months ago

IMPORTANT!!! I have already taken the exam and this question is included.
upvoted 4 times

Question #51

Topic 1

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: AB

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-inventory-transfer>

Community vote distribution

AB (100%)

✉ **ceejaybee** 1 year, 4 months ago

Selected Answer: AB

AB as per link
upvoted 1 times

✉ **smar** 3 years, 5 months ago

Answer provided is correct, A and B
upvoted 2 times

✉ **Barathn** 3 years, 6 months ago

<https://community.dynamics.com/crm/b/crm365blog/posts/managing-inventory-in-field-service>
upvoted 1 times

✉ **marimar** 3 years, 11 months ago

IMPORTANT!!! I have already taken the exam and this question is included.
upvoted 4 times

✉ **ceejaybee** 1 year, 4 months ago

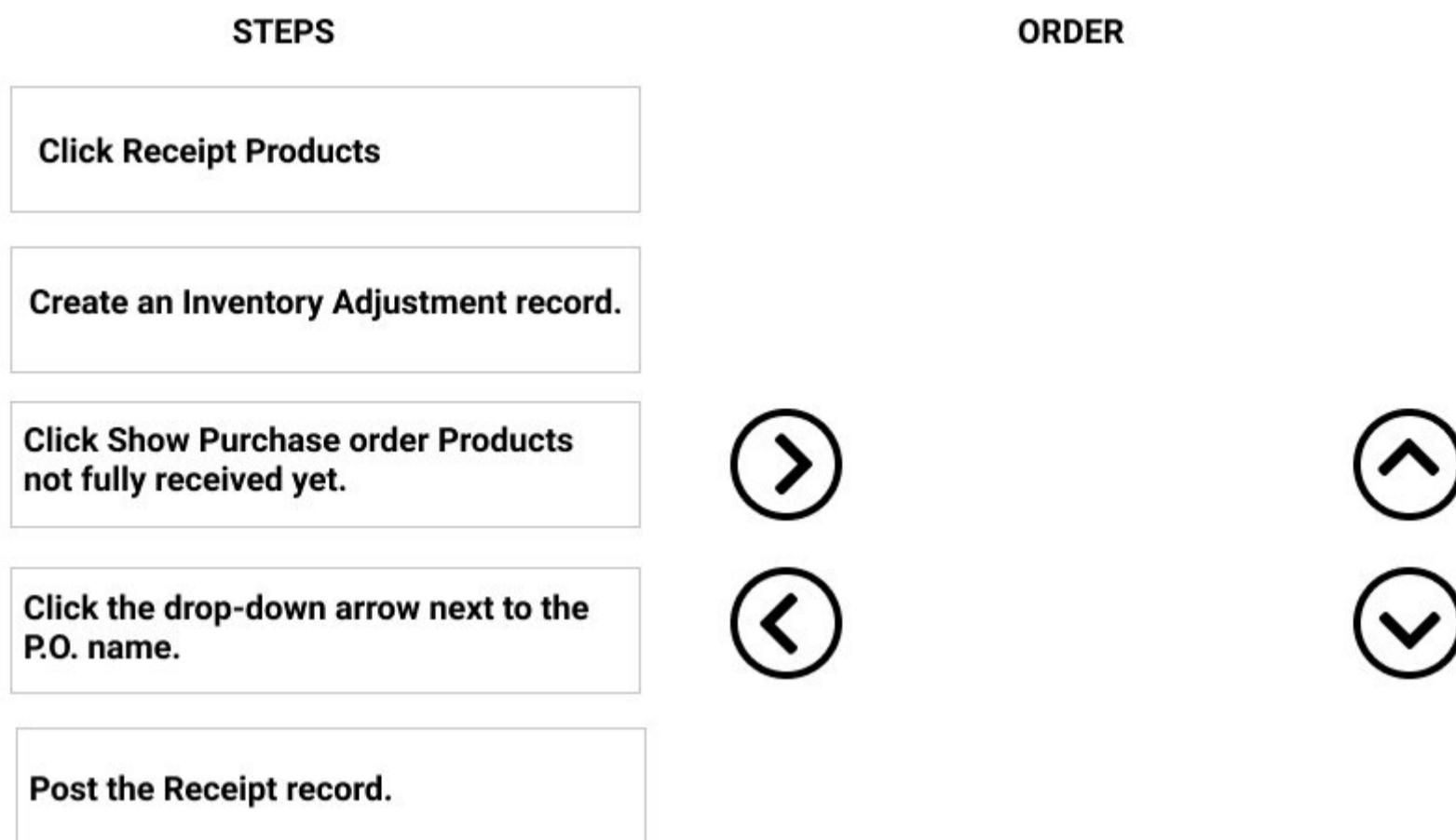
that is not very important
upvoted 2 times

DRAG DROP -

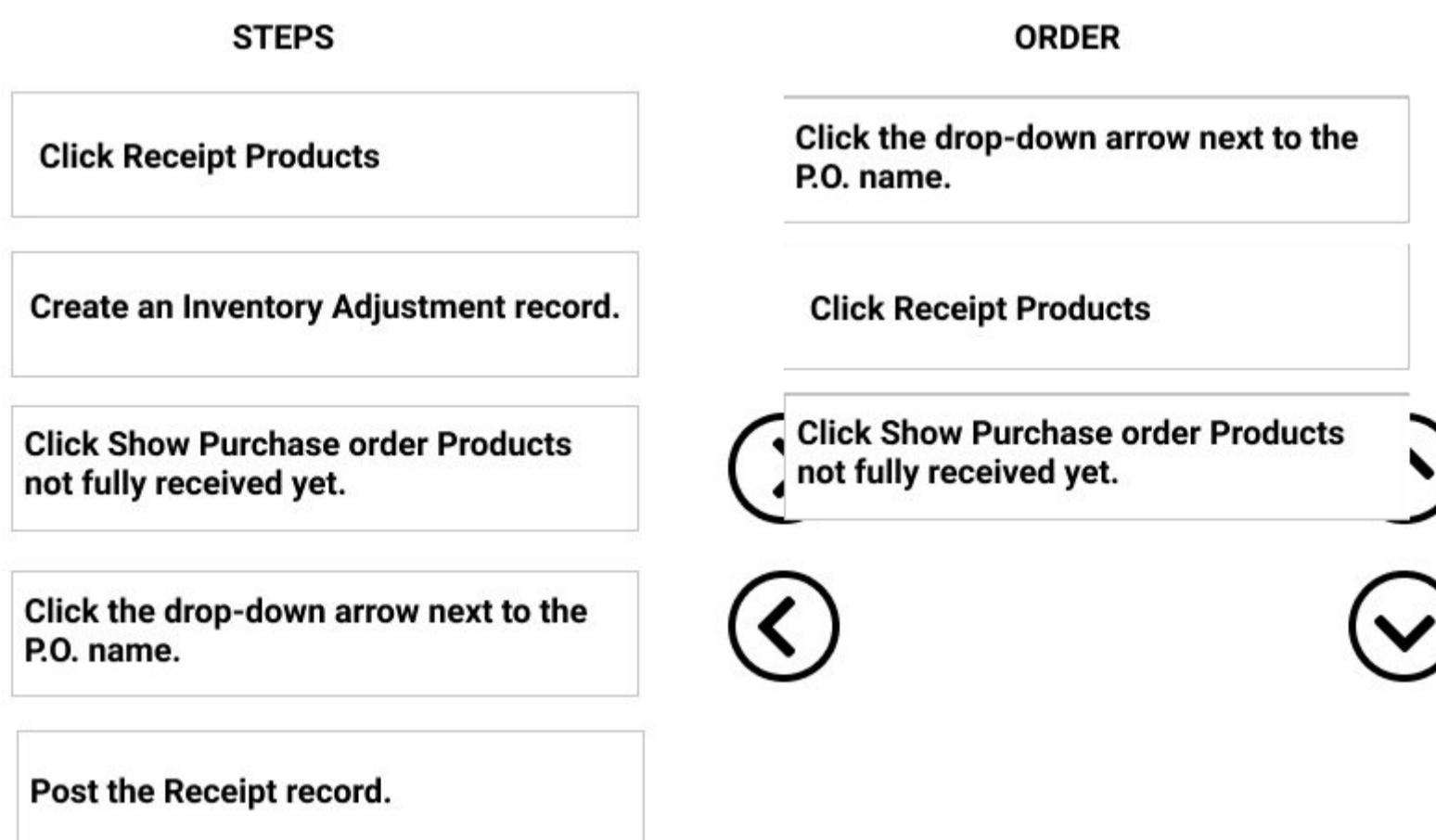
Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible.

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:



Correct Answer:



References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order>

 **jakub_kangur** 9 months, 3 weeks ago

Or maybe we do it inside Field Service?

1. Create Inventory Adjustment Record (indicate Warehouse and Resource responsible for it, and comment in Description area)
2. Add new Inventory Adjustment Products with new quantity in Inventory Tab (select Product and quantity: negative or positive)
3. Save and Close :)

upvoted 1 times

 **xkqn2c** 1 year, 8 months ago

This should be the reference: <https://docs.microsoft.com/en-us/dynamics365/supply-chain/procurement/product-receipt-against-purchase-orders>
upvoted 1 times

 **u4naomi2006** 2 years, 8 months ago

Step 1: Create a purchase order
Step 2: Add products to the purchase order
Step 3: Get the purchase order approved
Step 4: Create a receipt for the purchase order
Step 5: Add purchase order receipt products
Step 6: Create purchase order bill

upvoted 3 times

 **Rhagol** 1 year, 5 months ago

what the hell is this? the question asks for three steps not 6...

upvoted 4 times

 **d365ppp** 1 year, 4 months ago

Guys. just your cool. Everyone has different opinions.

upvoted 2 times

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	ORDER
Warehouse	
Bin location	
Unit	
Product	
Quantity	

Correct Answer:

Fields	ORDER
Warehouse	Product
Bin location	Unit
Unit	 Quantity
Product	
Quantity	

 Twashi2564 1 year, 1 month ago

Answer us Product ID, Quantity, and Warehouse
upvoted 1 times

 harry11 3 years, 4 months ago

The answer refers to Inventory Adjustment Product: Product, Unit, Quantity. The product inventory record itself is not editable when it comes to these attributes.

upvoted 4 times

 **animalstartup** 3 years, 6 months ago

This is in the exam

upvoted 3 times

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****References:**<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/process-return>

 **ceejaybee** 1 year, 4 months ago

In exam, Jun-22

upvoted 2 times

 **Ann_Eke** 1 year, 10 months ago

I've checked this in a trial and it looks like Approved, Shipped & Received are values in the System Status column on the RTV-form. The suggested answer is correct.

upvoted 1 times

 **Nandha** 3 years, 2 months ago

Suggested Answer is Correct.

