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Question 1

Question Type: MultipleChoice

You are the lead consultant on a Dynamics 365 Field Service implementation (or a commercial landscaping company. Some jobs require landscape technicians to be scheduled on a job (or multiple days.

What are three ways technicians can be scheduled over multiple days? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

Options:

- A- Manually on the schedule board.
- B- Using Resource Scheduling Optimization (RSO).
- C- Creating a resource group on the Incident type.
- D- Using the scheduling assistant
- E- Scheduling multiple resources to multiple days.

Answer:

A, D, E

Question 2

Question Type: MultipleChoice

You need to set up a new mobile warehouse for a technician and add Inventory to the warehouse.

Which three entitles, when updated will also update the warehouse Inventory? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

- A- Work Order Products
- B- Purchase Order Receipt Product
- C- Agreements
- D- Adjustments
- E- Work Order Services

Answer:

A, B, D

Question 3

Question Type: OrderList

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 three appropriate actions from the list of actions to the answer area. Arrange the three actions in the correct order.

Actions

Create a Return to Vendor record.

Create an Ownership Change record.

Create an RMA.

Add RMA products.

Create an RMA Receipt, indicating the product(s) received.

Order

1

2

3

Answer:

Create a Receipt, indicating the product(s) received.

Question 4

Question Type: DragDrop

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

Answer Area

Facility
Answer:

Facility

Scenarios

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

Question 5

Multi-Resource Scheduling
Question Type: MultipleChoice

Equipment

Schedule a truck bay to service vehicles.

User
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?
Service Center

User

Allocate specialized tools to work orders bookings.

Options:

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

Answer:

D

Question 6

Question Type: MultipleChoice

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

Options:

- A-** Ensure the resource's image has been uploaded.
- B-** Set Track My Technician and self-scheduling options to Yes in the customer portal settings.
- C-** Create a Field Service portal.

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

Answer:

B, C

Question 7

Question Type: MultipleChoice

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?

Options:

A- Yes

B- No

Answer:

B

Question 8

Question Type: MultipleChoice

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?

Options:

A- Yes

B- No

Answer:

B

Question 9

Question Type: MultipleChoice

You are working with your customer to define their schedule board.

Your customer needs you to add or create additional views for their scheduling team.

Solution: Create or edit an existing view in the Bookable Resource Bookings Views, and add it to the Schedule Assistant.

Does this meet the goal?

Options:

A- Yes

B- No

Answer:

B

Question 10

Question Type: MultipleChoice

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?

Options:

A- Yes

B- No

Answer:

A

Question 11

Question Type: MultipleChoice

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?

Options:

A- Yes

B- No

Answer:

B

Question 12

Question Type: MultipleChoice

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?

Options:

A- Yes

B- No

Answer:

B

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