Question 1

You are implementing Dynamics 365 Field Service for Contoso Manufacturing.

You need to set preventive maintenance schedules for multiple 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.

What should you do?

Options:

A- Create Asset Properties, and associate the appropriate new Asset Property schedule to each sub-component.

B- Create Asset Categories for each preventive maintenance schedule, and assign to the appropriate sub-component.

C- Create an Agreement for each Asset Sub-Component to ensure the proper preventive maintenance schedule is set

D- Associate an Agreement Booking Incident to the Asset Sub-Component requiring a different preventive maintenance schedule.

Answer:

D

Question 2

During User Acceptance Testing, mobile technicians receive the message "Contact your administrator for access to your organization's mobile apps," when logging into the Field Service mobile app.

You need to determine which areas to update within the mobile project, so that technicians can see the appropriate information.

What is a possible way to troubleshoot the issue?

Options:

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

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

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

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

Answer:

B

Question 3

A field resource is given instructions on how to install the Field Service mobile app on an iPhone.

After installing the app and signing in, the following message appears on their phone:

"You're almost there."

You need to help the field resource access the mobile app.

What should you do?

Options:

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

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

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

D- Create a Bookable Resource related to the user.

Answer:

B

Question 4

Question Type: MultipleChoice

You are implementing the Field Service mobile app for an air conditioning (AC) repair company, A field technician installed an AC unit at a customer location and completed the booking.

The technician now needs to create a follow-up work order in order to schedule the first service on the installed AC unit.

What will happen once the follow-up work order is created?

Options:

A- The work order will be available for scheduling by the dispatcher.

B- The system will auto-assign the work order to the same technician for a future date.

C- The technician will need to manually assign the work order to the dispatcher.

D- The system will auto-schedule the work order to the same technician to beam work immediately.

Question 5

Question Type: DragDrop

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

In which order should you perform the actions? To answer, move all actions from the list of actions to the answer area and arrange them in the correct order.

Action	Order
∷ Enable SLA functionality for Dynamics 365 Field Service.	

Answer:

∷ Create a new SLA, applicable when work order **Priority** is **Emergency**.	
∷ Add the SLA field to a work order	

Question 6

| ∷ Schedule a work order to meet the |
| Question Type: MultipleChoice |

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?

Options:

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

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

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

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

Answer:

A

Question 7

Question Type: MultipleChoice

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?

Options:

A- Application Administrator

B- Dynamics 365 Administrator

C- Cloud Device Administrator

D- Account Administrator

Answer:

B

Question 8

Question Type: **MultipleChoice**

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?

Options:

A- Use asset properties to provide location details.

B- Attach a functional location to each asset.

C- Create a detailed service account tree.

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

Answer:

B

Question 9

Question Type: **MultipleChoice**

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.

Options:

A- Azure is offline.

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

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

D- The IoT Administrator security role is missing in Dynamics 365.

Answer:

A, C

Question 10

Question Type: DragDrop

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

You need to identify when a compressor is used from the technicians warehouse inventory.

How does the inventory journal record the transactions? To answer, drag the appropriate inventory journal record to the correct scenario. Each inventory journal record may be used once, more than once. or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct match is worth one point.

Inventory journal records

Increase Allocated quantity by one.

Answer:

Decrease On Hand quantity by one.

Increase On Hand quantity by one.

Answer Area

Scenarios

When a compressor is allocated to a work order.

When the allocated compressor is used in the work