Ref (Return to Vendor): <https://docs.microsoft.com/en-us/dynamics365/field-service/process-return#step-5-optional-create-an-rtv>

upvoted 3 times

 **Suchi** 3 years, 11 months ago

On the link supplied for answer validation, read point 8 and 11 under Step 6: (Optional) Create an RTV. It does not talk about 'other return to vendor'.

upvoted 1 times

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 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**RMA Approval****RMA Receipt****Verify RMA products are linked to customer equipment records.****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:****Answer Area****RMA Approval****RMA Receipt****Verify RMA products are linked to customer equipment records.****RMA Approval****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****References:**

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/process-return>

 **u4naomi2006** 2 years, 8 months ago

<https://docs.microsoft.com/en-us/dynamics365/field-service/inventory-purchasing-returns-overview#returns>
upvoted 1 times

 **FC** 3 years, 2 months ago

Answers are correct,
upvoted 3 times

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: BC

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-customer-agreements#add-invoice-setup>

 **Power_Ninja**  2 years, 8 months ago

Correct, B & C

upvoted 5 times

 **HassanSarhan** 1 year, 10 months ago

good thanks

upvoted 1 times

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:

Answer Area

Product is Converted to Customer Asset.

Product is not Converted to Customer Asset.

Product is Converted as an Inactive Customer Asset.

Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.

Work Order Product is Used. Booking is Closed and Work Order is Open – Completed.

Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.

Correct Answer:**Answer Area**

Product is Converted to Customer Asset.

Product is not Converted to Customer Asset.

Product is Converted as an Inactive 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 not Converted to Customer Asset.

Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.

Product is Converted to Customer Asset.

 **Power_Ninja** Highly Voted 2 years, 8 months ago

1) Product is not Converted to Customer Asset,

2) Product is Converted to Customer Asset,

3) Product is Converted to Customer Asset,

If you test all 3 scenarios in Dynamics the above are the correct options. The key thing is if the product is marked as "used" and the work order goes to Open-Completed or any later stage like Closed-Posted, the product is converted to a customer asset.

upvoted 11 times

 **HassanSarhan** 1 year, 10 months ago

good explanation thanks @Power_Ninja

upvoted 3 times

 **AlessandroPrandini** Most Recent 3 years, 1 month ago

Did you tried? I canceled all wo's bookings and Closed as Posted WO system status. Asset has been created.

upvoted 1 times

 **Nandha** 3 years, 2 months ago

<https://docs.microsoft.com/en-us/dynamics365/field-service/work-order-status-booking-status#open--completed>

upvoted 2 times

✉ **Nandha** 3 years, 2 months ago
Answer is
Product is not converted to Customer Asset
Product is converted to Customer Asset
Product is not converted to Customer Asset

The system doesn't automatically set the asset status to inactive during the work order completion.
upvoted 8 times

✉ **arpitaa** 1 year, 8 months ago
Correct
upvoted 1 times

✉ **gfw777** 3 years, 3 months ago
'When a work order system status is set to Open-Completed, the system will automatically generate the customer asset record and associate it with the service account listed on the work order.'

Second use case is the only one that converts to customer asset.
upvoted 2 times

✉ **shine** 3 years, 3 months ago
Product converts to customer asset when it's used and booking status is completed.
upvoted 2 times

✉ **alhitch** 3 years, 8 months ago
<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets>

To convert Product to Customer Asset
1. Product - Convert to Customer Asset = Yes
2. Work Order - Product = Used
3. Work Order - System Status = Open - Completed
upvoted 4 times

✉ **arow** 3 years, 6 months ago
It's definitely only B which is converted as Customer Asset
upvoted 9 times

✉ **[Removed]** 3 years, 9 months ago
Looks like 2nd one is correct. What about 3rd one.?
upvoted 1 times

✉ **marimar** 3 years, 11 months ago
IMPORTANT!!! I have already taken the exam and this question is included.
upvoted 3 times

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: A

✉  **jakub_kangur** 9 months, 3 weeks ago

yes it is a A

upvoted 1 times

✉  **ceejaybee** 1 year, 4 months ago

In exam, Jun-22

upvoted 1 times

✉  **NamerNmr** 3 years, 2 months ago

Is A & C similar to each others?

upvoted 2 times

✉  **Jorgie** 3 years ago

I agree they are similar. However, I think you set the Parent Asset and that Parent Asset will show in the Master Asset field, so you don't actually modify the Master Asset field.

upvoted 1 times

✉  **Jorgie** 3 years ago

Sorry, you set the Parent Asset and if there's another asset at the top of the hierarchy, then that asset will show as the Master Asset...so the Parent Asset and Master Asset may not be the same.

upvoted 1 times

✉  **Qr4nk** 3 years, 5 months ago

A seems right to me.

upvoted 3 times

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 sub-component level.
- D. Configure the customer asset records hierarchically, and maintain service history at the service account level.

Correct Answer: A

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-set-up-customer-assets>

Community vote distribution

A (100%)

✉️  **ceejaybee** 1 year, 4 months ago

In exam, Jun-22

upvoted 1 times

✉️  **ceejaybee** 1 year, 4 months ago

Selected Answer: A

A, as per link

upvoted 1 times

✉️  **KalKK** 2 years, 10 months ago

The correct answer is A indeed

upvoted 2 times

✉️  **JesseB** 3 years, 11 months ago

The correct answer is C per the link provided

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-set-up-customer-assets>

upvoted 1 times

✉️  **marimar** 3 years, 11 months ago

Correct answer is A.

In the link you have put it says:

"Customer asset records can be configured in a hierarchy in order to maintain service history at the sub-component level."

the customer inventory records do not exist in CRM

upvoted 8 times

✉️  **JesseB** 3 years, 11 months ago

I read that wrong. The correct answer is A

upvoted 2 times

Your company decided they want the Field Service territory structure to match that of the already defined sales territories within Dynamics 365. This would allow reporting by territory on the Sale and related warranty work on products in a specific territory. It will also allow scheduling of resources based on location.

You have been tasked with setting up the territories to allow for scheduling work and filtering by technicians.

Which two pieces of information must you provide when setting up Territories so work can be scheduled to the appropriate technicians? Each correct answer presents part of the solution.

- A. Users assigned to one or more territory
- B. Territory Name
- C. Territory Manager
- D. Bookable Resources assigned to one or more territory

Correct Answer: BD

Community vote distribution

BC (100%)

 **Guischuk** 4 months, 2 weeks ago

Selected Answer: BC

Seems correct

upvoted 3 times

A functional consultant needs to configure all new products for use on Work Orders in Field Service.

What are the three categories for products in Field Service? Each correct answer presents part of the solution.

- A. Inventory
- B. Miscellaneous
- C. Equipment
- D. Service
- E. Non Inventory

Correct Answer: ADE

Community vote distribution

ADE (100%)

 **Guischuk** 4 months, 2 weeks ago

Selected Answer: ADE

Seems correct: Miscellaneous doesn't exist and Equipment is for Resources

upvoted 1 times

DRAG DROP

Your company has a requirement to use the out-of-the-box resource types to categorize active bookable resource types. This is to ensure easy Microsoft 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 to the appropriate types. 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 match is worth one point.

Descriptions	Answer Area
Resource Type	
Not a Resource Type	
⋮	
Account or Contact	
User	
Group	
Equipment	
Team	

Answer Area		
Types		Descriptions
		Resource Type
Account or Contact		
User		Resource Type
Group		Not a Resource Type
Equipment		Resource Type
Team		Not a Resource Type

Bob_020621 1 week, 4 days ago

correct

upvoted 1 times

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. Classic
- C. Single-stream interactive
- D. Multi-stream interactive

Correct Answer: D

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 bookings related to Custom Entities
- B. Manually for Custom Business Processes
- C. Automatically for Work Order bookings
- D. Automatically for bookings related to Cases
- E. Automatically for Time-off requests

Correct Answer: BCE

 **Murthy1987** 3 months, 3 weeks ago

Correct.

<https://learn.microsoft.com/en-us/dynamics365/field-service/field-service-time-entry>

upvoted 1 times

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 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
- 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 is \$100
- C. Create a new product with Field Service Product Type = Inventory
- D. Create a price list where the Flat Fee is set to No
- E. Create a new product with Field Service Product Type = Service

Correct Answer: DE

 **JB98** 2 weeks, 5 days ago

Selected Answer: BE

B & E seem correct, because when you set flat fee to 'Yes' you can't set minimum charge duration and minimum charge amount. If you set flat fee to 'No' than you can specify the minimum charge duration and minimum charge amount.

upvoted 1 times

 **Abood110** 1 month, 2 weeks ago

Selected Answer: AE

AE correct

upvoted 1 times

 **JLooman** 3 months, 2 weeks ago

Selected Answer: AE

A & E seem correct

upvoted 1 times

 **bilal69** 5 months, 1 week ago

Selected Answer: AE

A n E are correct

upvoted 2 times

 **bilal69** 6 months, 2 weeks ago

A and E

upvoted 2 times

 **Jonsberg** 6 months, 3 weeks ago

I believe A and E. Flat Fee for 45 min

<https://learn.microsoft.com/en-us/dynamics365/field-service/create-price-list>

upvoted 1 times

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 365. 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 app designer.
2. In the site map designer, ensure the work order area is present.
- B. 1. Navigate to the app designer.
2. Under the work order, ensure the custom form is set to be visible.
- C. 1. Navigate to the work order form.
2. Select Enable Security Roles
3. Ensure Enabled for Fallback is selected.
- D. 1. Navigate to the work order form.
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: C

 **Abood110** 2 months, 2 weeks ago

Selected Answer: D

Should be D

upvoted 2 times

 **Vishu9** 3 months ago

B,

In Microsoft Dynamics 365, the app designer allows you to configure the app's sitemap, including which entities and forms are visible to specific users or security roles. If the customer is unable to view the custom work order form, it's essential to verify that the custom form is set to be visible within the app that the customer is using.

By navigating to the app designer and checking under the work order entity, you can ensure that the custom form is included and set to be visible for users with the Field Service Dispatcher security role. If the custom form is missing or not set to be visible, the customer will not be able to access it when they log into Dynamics 365.

upvoted 1 times

 **UrvinL** 3 months, 4 weeks ago

Correct Answer is B, display to everyone

upvoted 2 times

 **bilal69** 6 months, 2 weeks ago

Selected Answer: D

Sorry I meant D,

upvoted 2 times

 **bilal69** 6 months, 2 weeks ago

Selected Answer: C

C is the correct

upvoted 1 times

Your company hires a consultant to help them determine the best way to efficiently dispatch the best technicians to customer sites.

