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## Question 1

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**Question Type:** MultipleChoice

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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?

**Options:**

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**A-** Yes

**B-** No

**Answer:**

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B

## Question 2

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**Question Type:** MultipleChoice

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You are implementing 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 with a duration of 30 minutes for the whole day. create a requirement group, and book it with the schedule assistant

Does this meet the goal?

**Options:**

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**A-** Yes

**B-** No

**Answer:**

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B

## Question 3

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**Question Type:** MultipleChoice

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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?

### Options:

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- A- The application provides an option to add the product to the work order price list.
- B- There will be an error indicating that the product does not belong to the work order price list.
- C- The list price on the newly-added product record will be used in the calculations.
- D- The application allows the product to be added and sets the price to zero during the calculations.

### Answer:

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C

## Question 4

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**Question Type: DragDrop**

You are implementing 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 four appropriate actions from the list of actions to the answer area

a. Arrange the four actions in the correct order.

Actions	Order
<input type="checkbox"/> Add each room resource as a child resource to the facility.	
<b>Answer:</b>	
<input type="checkbox"/> Create a resource with the facility type.	
<input type="checkbox"/> Create a requirement group and book it.	
<input type="checkbox"/> Create a facility pool resource to represent a doctor's office.	
<input type="checkbox"/> Create a facility resource to represent each room.	
<input type="checkbox"/> Add each room resource as a child resource to the doctor's office resource pool.	
<input type="checkbox"/> Enable the new technician board.	

**Question 5**

**Question Type: MultipleChoice**

A new technician wants to access Dynamics 365 Remote Assist from their 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?

**Options:**

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- A- Ensure Microsoft Teams is installed on their mobile device.
- B- Ensure the Remote Assist app is installed on their mobile device.
- C- Ensure they are set up as a Bookable Resource.
- D- Ensure their mobile app and Remote Assist passwords are the same.

**Answer:**

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C

## Question 6

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**Question Type: MultipleChoice**

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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.

**Options:**

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- A- Territory Hierarchies
- B- Resources
- C- Contacts
- D- Accounts
- E- Postal Codes

**Answer:**

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B, D, E

## Question 7

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**Question Type: MultipleChoice**

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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.

**Options:**

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- A- Auto Generate Work Order = Yes
- B- Preferred Resource contains data
- C- Pre-Booking Flexibility = 2 and Post Booking Flexibility = 2
- D- Preferred Resource either contains data or is blank
- E- Auto Generate Work Order = No

**Answer:**

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A, C, D

## Question 8

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**Question Type: DragDrop**

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Your company recently enabled a self-service scheduling portal for your customers to schedule appointments.



You need to explain how a portal access request can be sent manually to your customers to access the portal.

Which four actions should you perform in sequence? To answer, move the four appropriate actions from the list of actions to the answer area

a. Arrange the four actions in the correct order.

Actions	Order
<input type="checkbox"/> Select the <b>Web API User</b> role.	
<input checked="" type="checkbox"/> Select <b>Create Invitation for a contact</b> .	
<input type="checkbox"/> Add an existing web role.	
<input type="checkbox"/> Send the invite code.	
<input type="checkbox"/> Select <b>Send Password Reset to Contact</b> .	

**Question 9**  
**Question Type: MultipleChoice**

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.

**Options:**

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- A- Booking Reminder
- B- Booking Canceled
- C- Booking Committed
- D- Booking Complete
- E- Technician Traveling

**Answer:**

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A, B, D

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