The consultant suggests that for phase one, your company should use a proficiency model that includes four ratings:

- In Training, rating 1
- Familiar, rating 3
- Proficient, rating 5
- Expert, rating 7

You need to evaluate this proficient model.

Which three statements apply to this proficiency model? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. This proficiency model would need to be created.
- B. This proficiency model can be created even though the ratings numbers have gaps.
- C. This proficiency model cannot be created because the ratings numbers have gaps.
- D. This information above is all that is needed to create a proficiency model.
- E. There are multiple proficiency models available “out of the box” and you must choose one of them.

Correct Answer: ABD

You are installing and setting up the Remote Assist model-driven app for your customer.

You need to advise the customer on the actions available in the model-driven app.

Which three actions can be taken in the model-driven app? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Invite an external user to join a one-time call.
- B. Create asset records.
- C. Assign Remote Assist licenses.
- D. Enable the Remote Assist Calls Dashboard.
- E. Enable Remote Assist offline storage capacity.
- F. Assign Remote Assist security roles.

Correct Answer: ABD

 **Guischuk** 4 months, 2 weeks ago

Selected Answer: ABD

Correct: <https://learn.microsoft.com/en-us/dynamics365/mixed-reality/remote-assist/ra-webapp-install#features-enabled-by-the-model-driven-app>

upvoted 1 times

DRAG DROP

You are configuring Microsoft Dynamics 365 for a hotel chain.

The hotel managers want to make traveler reservations by first checking for specific date range availability, and then assigning the traveler to a specific room when they arrive. Furthermore, hotel managers want to overbook the hotel to account for expected cancellations.

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

Actions

Create a bookable resource with type as "Facility" and add pool members (rooms).

Create a bookable resource with type pool and pool type as "Facility" and add pool members (rooms).

Reassign reservations to specific rooms within the hotel pool.

Manually add additional capacity.

Reassign reservations to specific rooms within the Facility.

Create and book the resource requirement for the Resource Pool.

Create and book the resource requirement for the Facility.

Order**Correct Answer:**

Order
Create a bookable resource with type pool and pool type as "Facility" and add pool members (rooms).

Manually add additional capacity.

Create and book the resource requirement for the Resource Pool.

Reassign reservations to specific rooms within the hotel pool.

Currently there are no comments in this discussion, be the first to comment!

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. Auto Generate Work Order
- B. Resources Priority
- C. Auto Generate Booking Dates in 24 hours
- D. Generate Work Order Days in Advance
- E. Booking Recurrence specification

Correct Answer: ADE

 **Itsbybitsybake** 2 months, 1 week ago

In Exam on 11/08/2023

upvoted 1 times

Work Orders, once completed and reviewed, need to go to Dynamics 365 Finance and Operations for invoicing. All Closed-Posted work orders should be sent to Dynamics 365 Finance and Operations, but the Common Data Service project template keeps failing.

What must you do to have the integration complete successfully?

- A. Set Default Work Order Completed Status to Closed - Posted
- B. Set Work Order Invoice Creation setting to On Work Order Posted
- C. Set Work Order Invoice Creation setting to Never
- D. Create Work Order Sub-Status of Dynamics 365 Finance and Operations Invoice. Set work order sub-status to Dynamics 365 Finance and Operations Invoice

Correct Answer: B

 **Murthy1987** 3 months, 3 weeks ago

The Work Order Invoice Creation field must be set to Never, because the invoicing will be done from Supply Chain Management. Go to Field Service > Settings > Administration > Field Service Settings, and make sure that the Work Order Invoice Creation field is set to Never.

upvoted 1 times

 **DS2306** 5 months, 1 week ago

I think it has to be C

<https://learn.microsoft.com/en-us/dynamics365/supply-chain/sales-marketing/field-service-work-order>

upvoted 2 times

You are a consultant implementing Dynamics 365 Field Service for Contoso Manufacturing.

The Field Service director wants to set preventive maintenance schedules for sub-components that have a different maintenance routine than the top-level or parent asset.

The goal is to increase asset useful life and provide increased customer satisfaction.

How should you manage different preventive maintenance schedules for multiple sub-components of a parent or top-level asset?

- A. Create Asset Properties, and associate the appropriate new Asset Property schedule to each sub-component.
- B. Create an Agreement for each Asset Sub-Component to ensure the proper preventive maintenance schedule is set.
- C. Create Asset Categories for each preventive maintenance schedule, and assign to the appropriate sub-component.
- D. Associate an Agreement Booking Incident to the Asset Sub-Component requiring a different preventive maintenance schedule.

Correct Answer: D

You are a Contoso, Ltd. dispatcher for Dynamics 365 Field Service application.

A technician's mobile phone is having difficulties, and the Field Service Mobile app will not open. The technician is headed to a work site and needs directions.

How can you provide the technician with directions?

- A. Click on Get Driving Directions from the Work Order record.
- B. Click on Get Driving Directions from the Actions menu on the Schedule Board.
- C. Click Geo Code from the Work Order record.
- D. Click Geo Code from the Booking record.

Correct Answer: B

A customer service agent fails to solve a customer's issue over the phone.

The agent needs to converted the case to a work order in order to schedule a technician visit.

What is required to successfully convert a case to a work order?

- A. SLA
- B. Incident Type
- C. Work Order Type
- D. Customer Asset

Correct Answer: B

 **Murthy1987** 3 months, 3 weeks ago

Correct. An incident type is required to convert a case to a work order.

upvoted 1 times

You are a Dynamics 365 Field Service functional consultant who is setting up a new incident type that will contain three service tasks and two products. None of your existing service tasks, services or products will work for this incident type.

Which three steps are required to create this new incident type?

- A. Add any necessary notes for this incident type.
- B. Add all necessary service tasks and products to the incident type.
- C. Create and save the incident type.
- D. Create/save/publish the all necessary service tasks and products.
- E. Add all necessary services to the incident type.

Correct Answer: BCD

DRAG DROP

You are a 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 steps must you take, in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps**Order**

Create a requirement group template.

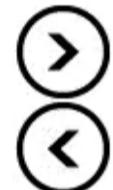
Add the incident type to a work order.

Associate an incident type to the requirement group template.

Book the work order.

Book the requirement with the scheduling assistant.

Create a new requirement group.

**Order**

Create a requirement group template.

Associate an incident type to the requirement group template.

Correct Answer:

Add the incident type to a work order.

Book the work order.

Currently there are no comments in this discussion, be the first to comment!

Contoso wants to provide special customer pricing, to one of their customers, for two years. All work order products and services will be 10% off.

What should they implement?

- A. Create a special price list and associate it to the Billing Account.
- B. Create a special price list and associate it to the Service Account.
- C. Create a special price list, associate it to an entitlement for the Billing Account.
- D. Create a special price list, associate it to an entitlement for the Service Account.

Correct Answer: A

 **bilal69** 5 months, 1 week ago

Selected Answer: C

See the link <https://learn.microsoft.com/en-us/dynamics365/field-service/work-order-entitlements>

upvoted 3 times

DRAG DROP

Contoso, Ltd. wants to understand how the out-of-the-box statuses for work orders coordinate with the automated processes included with Dynamics 365 Field Service.

Which actions below are associated with which processes? To answer, drag the action statement to the appropriate automated process. Each action 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 selection is worth one point.

Statement

- A work order is added to the calendar on the Schedule Board
- A technician changes the Booking Status to Traveling
- A technician changes the Booking Status to In Progress
- A technician changes the Booking Status to Canceled
- A technician changes the Booking Status to Completed

Automated processes

- Work Order System Status changes to Open-Scheduled
- Work Order System Status changes to Open-in Progress
- Actual Arrival Time is updated
- Work Order System Status changes to Open-Unscheduled
- Work Order System Status changes to Open-Completed

Correct Answer:

- | Automated processes | Statement |
|--|---|
| Work Order System Status changes to Open-Scheduled | A work order is added to the calendar on the Schedule Board |
| Work Order System Status changes to Open-in Progress | A technician changes the Booking Status to Traveling |
| Actual Arrival Time is updated | A technician changes the Booking Status to In Progress |
| Work Order System Status changes to Open-Unscheduled | A technician changes the Booking Status to Canceled |
| Work Order System Status changes to Open-Completed | A technician changes the Booking Status to Completed |

Currently there are no comments in this discussion, be the first to comment!

Your company is losing money on some of the work orders they have been completing. They want to implement a pricing policy to stop the losses on work orders.

You have been asked to setup the application, where applicable, to ensure that minimum charges and fees are enforced.

Which two options are available for enforcing the pricing policy? Each correct answer presents a complete solution.

- A. Minimum flat fee for work order products.
- B. Minimum quantity selling option for work order products.
- C. Minimum charge amount for work order services.
- D. Minimum charge duration for work order services.

Correct Answer: CD

 **DanielViasiu** 2 months ago

Selected Answer: AC

<https://learn.microsoft.com/en-us/dynamics365/field-service/create-price-list>

Since the goal is to stop losing money, we should have a flat fee and a minimum charge amount. We shouldn't be that interested in the time NOT billed to a customer

upvoted 1 times

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 Timestamp Frequency setting to Auto-Generate from Booking Timestamps
- B. Set the Time Entry Generation Strategy setting to Per Booking Status Change
- C. Set the Timestamp Frequency setting to Per Booking Status Change
- D. Set the Time Entry Generation Strategy setting to Auto-Generate from Booking Timestamps

Correct Answer: CD

Currently there are no comments in this discussion, be the first to comment!

DRAG DROP

You need to create a requirement group for a work order.

Which three steps 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.

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

Correct Answer:

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.

 bilal69 5 months, 1 week ago

Correct as per the link below

<https://learn.microsoft.com/en-us/dynamics365/field-service/multi-resource-scheduling-requirement-groups>

upvoted 2 times

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.

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

Correct Answer:

Order
Create a new inspection.
Create inspection questions.
Associate an inspection with a service task.

 **Murthy1987** 3 months, 3 weeks ago

Correct.

<https://learn.microsoft.com/en-us/dynamics365/field-service/inspections>

upvoted 3 times

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 the Dynamics 365 Field Service mobile app
- C. from an asset
- D. from a case record
- E. from an agreement

Correct Answer: BDE

 **AliRizvi** 4 months, 2 weeks ago

Why can't it be from a Purchase Order ?

upvoted 1 times

DRAG DROP

A customer wants work orders to have Service Level Agreements (SLAs) 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.

Action

- Create a new SLA, applicable when work order **Priority** is **Emergency**.
- Schedule a work order to meet the SLA.
- Enable SLA functionality for Microsoft Dynamics 365 Field Service.
- Add the SLA field to a work order form.

Order

Correct Answer:

- Order**
- Enable SLA functionality for Microsoft 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.

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.

Booking Status	Order
Travelling	
Completed	▶
On Break	◀
In Progress	

▶ ↑ ↓ ← →

Correct Answer:

Order
Travelling
In Progress
On Break
Completed

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. Turn-off Invoice Generated on Closed-Posted work orders to avoid invoice generation when a work order is Closed-Posted.
- B. Update the Invoice Journal lines to ensure the lines are \$0.00.
- C. Manually update the Invoice lines prior to sending to the customer.
- 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

DRAG DROP

Your company uses Microsoft Dynamics 365 Field Service to schedule work orders.

One of the field service operations managers needs to understand when the different resource types should be scheduled.

You need to provide the manager with a matrix of when you should schedule the various resource types on a work order.

What are the resource types you should use for each scenario? To answer, drag the appropriate resource type to the appropriate scenario. Each resource type 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 match is worth one point.

Resource types

Crew	Facility
Multi-Resource Scheduling	Equipment
Customer Assets	User
Service Center	

Answer Area**Scenarios****Resource types**

A new employee is assigned to a veteran for scheduling, so that the new employee can learn a new skill.

--

Schedule a truck bay to service fleet vehicles.

--

Allocate specialized tools to work orders bookings.

--

Answer Area

Scenarios	Resource types
A new employee is assigned to a veteran for scheduling, so that the new employee can learn a new skill.	Crew
Schedule a truck bay to service fleet vehicles.	Facility
Allocate specialized tools to work orders bookings.	Equipment

Correct Answer:

You implemented Microsoft Dynamics 365 Field Service. You are now managing changes as the team continues to use Dynamics 365. Dispatchers are reporting that the schedule board is difficult to navigate because resources can be scheduled 24 hours of the day. However, resources for this organization only work between 7am and 5pm in the Greenwich Mean Time Zone (GMT).

You need to modify the schedule board to resolve this issue.

What should you do?

- A. Modify the existing schedule board tabs and ensure the working time for the tab is set to 7am to 5pm GMT.
- B. Adjust the working hours of the resources to 7am to 5pm GMT.
- C. Modify the existing schedule board tabs to only include resources working 7am to 5pm GMT.
- D. Create a schedule board tab for the resources working 7am to 5pm GMT and ensure all the resources have been added to that tab.

Correct Answer: A

 **Itsybitsybake** 2 months, 1 week ago

In Exam on 11/08/2023

upvoted 1 times

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 Tooltips View
- C. To Resource Cell Template
- D. To Retrieve Resources Query

Correct Answer: CD

 **Itsybitsybake** 2 months, 1 week ago

In Exam on 11/08/2023

upvoted 1 times

 **Guischuk** 4 months, 2 weeks ago

Selected Answer: CD

This is the right answer, the procedure is explained here: <https://learn.microsoft.com/en-us/dynamics365/field-service/extend-schedule-board-custom-resource-attribute>

upvoted 1 times

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 the 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 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 work rule with the Type set to Excluded Resources.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

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.

Actions

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

Order



Correct Answer:

- | 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 . |

✉ **Guischuk** Highly Voted 4 months, 2 weeks ago

You can't set the timezone on a territory so the answer should be :
1 - Ensure each resource has the appropriate resource territory associated
2 - Create a schedule board tab for each territory
3 - Ensure the Unscheduled Work Orders are filtered bu Territory on each tab
4 - Add the Service Territory to each tab and select Save current Filters as Default
upvoted 6 times

✉ **Itsybitsybake** Most Recent 2 months, 1 week ago

In Exam on 11/08/2023
upvoted 2 times

✉ **Samdoi** 1 month, 2 weeks ago

Is it a correct answer?
upvoted 1 times

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 the 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 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 select the work order.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: A

 **Jeha** 3 months, 1 week ago

Selected Answer: B

should be set to Account
upvoted 1 times

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. Booking timestamps are used to calculate Booking Journals that calculate total travel time and working time for a specific booking.
- B. Overtime is a type of booking journal. The system determines if the working duration is outside normal working hours.
- C. Timesheets are required to be set up in order to properly capture booking timestamps.
- D. Timestamp Frequencies are only updated Per Booking Status Change.

Correct Answer: AB

 **Itsybitsybake** 2 months, 1 week ago

In Exam on 11/08/2023
upvoted 1 times

 **Murthy1987** 3 months, 3 weeks ago

Correct: <https://learn.microsoft.com/en-us/dynamics365/field-service/booking-timestamps#generate-booking-journals>
upvoted 1 times

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 the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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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 select Load the Default Filters on the Schedule Board.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

Your company enabled automatic time entries for all technicians.

You need to explain to the dispatchers when the time entry actuals will be created in the work order process.

In which work order status will this occur?

- A. In Progress
- B. Closed-Posted
- C. Completed
- D. On Break

Correct Answer: C

 **Itsybitsybake** 2 months, 1 week ago

In Exam on 11/08/2023

upvoted 1 times

 **Murthy1987** 3 months, 3 weeks ago

Correct. <https://learn.microsoft.com/en-us/dynamics365/field-service/field-service-time-entry>

upvoted 1 times

 **sampleNickname851** 3 months, 1 week ago

It's literally mentioned "When the work order system status (different than the booking status) is changed to Closed-Posted, actual records are created"

So the answer is Closed-Posted, not 'Completed'. Completed would be if the question asks about booking status, not work order status
upvoted 4 times

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 the 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 implementing Microsoft Dynamics 365 Field Service for a health care institution. Each day, the institution receives a large number of appointment requests for pediatricians.

You have the following requirements:

- create a daily schedule for pediatricians with a frequency of 30 minutes for each slot.
- provide a full-day schedule with start times and end times.

Solution: You create a fulfillment preference with time group details with a duration of 30 minutes for the whole day, associate it to a requirement, and then book the requirement with the schedule assistant.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

Currently there are no comments in this discussion, be the first to comment!

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 the 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 implementing Microsoft Dynamics 365 Field Service for a health care institution. Each day, the institution receives a large number of appointment requests for pediatricians.

You have the following requirements:

- create a daily schedule for pediatricians with a frequency of 30 minutes for each slot.
- provide a full-day schedule with start times and end times.

Solution: You create a fulfillment preference with interval details with a duration of 30 minutes for the whole day, associate it to a requirement, and then book the requirement with the schedule assistant.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

Currently there are no comments in this discussion, be the first to comment!

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You are implementing Microsoft Dynamics 365 Field Service for a health care institution. Each day, the institution receives a large number of appointment requests for pediatricians.

You have the following requirements:

- create a daily schedule for pediatricians with a frequency of 30 minutes for each slot.
- provide a full-day schedule with start times and end times.

Solution: You create a fulfillment preference with a start time and end time duration of 30 minutes for the whole day, create a requirement group, and book it with the schedule assistant.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

Currently there are no comments in this discussion, be the first to comment!

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 the 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 configuring Dynamics 365 Field Service to create an option to see only a specific set of resources on the schedule board. As part of the system setup, all Resources have been assigned to a territory. You want to create the option to see only resources that are in Washington territory.

Solution: You configure the Scheduler Settings to the scenario.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

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 the 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 configuring Dynamics 365 Field Service to create an option to see only a specific set of resources on the schedule board. As part of the system setup, all Resources have been assigned to a territory. You want to create the option to see only resources that are in Washington territory.

Solution: You filter the Territories in the Filter section of Filter and Map View.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

 **Itsybitsybake** 2 months, 1 week ago

In Exam on 11/08/2023

upvoted 1 times

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 the 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 configuring Dynamics 365 Field Service to create an option to see only a specific set of resources on the schedule board. As part of the system setup, all Resources have been assigned to a territory. You want to create the option to see only resources that are in Washington territory.

Solution: You highlight the Washington Territory in the Map View of the Filter and Map View section.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

 **Itsybitsybake** 2 months, 1 week ago

In Exam on 11/08/2023

upvoted 1 times

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

Correct Answer: BCE

You are a dispatcher for Dynamics 365 Field Service. You schedule a resource to a work order using the schedule board.

The resource appears available, but informs you they put in a Time Off Request for that period.

Which two options are potential reasons why the resource appears available, but informs you they are not available? Each answer represents a complete solution.

- A. The schedule board is not syncing with the resource's schedule
- B. Time off request is Inactive
- C. Time off request has not been approved
- D. The time zone for the resource is set incorrectly

Correct Answer: CD

DRAG DROP

You are a Dynamics 365 system functional consultant for a telecommunication firm.

You must configure and enable Agreements to ensure that work orders are automatically generated for customers who have contracted for that service, and that invoices are being sent at the correct intervals to the customers.

Which functions of the system support this requirement? 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.

Answer Area Incident Type Agreement Booking Setup Invoice Setup Agreement Products Requirement Group

When selling service contracts, the Account Management team must be able to define the products and services for contracted jobs via a template. This should include all work estimates and tasks needed for completion of the work.

Contracted work defined by the Account Management team must be documented within Dynamics 365 Field Service. This documentation should support the creation of work orders and invoices for work completed.

Dynamics 365 Field Service must support the ability to define a schedule for when work orders are generated for a customer.

Dynamics 365 Field Service must support the ability to define a schedule for when billing occurs for a customer.

 Requirement Group Agreement Booking Setup Invoice Setup**Correct Answer:****Answer Area**

When selling service contracts, the Account Management team must be able to define the products and services for contracted jobs via a template. This should include all work estimates and tasks needed for completion of the work.

Contracted work defined by the Account Management team must be documented within Dynamics 365 Field Service. This documentation should support the creation of work orders and invoices for work completed.

Dynamics 365 Field Service must support the ability to define a schedule for when work orders are generated for a customer.

Dynamics 365 Field Service must support the ability to define a schedule for when billing occurs for a customer.

 **Guischuk** Highly Voted 4 months, 2 weeks ago

First should be Incident type in my opinion

upvoted 5 times

 **Itsybitsybake** Most Recent 2 months, 1 week ago

Similar question in exam in Case study (11/08/2023)

upvoted 1 times

 **sieldak92** 3 months ago

1. Incydent Type?

upvoted 1 times

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 building a rule to automatically assign the customer-preferred resource.
- C. Schedule the using Resource Scheduling Optimization.
- D. Schedule by using the Schedule Assistant.

Correct Answer: A

 **sieldak92** 3 months ago

Selected Answer: D

D is the best

upvoted 1 times

 **Guischuk** 4 months, 2 weeks ago

Selected Answer: D

It should be D in my opinion: <https://learn.microsoft.com/en-us/dynamics365/field-service/schedule-assistant>

upvoted 4 times

 **sieldak92** 3 months ago

Agree with you

upvoted 1 times

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. Ensure the schedule board tab is configured to be shared with specific people.
- B. From the schedule board setting, ensure the record is shared with the appropriate users or teams.
- C. From the schedule board setting, email the record link to the appropriate users or teams.
- D. Ensure the users have the proper security role.

Correct Answer: AD

 **DS2306** 5 months, 1 week ago

I think this one should be A and B

upvoted 2 times

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.

Steps	Order
Create resource preferences.	
Create a work order.	>
Create an incident type.	>
Create a work order type.	<
Create a requirement group.	

Correct Answer:

Order
Create a requirement group.
Create an incident type.
Create a work order.

Currently there are no comments in this discussion, be the first to comment!

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: Each correct selection is worth one point.

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

Correct Answer:

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.

Currently there are no comments in this discussion, be the first to comment!

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 the 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 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

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 the 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 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

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 the 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 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 Bookable Resource Bookings Views. Then, edit or create a new tab on the schedule board, and update the Requirements Panel with the new view.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: A

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

Correct Answer: AC

 **Murthy1987** 3 months, 3 weeks ago

Sorry, its D&B
upvoted 2 times

 **Murthy1987** 3 months, 3 weeks ago

Answer should be D and A. <https://d365goddess.com/field-service-mobile-app-for-windows/#:~:text=If%20you%20want%20to%20use,driven%20apps%20in%20the%20tenant>.
upvoted 1 times

 **Guischuk** 4 months, 2 weeks ago

Selected Answer: AD
The answer should be A and D you cannot log out from the Settings menu in the app
upvoted 1 times

You have created a new entity to tie to the Asset to capture key data. 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 Power Apps, and ensure the entity is enabled for mobile offline.
- B. Sign in to Power Apps, and ensure the entity is enabled for Microsoft Outlook mobile offline.
- C. Sign in to the System Business Settings to ensure the entity is enabled for mobile offline.
- D. Enable the entity for mobile.

Correct Answer: A

You are a Dynamics 365 Field Service functional consultant.

A field resource is given instructions on how to install the mobile app on an iPhone. After installing the app and signing in, a message appears: "You're almost there."

What should you do?

- A. Verify that the field resource has been assigned the right security role.
- B. Create a Bookable Resource related to the user.
- C. Set up the field resource as a Bookable Resource.
- D. Set up the field resource as a user in the system.

Correct Answer: A

DRAG DROP

You are a technician at Contoso Electronic, 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 selection is worth one point.

Quantity Allocated
Quantity on Order
Quantity on Hand
Quantity Available

Answer Area

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:**Answer Area**

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

  DanielViasiu 2 months ago

<https://learn.microsoft.com/en-us/dynamics365/field-service/inventory-purchasing-returns-overview>

Quantity Available

Quantity Allocated

Quantity on Hand

Quantity on Order

upvoted 3 times

  Itsybitsybake 2 months, 1 week ago

In Exam on 11/08/2023

upvoted 1 times

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. Train the field technicians to take detailed notes on the asset on the work order.
- B. Create asset categories and track the changes from each work order.
- C. Use the Asset Property Log history to track the changes.
- D. Use the Asset Category Log history to track the changes.

Correct Answer: B

 **sampleNickname851** 3 months, 1 week ago

Selected Answer: C

C: <https://learn.microsoft.com/en-us/dynamics365/field-service/property-logs>
upvoted 2 times

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. Go to the mobile offline profile, and add the entity.
- B. Create a new role and assign it to the technicians.
- C. Add the entity to the site map of the Field Service mobile model-driven app.
- D. In the mobile offline profile, add a custom data filter to the entity.

Correct Answer: D

 **sampleNickname851** 3 months, 1 week ago

Selected Answer: C

Question is about adding custom entity to mobile in general, not to the offline mode. We need to add it to the sitemap so it is visible in the app
upvoted 2 times

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.

Steps	Order
Edit the sitemap entities in the Field Service mobile model-driven app.	
Enable the Field Service mobile model-driven app for offline use.	
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.	

Correct Answer:

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.

 **Itsybitsybake** 2 months, 1 week ago

Similar question in Exam on 11/08/2023

upvoted 1 times

 **Itsybitsybake** 2 months, 2 weeks ago

You can refer the correct sequence of steps here : <https://learn.microsoft.com/en-us/dynamics365/field-service/mobile-power-app-system-offline>.

upvoted 1 times

 **sampleNickname851** 3 months, 1 week ago

Provided answers don't make any sense. You can't add entities to offline profile when they are not enabled for offline sync...

- 1) Edit sitemap entities in Field Service Mobile model-driven app (so they are available to mobile online)
- 2) Enable entities for mobile offline sync (so that we can add them to mobile offline profile)
- 3) Create a mobile offline profile or update the existing... (so we add entities to mobile offline profile)
- 4) Add users to the correct mobile profile, and publish (so specific users can see entities added previously to mobile offline profile)

upvoted 2 times

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. Work Order Service
- B. Field Service Product Type as Non-Inventory
- C. Field Service Product Type as Inventory
- D. Work Order Resource Booking

Correct Answer: A

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

Correct Answer: C

DRAG DROP

You are implementing Microsoft Dynamics 365 Field Service for an electronics company.

You need to identify when a compressor is used from the technician's 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.

Answer Area

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

When a compressor is allocated to a work order.
When the allocated compressor is used in the work order.

Answer Area

Correct Answer: When a compressor is allocated to a work order.
When the allocated compressor is used in the work order.

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

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. 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.
- B. Import an updated product inventory file with the updated quantity On Hand value for the products associated with the Main Warehouse.
- C. Create an inventory adjustment and inventory adjustment product record for each product that requires an update within the Main Warehouse.
- D. Create an Inventory Transfer from an Adjustment Warehouse for the proper quantity On Hand value.

Correct Answer: C

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 steps 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.



Currently there are no comments in this discussion, be the first to comment!

Your customer recently implemented Return Merchandise Authorization (RMA).

Your customer wants to streamline the return process. When items are returned to the warehouse, the returned item should be scanned with a mobile device when it is received. This is the only function to be performed by the RMA Receipts user.

What is your recommendation for the most efficient solution?

- A. Enable RMA Receipts on the Dynamics 365 Field Service mobile app.
- B. Use the web client on a device similar to Windows Surface or Apple MacBook, and attach a scanner using a USB cable.
- C. Suggest a Warehouse Management System (WMS) for this customer.
- D. Build a Power App to streamline the RMA Receipt process to run either on a phone or on a device such as a tablet.

Correct Answer: C

Currently there are no comments in this discussion, be the first to comment!

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.

Steps

Purchase Order Approved

Add Purchase Order Receipt Products

Create Purchase Order Receipt

Add Purchase Order Bill Products

Create Purchase Order Bill

Order

Order	
Purchase Order Approved	
Create Purchase Order Receipt	
Add Purchase Order Receipt Products	
Create Purchase Order Bill	
Add Purchase Order Bill Products	

Correct Answer:

Order
Purchase Order Approved
Create Purchase Order Receipt
Add Purchase Order Receipt Products
Create Purchase Order Bill
Add Purchase Order Bill Products

Currently there are no comments in this discussion, be the first to comment!

DRAG DROP

You are a Dynamics 365 Field Service functional consultant.

Your organization has recently implemented Connected Field Service (CFS) for Azure IoT Hub. Your organization is using Smart Thermostats to monitor the readings of their cold storage facilities and have registered them as IoT Devices.

If the reading (in Fahrenheit) on the IoT device exceeds 70 degrees, an IoT Alert is generated in CFS.

You need to achieve the following using workflow:

1. If the device reading (in Fahrenheit) is between 70 degrees and 85 degrees, have CFS automatically send a command to remotely reset the device.
2. If the device reading (in Fahrenheit) is greater than 85 degrees, have CFS automatically create a case.

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

Steps	Order
Write the output value returned to a custom field on the Device record, for example, Device Reading.	
Use the same workflow to either send the reset command or create a case based on the Device Reading.	
Execute the JSON-Based Field Value – Get String action to capture the value of the "reading" property.	▶
Execute the JSON-Based Field Value – Get Number action to capture the value of the "reading" property.	◀
Write the output value returned to a custom field on the IoT Alert record: for example, Device Reading.	◀
Trigger another workflow on the update of the Device Reading field, to either send the reset command or create a case based on the reading.	▶

Correct Answer:	Order
Execute the JSON-Based Field Value – Get String action to capture the value of the "reading" property.	
Use the same workflow to either send the reset command or create a case based on the Device Reading.	
Write the output value returned to a custom field on the IoT Alert record: for example, Device Reading.	

 sampleNickname851 3 months, 1 week ago

- 1) Execute the JSON-Based Field Value - Get Number
- 2) Write the output value returned to a custom field on the IoT Alert record
- 3) Trigger another workflow on the update of the Device Reading field, to either send the reset command or create a case based on the reading.

1:1 scenario here:

<https://learn.microsoft.com/en-us/training/modules/remotely-monitor-and-service-customer-equipment/4-automating-connected-field-service#:~:text=with%20the%20item.-,Practical%20application,-Now%2C%20a%20look>
upvoted 2 times

Question #127

Topic 1

A functional consultant needs to enable Internet of Things (IoT) access.

Which two actions need to be taken? Each answer presents a complete solution.

- A. Assign access to IoT entities in the Field Service – Dispatcher role.
- B. Assign access to IoT entities in the Field Service – Technician role.
- C. Assign access to IoT entities in the Field Service – Administrator role.
- D. Add dispatchers to the Connected Field Service – Technician role.
- E. Add technicians to the Connected Field Service – Technician role.

Correct Answer: CD

Question #128

Topic 1

Your organization uses Microsoft Dynamics 365 Connected Field Service with Microsoft Azure IoT Hub to manage its IoT 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. Dynamics 365 still needs to be connected to Azure.
- B. Azure is offline.
- C. The Service Administrator security role is missing in Azure.
- D. The IoT Administrator security role is missing in Dynamics 365.

Correct Answer: AB

 **sampleNickname851** 3 months, 1 week ago

Selected Answer: AB

Correct: <https://learn.microsoft.com/en-us/dynamics365/field-service/cfs-register-devices#registration-error>
upvoted 1 times

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 on site.

How should you structure the system to manage this request?

- A. Attach a detailed map of the asset's location to the work order.
- B. Create a detailed service account tree.
- C. Create a custom entity to house asset location details.
- D. Attach a functional location to each asset.

Correct Answer: D

Your organization is planning to use Microsoft Azure IoT Hub to manage the IoT devices which monitor the temperature of the cold storage.

You need to install the Microsoft Dynamics 365 Connected Field Service solution with Azure IoT Hub.

Which Azure security role is a prerequisite to the installation?

- A. Account Administrator
- B. Cloud Device Administrator
- C. Application Administrator
- D. Dynamics 365 Administrator

Correct Answer: D

 **osmanium** 5 months, 2 weeks ago

Selected Answer: A

<https://learn.microsoft.com/en-us/dynamics365/field-service/cfs-azure-subscription#prerequisites>
upvoted 4 times

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 the 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 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

Currently there are no comments in this discussion, be the first to comment!

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 the 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 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

Currently there are no comments in this discussion, be the first to comment!

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 the 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 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

Currently there are no comments in this discussion, be the first to comment!

You are implementing Connected Field Service.

You need to provide the 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.

- A. Azure Cosmos Database
- B. Cognitive Services
- C. Stream Analytics
- D. Azure Blob Storage
- E. App Services
- F. Azure SQL Database

Correct Answer: CDE

 **DS2306** 5 months, 1 week ago

Selected Answer: CDF

should be CDF: see link: <https://learn.microsoft.com/en-us/dynamics365/field-service/connected-field-service>
upvoted 3 times

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. Simulator
- B. Logic Apps
- C. IoT Hub
- D. Stream analytics

Correct Answer: A

Currently there are no comments in this discussion, be the first to comment!

You are setting up a new agreement for one of your customers in Dynamics 365 Field Service, so that your dispatchers and technicians are informed, and scheduled to work on the appropriate equipment.

Based on the contract details, you create the agreement and enter the work order and booking settings information. The work order is scheduled, but the technician is unable to see any details about which asset is included, nor any of the parts and services that are also included.

You need to ensure the technician can view the missing details.

What should you do?

- A. Create an Agreement Service and Service Task record, and add the appropriate details.
- B. Create an Agreement Incident Record and associated Service Task record, and add the appropriate details.
- C. Add the Customer Asset to the Work Order Settings details, and add the appropriate details.
- D. Add the Customer Asset to the agreement record, and add the appropriate details.

Correct Answer: C

 **Amrata** 4 months ago

Selected Answer: B

<https://learn.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements>

upvoted 3 times

 **osmanium** 5 months, 2 weeks ago

Selected Answer: B

Agreement Incident Record is needed to associate Customer Asset

upvoted 3 times

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 Power Platform Admin Center.
- C. Add a custom email address in the Microsoft 365 Admin Center.
- D. Add and verify a domain in the Microsoft 365 Admin Center.

Correct Answer: CD

 DS2306 5 months, 1 week ago

correct <https://learn.microsoft.com/en-us/dynamics365/customer-voice/customize-sender-email>

upvoted 2 times

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.

Actions

Set Use Enhanced Background Processing to Yes.

Deactivate the workflows.

Open Field Service Settings.

Turn on the flows for Field Service Mobile.

Turn on **Track My Technician**.

Turn on Remote Assist audit logging.

Order

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

Currently there are no comments in this discussion, be the first to comment!

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 never received back in IoT Central.

You need to resolve the issue.

Which should you do?

- A. Confirm that the Power Automate When a work order is created in Connected Field Service, update IoT Central is set up properly.
- B. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.
- C. Reconfigure the devices and send an update to IoT Central.
- D. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.

Correct Answer: A

Currently there are no comments in this discussion, be the first to comment!

You are implementing a Microsoft Dynamics 365 Field Service solution for a client. The client is overwhelmed with all the options available in the site map.

The client wants one group called "My Work" with work orders, schedule board, accounts, contacts, and assets included.

What should you do before saving and publishing the model-driven app?

- A. 1. Navigate to the app designer.
2. Select Use existing solution to create the app.
3. Remove all groups and areas other than "My Work."
- B. 1. Navigate to the app designer.
2. Select the site map designer.
3. Remove all areas other than "My Work."
4. Add work orders, schedule board, accounts, contacts, and assets.
- C. 1. Create a new model-driven app.
2. Select Use existing solution to create the app.
3. Select the Field Service site map.
- D. 1. Create a new model-driven app.
2. Select the site map designer.
3. Add sub-area work orders, schedule board, accounts, contacts, and assets to "My Work."
4. Remove all other groups and areas.

Correct Answer: D

Currently there are no comments in this discussion, be the first to comment!

You are configuring forms in model-driven apps.

You need to show a set of fields from a related table and ensure the fields are read-only.

Which form should you use?

- A. Card
- B. Quick View
- C. Main
- D. Interactive

Correct Answer: B

Currently there are no comments in this discussion, be the first to comment!

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

Correct Answer: CD

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. Footer text
- C. Post-survey message heading
- D. Survey header

Correct Answer: AC

 **osmanium** 5 months, 2 weeks ago

Selected Answer: AC

Ref: <https://learn.microsoft.com/en-us/dynamics365/customer-voice/personalize-survey#add-variables-in-a-survey>
upvoted 2 times

 **Itsybitsybake** 3 months ago

Given answer is correct. In this link it says "Survey description" not the "Survey header"
upvoted 1 times

DRAG DROP

Your company wants to 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.

Actions

Select a project template.

Select a survey location/environment.

Create a new project.

Select a survey template.

Modify survey questions.

Select a work order type.

Order**Order**

Select a survey template.

Modify survey questions.

Select a project template.

Select a work order type.

Correct Answer:

Abood110 1 month, 3 weeks ago

Create New Project
Select project Template
select a survey location/environment
modify survey questions
upvoted 1 times

Murthy1987 3 months, 3 weeks ago

<https://learn.microsoft.com/en-us/dynamics365/customer-voice/create-project>

Create New Project
Select project Template
select a survey location/environment
select a survey template
upvoted 2 times

Murthy1987 3 months, 3 weeks ago

12222222
upvoted 1 times

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

Correct Answer: C

Currently there are no comments in this discussion, be the first to comment!

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 Customer Self-service portal template to deploy the Field Service customer experience portal.
- B. Deploy the Field Service customer portal as a standalone experience.
- C. Deploy the Field Service customer experience package with any portal.
- D. Select the Partner portal template to deploy the Field Service customer experience portal.

Correct Answer: B

 **Itsybitsybake** 3 months ago

Why B and not A.

<https://learn.microsoft.com/en-us/dynamics365/field-service/customer-portal-overview>

upvoted 1 times

 **Itsybitsybake** 2 months, 2 weeks ago

I think the given answer is correct. Because the known limitation says "The website template for self-scheduling doesn't integrate with other Power Pages websites. It only works on its own." Sorry for the confusion.

upvoted 1 times

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. Create a Field Service portal.
- C. Create the Customer Experience homepages in the Administrative settings.
- D. Set Track My Technician and self-scheduling options to Yes in the customer portal settings.

Correct Answer: BD

 **DS2306** 5 months, 1 week ago

answer is correct

<https://learn.microsoft.com/en-us/dynamics365/field-service/create-configure-customer-portal>

upvoted 2 times

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 offline profile still needs to be published.
- B. The security role assigned needs to be Field Service Admin
- C. The functional location still needs to be assigned to the work order.
- D. Internet connectivity is required.

Correct Answer: D

 **Keem** 5 months, 1 week ago

D= is the answer here. to view the customer asset hierarchy and the functional location at the customer's location, Internet connectivity is required.
<https://learn.microsoft.com/en-us/dynamics365/field-service/functional-locations#functional-locations-in-the-mobile-app>. please poste your opinion with proof !!

upvoted 4 times

 **osmanium** 5 months, 2 weeks ago

Selected Answer: A

Offline Profile

upvoted 1 times

You are working on a Microsoft Dynamics 365 Field Service project.

The Field Service director wants to give the field technicians more detailed visual asset information in the field to reduce reliance on the internal help desk. The budget is limited and the director does not want to burden the technician with extra steps.

What should you suggest?

- A. Leverage Microsoft Dynamics 365 Guides for use on Microsoft HoloLens.
- B. Implement Microsoft Dynamics 365 Remote Assist.
- C. Enable the 3D Model functionality to be viewable on the Field Service mobile customer asset record.
- D. Have the field technician download an asset video before going to the job site.

Correct Answer: B

 **osmanium** 5 months, 2 weeks ago

Selected Answer: C

Cheaper

upvoted 3 times

Contoso Ltd., wants to provide special customer pricing to one of their customers. For the next two years, all work order products and services will be 10% off.

You need to implement this requirement. You create a special price list.

What should you do next?

- A. Associate the price list to an entitlement for the Billing Account.
- B. Associate the price list to an entitlement for the Service Account.
- C. Associate the price list to the Service Account.
- D. Associate the price list to the Billing Account.

Correct Answer: A

Your customer asks you to create several work order reports that can be run on-demand. After a discussion about the requirements, you determine that the Report Wizard is the best option.

You need to train your customer on Report Wizard features and customization.

Which three features are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Data filters
- B. Use an existing view
- C. Power BI Charts
- D. Grouping
- E. Calculation column
- F. Data insights

Correct Answer: ACD

 **osmanium** Highly Voted 5 months, 2 weeks ago

Selected Answer: ABD

Should be A B D
upvoted 5 times

 **Jimmyplus05** Most Recent 3 months, 3 weeks ago

Selected Answer: ABD

Yes ABD
upvoted 1 times

DRAG DROP

You are implementing Microsoft Dynamics 365 Field Service for a health care institution.

Your schedulers want to track all examination rooms within a doctor's office, and schedule each individual room to a patient.

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

Actions

Create a requirement group and book it.

Create facility resources to represent each room.

Book the facility on the schedule board.

Create a facility pool resource to represent a doctor's office.

Add each room resource as a child resource to the facility.

Create a resource with the facility type.

Add each room resource as a child resource to the doctor's office resource pool.

Order

Correct Answer:

- | Order |
|--|
| Create a facility pool resource to represent a doctor's office. |
| Create facility resources to represent each room. |
| Add each room resource as a child resource to the doctor's office resource pool. |
| Book the facility on the schedule board. |

 **Itsybitsybake** 3 months ago

Step 4 should be "Create a requirement group and book it". Ref Scenario:5 in this link: <https://learn.microsoft.com/en-us/dynamics365/field-service/facility-scheduling>

upvoted 1 times

A new technician wants to access Microsoft Dynamics 365 Remote Assist from their Dynamics 365 Field Service mobile app, but cannot find the option to launch it.

You need to advise the new technician on the first step they should take.

What should you suggest?

- A. Ensure Microsoft Teams is installed on their mobile device.
- B. Ensure the Remote Assist app is installed on their mobile device.
- C. Ensure their mobile app and Remote Assist passwords are the same.
- D. Ensure they are set up as a Bookable Resource.

Correct Answer: D

Currently there are no comments in this discussion, be the first to comment!

You are creating booking dates for a manufacturing customer based on agreements within the system.

The customer is not able to generate the appropriate booking dates within the system.

You need to ensure that booking dates are created for this customer.

What should you do?

- A. Set Copy Incident Items to Agreement to Yes
- B. Ensure service tasks are set up on the booking
- C. Set Generate Agreement Invoices 7 Days in Advance
- D. Set Auto Generate Booking to Yes

Correct Answer: A

 **osmanium** 5 months, 2 weeks ago

Selected Answer: D

It's obvious - D
upvoted 4 times

Your company recently implemented Microsoft Dynamics 365 Field Service. You helped set up and configure the required components to ensure that a work order can be created and completed successfully.

One of the dispatchers reports to their manager that the duration in the work order is missing.

You need to ensure the duration is rolled-up to the work order duration.

Which component must you configure?

- A. Estimated Duration in Service Task
- B. Hourly Rate of the Resources
- C. Pricing in Product / Service
- D. Start Date and End Date in Service Task

Correct Answer: A

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. Ensure each asset is properly geo-coded.
- B. Attach a functional location to each asset.
- C. Create a detailed service account tree.
- D. Attach a detailed map of the asset's location to the work order.

Correct Answer: B

You create an incident type with an estimated duration of 1 hour. After adding products, services, and service tasks to the incident type, you notice the estimated duration is now 4 hours.

You need to set the estimated duration to 1 hour.

What two actions can you take? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

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

Correct Answer: BD

Currently there are no comments in this discussion, be the first to comment!

Your organization is implementing a Microsoft Dynamics 365 Field Service solution and plans to use inspections.

When creating inspections, you need to ensure that technicians are able to add additional rows on the inspection dynamically to capture information.

Which element should you add to the inspection?

- A. Matrix
- B. Dropdown
- C. Entity lookup
- D. Textbox

Correct Answer: A

 **Amrata** 4 months ago

Selected Answer: A

Matrix (Dynamic): Adds a grid of questions. More rows can be added dynamically while performing the inspection.

<https://learn.microsoft.com/en-us/dynamics365/field-service/inspections>

upvoted 1 times

DRAG DROP

You company wants to enable their sales managers to use agreements by making it an integral part of their sales life cycle.

You need to enable agreements to be used with Microsoft Dynamic 365 Sales process from Lead to Order.

Which four actions should you 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.

Steps

Create quote lines as service-based lines.

Add opportunity lines with service based lines.

Add a quote booking setup.

Categorize a lead as a service-maintenance lead.

Create a work order recurrence pattern in the order entity.

Order



Correct Answer:

Order
Categorize a lead as a service-maintenance lead.
Add opportunity lines with service based lines.
Create quote lines as service-based lines.
Add a quote booking setup.

Murthy1987 3 months, 3 weeks ago

Correct.

<https://learn.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements>

upvoted 2 times

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 the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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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 select the resource in the Restricted Resources field within the Schedule Assistant filter every time you book a work order for Adventure Works.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

You are a scheduler for Contoso Manufacturing.

You need to configure the Requirement Panel Views.

Which Microsoft Dynamics 365 Field Service view do you need to add or modify to meet this request?

- A. Bookable Resource Booking
- B. Resource Requirement
- C. Resource Request
- D. Resource Assignment

Correct Answer: B

Currently there are no comments in this discussion, be the first to comment!

DRAG DROP

You have the following requirements from the scheduling team:

- Scheduling assistant results should display in neat 30-minute time slots that dictate the start time of subsequent bookings.
- Functionality should display for all 30 resources within the company.
- Time slots should align to the top of the hour and half past the hour.

To meet these requirements, you need to implement Intervals within Universal Resource Scheduling.

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.

Actions

Create a fulfillment preference with an **Interval** of 30 minutes, **Intervals Begin** time left blank, and **Results per Interval** set to 1.

Book the work order requirement with the Schedule Assistant.

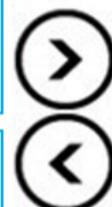
Associate the fulfillment preference to a work order.

Create a resource group and associate the fulfillment preference.

Create a fulfillment preference with an **Interval** of 30 minutes, **Intervals Begin** time of 12:00 AM, and **Results per Interval** set to 30.

Associate the fulfillment preference to a resource requirement

Answer Area



Answer Area

Create a fulfillment preference with an **Interval** of 30 minutes, **Intervals Begin** time of 12:00 AM, and **Results per Interval** set to 30.

Correct Answer:

Associate the fulfillment preference to a resource requirement

Book the work order requirement with the Schedule Assistant.

Currently there are no comments in this discussion, be the first to comment!

DRAG DROP

A customer wants to understand how to get their dispatchers to adopt scheduling.

What are the five stages of scheduling adoption? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Manual scheduling

Single resource optimization

Automated overnight scheduling + manual exception handling (RSO)

Fully automated (RSO) scheduling

Schedule assistant

Multi-resource optimization

Order**Order**

Manual scheduling

Schedule assistant

Correct Answer: Automated overnight scheduling + manual exception handling (RSO)

Single resource optimization

Fully automated (RSO) scheduling

Currently there are no comments in this discussion, be the first to comment!

You are scheduling a customer for preventative maintenance performed on a predictable schedule.

The customer wants the work performed within two (2) days of the 15th of each month, and an Agreement has already been created.

Which three elements of the booking setup are valid? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Auto Generate Work Order = Yes
- B. Preferred Resource contains data
- C. Auto Generate Work Order = No
- D. Preferred Resource either contains data or is blank
- E. Pre-Booking Flexibility = 2 and Post Booking Flexibility = 2

Correct Answer: ADE

 Adam_Stedry 2 months ago

Preferred Resource on booking setup record is mandatory.

upvoted 1 times

You are working on the Dynamics 365 Field Service self-scheduling portal. You are explaining the states of a booking or appointment that are visible in the portal to your customer.

The customer asks which portal states will yield a message that includes a link to an online web experience hosted on Microsoft Power Portals.

Which three messages will include this link? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Booking Canceled
- B. Booking Reminder
- C. Booking Complete
- D. Technician Traveling
- E. Booking Committed

Correct Answer: ABC

Currently there are no comments in this discussion, be the first to comment!

Your organization is planning to implement Microsoft Dynamics 365 Field Service mobile app based on the Microsoft Power Platform.

You need to install this app on a mobile device and test it.

What are the two prerequisites for installing the mobile app? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Ensure the minimum supported version of the Field Service solution is installed.
- B. Ensure the user has the Field Service-Resource security role.
- C. Ensure the user is correctly set up in the Woodford solution.
- D. Ensure the user is assigned the appropriate Microsoft Power Apps license.

Correct Answer: AB

Currently there are no comments in this discussion, be the first to comment!

You are implementing the Microsoft Dynamics 365 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 begin work immediately.

Correct Answer: A

Currently there are no comments in this discussion, be the first to comment!

During User Acceptance Testing, mobile technicians receive the message "Contact your administrator for access to your organization's mobile apps." when logging into the Dynamics 365 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 Dynamics 365 Field Service mobile app.
- C. Update the mobile offline profile to include the users that require access.
- D. Ensure you have the correct security role (Field Service - Offline Resource), and that the security role is assigned to the Dynamics 365 Field Service mobile app.

Correct Answer: B

Currently there are no comments in this discussion, be the first to comment!

DRAG DROP

Your company receives a call from a customer saying that the hydraulic pump they received from your company is defective. The pump is manufactured by your company.

You need to process a return.

Which three actions should 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.

Actions

Create a Return to Vendor record.

Create an RMA.

Add RMA products.

Create an RMA Receipt indicating the product(s) received.

Create an Ownership Change record.

Order**Order**

Create an RMA.

Add RMA products.

Create an RMA Receipt indicating the product(s) received.

Correct Answer:

 **Murthy1987** 3 months, 3 weeks ago

Correct

<https://learn.microsoft.com/en-us/dynamics365/field-service/process-return>

upvoted 1 times

You are a field service technician. You need to supply a fan belt for a compressor at a customer site. When checking the stock in your van you realize your fan belt inventory is showing 0.

You need to initiate a transfer from the stock at the home office.

Which two fields must you use to complete the transfer of stock? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. To Location
- B. Destination Warehouse
- C. Source Warehouse
- D. From Location

Correct Answer: BC

Currently there are no comments in this discussion, be the first to comment!

You need to set up a new mobile warehouse for a technician and add inventory to the warehouse.

Which three entities, when updated, will also update the warehouse inventory? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Adjustments
- B. Agreements
- C. Work Order Products
- D. Purchase Order Receipt Product
- E. Work Order Services

Correct Answer: ACD

Currently there are no comments in this discussion, be the first to comment!

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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 an Asset Category and associate it with each component, and use the Location Tree for viewing.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

DRAG DROP

Your organization recently implemented the Connected Field Service for Azure IoT Hub to remotely monitor IoT devices.

You need to register IoT devices from IoT Hub.

Which three steps should you 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.

Steps

From the environment, go to IoT devices and create a new device.

Go to Azure IoT Hub and open the Resource Group.

Go to Azure IoT Hub and select an environment.

Go to IoT Devices under Assets in Dynamics 365 Field Service, and click **Sync Devices**.

Go to IoT Devices under Assets in Dynamics 365 Field Service, and click **Import Devices**.

From the resource group, go to IoT device Configuration and create a new device.

Order**Order**

Go to Azure IoT Hub and select an environment.

Correct Answer: From the environment, go to IoT devices and create a new device.

Go to IoT Devices under Assets in Dynamics 365 Field Service, and click **Import Devices**.

Currently there are no comments in this discussion, be the first to comment!

You work for an equipment rental company which rents tower cranes to construction companies.

A tower crane consists of several components such as operator's cabin, trolley, et cetera, which requires regular maintenance and are very expensive.

You need to maintain the service history of all the sub components and track each equipment by client location.

What should you do?

- A. Configure the customer assets hierarchically, and maintain service history at the service account level.
- B. Configure the customer assets hierarchically, and maintain service history at the sub-component level.
- C. Configure the customer inventory records in a hierarchy, and maintain service history at the sub-component level.
- D. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.

Correct Answer: A

 **Wuhao** 5 days, 12 hours ago

Selected Answer: B

You need to maintain the service history of all the sub components and track each equipment by client location.

upvoted 1 times

Your customer is interested in embedding canvas apps to leverage the flexibility of canvas apps in model-driven forms.

You need to explain the benefits achieved by embedding a canvas app in a model-driven form.

What are three benefits? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. It eliminates the requirement for a full user license.
- B. It provides the ability to use and update data from other data sources.
- C. It converts JavaScript to low-code or no-code logic.
- D. It performs complex logic in model-driven app forms that is otherwise only possible with coding.
- E. It triggers Microsoft Power Automate flows from buttons in the embedded canvas app.
- F. It provides an iFrame for a Microsoft Power BI report.

Correct Answer: BDE

Currently there are no comments in this discussion, be the first to comment!

You are advising your customer on how to configure their territories.

You need to identify the options that are related to territories during the configuration.

Which three relationships are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Territory Hierarchies
- B. Accounts
- C. Contacts
- D. Postal Codes
- E. Resources

Correct Answer: BDE

A customer is using Microsoft Dynamics 365 Guides with their new HoloLens devices for technicians.

You need to ensure technicians can see and use Dynamics 365 Guides within Microsoft Dynamics 365 Field Service.

What must you do?

- A. Attach the guide to a work order service task record.
- B. Attach the guide to a work order activity record.
- C. Create a work order and attach the guide to the work order record.
- D. Attach the guide to a bookable resource booking record.

Correct Answer: C

 **DanielViasiu** 1 month, 3 weeks ago

Selected Answer: A

<https://learn.microsoft.com/en-us/dynamics365/mixed-reality/guides/field-service#enable-your-technicians-to-use-dynamics-365-guides-for-work-orders>

upvoted 1 times

You created a work order and added a price list to that work order.

You need to anticipate what will happen when you add an additional work order product which is missing from the work order price list.

What is the outcome?

- A. The application allows the product to be added and sets the price to zero during the calculations.
- B. There will be an error indicating that the product does not belong to the work order price list.
- C. The application provides an option to add the product to the work order price list.
- D. The list price on the newly-added product record will be used in the calculations.

Correct Answer: D

You are a Microsoft Dynamics 365 Field Service technician at a customer site. Three additional existing customer assets need to be added to the work order.

You need to add these customer assets to the work order.

What should you do?

- A. Add the customer assets to the primary work order incident.
- B. Add the customer assets directly to the work order.
- C. Add additional incidents with the associated existing asset.
- D. Add the customer assets at the work order product level.

Correct Answer: A

Your organization uses the Microsoft Dynamics 365 Field Service solution to perform inspections on customer assets.

Recently, technicians made changes to the service task and completed the inspection again. The analytics team reports that they are unable to get the responses in this instance.

You need to troubleshoot the issue.

Which two actions should you perform to fix this issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Enable Deserialization of Inspection Response Flow.
- B. Change the Analytics frequency setting to Daily.
- C. Set the Analytics frequency to Immediately.
- D. Change the Analytics frequency setting to Custom.

Correct Answer: AC

You are viewing the Microsoft Dynamics 365 Field Service historical insights report.

You need to determine the options available for filtering on the reports.

Which three options are available for filtering? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Service task
- B. Service territory
- C. Asset
- D. Technician
- E. Date range

Correct Answer: BDE

Your customer is asking about metrics to meet Service Level Agreement (SLA) job completion.

You need to recommend metrics from the work order summary report that your customer can use.

Which two metrics should you recommend? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Mean time to complete
- B. Mean time to schedule
- C. Mean time to complete by work order type
- D. Broken Promise %
- E. Mean time to travel

Correct Answer: AD

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 customer assets.
- B. Add inspections to a crew.
- C. Add inspections to cases.
- D. Add inspections to a field technician.

Correct Answer: A

Currently there are no comments in this discussion, be the first to comment!

Your customer wants to update compressor temperature information in an external system called Maximo.

The update in the external system should happen if the compressor temperature reading is above 107 degrees, while the technician is performing onsite repairs.

What is the most efficient way to perform this task systematically?

- A. Create Dual Write integration logic to update Maximo when the temperature reading entered is greater than 107 degrees.
- B. Create a Business Process Flow on the booking to update Maximo when the temperature reading entered is greater than 107 degrees.
- C. Create a Power Automate flow to update Maximo when the temperature reading entered is greater than 107 degrees.
- D. Create a Business Process Flow on the work order to update Maximo when the temperature reading entered is greater than 107 degrees.

Correct Answer: D

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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 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 work order.
2. Add the Parent Asset and Master Asset to the new quick view form.
3. Publish the customizations.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

Currently there are no comments in this discussion, be the first to comment!

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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: B

Currently there are no comments in this discussion, be the first to comment!

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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: A

Currently there are no comments in this discussion, be the first to comment!

You are implementing Dynamics 365 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 to the customer?

- A. Update the Starting Location to Organization Unit within Schedule Board Settings.
- B. Update the filter on the Scheduler resource tool tips view.
- C. Select the Real-Time Mode option in the Schedule Assistant filter window.
- D. Update the Load Default Filters on the Schedule Assistant.

Correct Answer: C

You need to make sure that only a specific set of resources are allowed to be scheduled to perform certain work orders.

Which type should you select when you create a resource requirement preference?

- A. Must choose from
- B. Preferred
- C. Restricted
- D. Auto-suggested

Correct Answer: A

You are installing the Microsoft Dynamics 365 Field Service mobile app for a customer.

You need to highlight the features that are available on the mobile app to the customer.

Which three features are available? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Route Schedule Optimization
- B. Offline Capability
- C. Guides
- D. Capture Customer Signature
- E. Barcode Scanning

Correct Answer: BCE

You are working for a heating, ventilation, and air conditioning (HVAC) service organization.

The field technicians in your organization are working in the Microsoft Dynamics 365 Field Service mobile app. The technicians report that they are able to access customer assets, but unable to access functional location and customer asset hierarchy in offline mode.

You need to ensure technicians can view the functional location and customer asset hierarchy in their mobile app.

What should you do?

- A. Ensure there is internet connectivity in the mobile app.
- B. Add the technicians to the mobile app's offline profile.
- C. Enable asset hierarchy for the mobile app.
- D. Download offline data to the mobile app.

Correct Answer: B

Currently there are no comments in this discussion, be the first to comment!

You have configured Microsoft Dynamics 365 Field Service, along with the Dynamics 365 Field Service mobile app.

A field service technician logs into the mobile app and reports issues performing standard functions. You confirmed that the technician has a valid Field Service license and the correct security role.

You need to find and resolve this issue.

What should you do?

- A. Check the user's permissions to the mobile app.
- B. Check the permissions for specific entities in the Security role.
- C. Check whether the user has access to the Field Service model-driven app.
- D. Check whether the appropriate field security profile is assigned.

Correct Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Contoso Ltd. is looking to improve the up time of their customer assets and also make better repair and maintenance decisions by tracking the service history.

Contoso wants metrics around the service history of each customer asset, including tracking performance for each scheduled maintenance per the service agreement. The metrics need to be displayed in the form of reports/dashboards.

You need to build the service history and achieve the requirements.

Which two actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Add the customer asset on the work order incident.
- B. Add the customer asset on the agreement incident.
- C. Use the audit history of each customer asset.
- D. Use notes and the timeline feature.

Correct Answer: *BD*

Your organization wants to use Connected Field Service for existing customer assets.

You install Connected Field Service and set up Azure IoT Central, but 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. Create the IoT Connected Device connection role to link devices to customer assets.
- B. Register the device in Dynamics 365 Connected Field Service.
- C. Configure the Create CFS alerts from IoT Central workflow within Dynamics 365.
- D. Check that the Create CFS alerts from IoT Central within Microsoft Flow Automate is set up properly.

Correct Answer: D

You need to register an IoT device so that it can communicate with Microsoft Dynamics 365 Field Service.

Which two steps should you take? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Associate an IoT device to a customer asset.
- B. In Azure IoT Central, enter a device ID value and select Register Devices.
- C. Create the IoT Devices in Dynamics 365 Field Service, then import them as devices in Azure IoT Central.
- D. In Azure IoT Hub, enter a device ID value and select Register Devices.
- E. In Dynamics 365 Field Service, create a new IoT device and select Register.

Correct Answer: AE

Currently there are no comments in this discussion, be the first to comment!

DRAG DROP

A customer experience manager wants to send unique portal links to each of their customers by email.

You need to enable an existing Microsoft Power Automate flow to send emails with unique links.

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

Actions

- Select Communication Type as Email.
- Select Send an Email Exchange connector.
- Turn on the flow.
- Add your Office 365 Exchange account connection.
- Select and edit Field Service PowerApps Power Flow Email Notification.

Order



Order

- Select and edit Field Service PowerApps Power Flow Email Notification.
- Select Send an Email Exchange connector.
- Add your Office 365 Exchange account connection.
- Turn on the flow.

Correct Answer:

- Select Send an Email Exchange connector.
- Add your Office 365 Exchange account connection.
- Turn on the flow.

DRAG DROP

Your company wants to use Microsoft Dynamics 365 Customer Voice to obtain feedback on their customers' on-site service experience.

You need to create an alert based on the survey results.

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.

Actions

- Activate the alert rule.
- Create an alert rule and provide conditions to trigger the alert.
- Save the alert rule.
- Open an existing project and select **Alerts**.
- Configure the project for new alerts.
- Create a new project for the alert tasks.

Order**Order**

- Open an existing project and select **Alerts**.
- Create an alert rule and provide conditions to trigger the alert.
- Save the alert rule.

Correct Answer:

 **Adam_Stedry** 1 month, 4 weeks ago

In exam 08/23 - similar

upvoted 1 times

DRAG DROP

Your organization recently started using Dynamics 365 Customer Voice to capture surveys after completing on-site window installations. The customer experience manager wants to add a new satisfaction metric to capture the overall opinion of the customer.

You need to add a new satisfaction metric to the survey.

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.

Actions

- Add a flow for an advanced logic path.
- Select **Customization > Satisfaction metric.**
- Select the type of metric you want to add.
- Select a question you want to map to the satisfaction metric.
- Add an advanced logic path.

Order**Correct Answer:**

- Order
- Select Customization > Satisfaction metric.
 - Select the type of metric you want to add.
 - Select a question you want to map to the satisfaction metric.