



"Please note that these files may not be up to date. However, the questions will help you understand the exam format and typical question patterns."

www.atmicnetworks.com

Warning: Keep connected with our support team for latest updates

Topic 1, Contoso Case study

General Overview

Contoso is a large international manufacturing company that has offices around the world with service and scheduling departments in each office. In addition, Contoso has sales reps throughout the world.

Contoso has main offices in North America, Europe and Asia, with global headquarters based in Redmond, Washington, USA. Each of the regional offices has their own sales and service teams. The regional HQ locations also include sales and services leaders and executive management. Global HQ houses company executives for various departments, including sales and service.

Office hours are from 8:00 am to 6:00 pm, every day of the week except holidays, which have no work hours. This applies to all offices, using their local time zone. Third-party contractors handle work outside of normal work hours at a higher rate

Field Service staff

Contoso's service technicians around the world will be a combination of internal employees and third-party contractors.

- Pay type is Straight for regular work hours, and Overtime for work on holidays and after hours.
- All technicians have the capacity of handling just one job at a time, while supervisors can handle 2 jobs at a time.

Contoso's internal field service employees:

- Begin and end their workday at their home of record.
- Have a default office location / regional office.
- Are assigned to multiple territories.

All third-party contractors:

- Begin and end their workdays at their office location.
- Have a default office location / regional office.
- Are assigned to only one territory.

Dispatchers:

- Work at the Main office for their region
- Assigned to all territories in the region.

- Have privileges to customize their Schedule Boards.

All field service technicians will utilize the Field Service mobile app.

- Contoso employees will have full field service licenses, while third-party contractors will not.
- Field Service technicians will not have access to Leads, Opportunities or other sales-specific data.
- Dispatchers can see all data for their region, though they will mostly be scheduling for only one territory.

Contoso has several classes to distinguish the capability and training level of its field technicians. All work order bookings need to respect these classes and book resources accordingly.

Org structure setup

Contoso currently uses Dynamics 365 Customer Engagement for leads, opportunities, quotes and orders. There are currently 200 sales users in North America, 500 in Europe and 400 in the Asia-Pacific region.

The Contoso physical environment is structured in the following manner, with the roles noted.

Location	Location Details	Roles
Redmond, WA	<ul style="list-style-type: none"> Global HQ North America HQ 	<ul style="list-style-type: none"> Executive Management Sales Executives
Chicago, IL	North America Midwest Regional Office	<ul style="list-style-type: none"> Sales Reps Sales Managers Regional Sales Manager
Los Angeles CA	North America West Coast Regional Office	<ul style="list-style-type: none"> Sales Reps Sales Managers Regional Sales Manager
New York, NY	North America East Coast Regional Office	<ul style="list-style-type: none"> Sales Reps Sales Managers Regional Sales Manager
Montreal QC	North America Canada Regional Office	<ul style="list-style-type: none"> Sales Reps Sales Managers Regional Sales Manager
City of Manila, Philippines	<ul style="list-style-type: none"> APAC HQ Philippines Regional Office 	<ul style="list-style-type: none"> Sales Reps Sales Managers Sales Director Regional Sales Manager Executive Management
Kolkata, India	<ul style="list-style-type: none"> APAC India Regional Office 	<ul style="list-style-type: none"> Sales Reps Sales Managers Regional Sales Manager



Field Service structure

Contos field service technicians respond to all installation work orders with two human resources:

- One licensed technician (Level 3). and...
- One apprentice technician. Apprentices can be either Level 1 (new trainee) or Level 2 (halfway through training).

In many cases installation work also requires the use of specialty tools, depending on what is being installed. The current system does not have any way to track the level of skill for each resource, nor the uses for the specialty tools. This is handled as "tribal knowledge."

Preventative maintenance work orders can be handled by one resource if they are a Level 2. If the resource is a Level 1, they must be accompanied by a Level 3 resource, and vice versa.

All field service technicians are required to complete OSHA training annually. In their first year of apprenticeship they must complete the full 40-hour course. In the next 2 years they must complete the 8-hour refresher course. This cycle repeats every 3 years for the duration of their employment.

In the current system, when a technician has finished with a work order, they turn in the paper copy with their notes to the dispatcher. The dispatcher then gives that information to a back-office employee, who will check the work order to ensure accuracy before creating an invoice. Contoso wishes to automate this exact process in the new system.

Customer base

About half of Contoso's customer base includes Not For Profit service organizations. The implications for billing are complex, so it's important that Tax Exempt Status be noted for all Accounts and flow through to all Work Orders. NFP Customers who are associated with government entities will pay for travel time; other customers will not. This information should flow from the Billing Account to all associated Service Accounts.

Most Contoso customers sign agreements for Preventative Maintenance. Contoso uses templates and incidents to ensure services standards are the same across all regions. Preventative Maintenance agreements include monthly inspection and quarterly cleaning and inspection, with billing occurring quarterly.

Remaining consistent

Contoso plans to keep the current data structure and extend it to the new Field Service functionality.

Field Service users will fall under the same organizational structure currently implemented for the sales staff.

- Field service technicians will only be able to see their assigned work orders and bookings.
- Dispatchers will be able to see all work orders and bookings for the region-

Planned changes

Contoso plans to implement Dynamics 365 Field Service with mobile access. They will be using incidents, work orders, bookings and invoicing. The following requirements were gathered during analysis:

1. Work Orders and Scheduling.

- o Automated and suggestion-based scheduling.

o Scheduling based on required technician skills and number of technicians needed.

o Schedule resources based on location, minimizing travel time when possible.

o Technicians must be onsite within 3 hours of an emergency Work Order being assigned to them.

o The travel time should automatically update upon changing a booking.

2. Agreements

o Setup and create work orders, bookings and invoices for preventative maintenance with work orders automatically created 14 days before PM is due. o Escalation of Work Orders based upon agreed customer commitment. o Ability to designate clients as Preferred, with special pricing.

3. Products and Services

o Warehousing and inventory management processes will be implemented, including tracking products moved onto trucks for installation at customer sites.

o Implement a parts return process that includes having a technician uninstall the part to be returned.

o Multiple price lists will be used, divided into Gold, Silver and Bronze levels, based on the spending level of each customer.

o Internal teams need the capability to associate a 3D image to a Customer Asset record.

o Products added to a work order should be set to Allocated.

4. Resources

o Implement Company Holidays for North American regions, o Implement Paid Time Off for all regions.

o Specialty equipment will be scheduled on work orders as needed.

o Training and skill levels will be noted as appropriate for resources.

5. System

o Geocoding will be activated throughout the system.

o Territories will be used for Accounts, Resources and Work Orders.

Technical requirements

Contoso identified the following technical requirements:

1. Invoking

o Auto creation of invoices upon work completion.

o The system must track the price of resources based on holidays and after-hours scenarios at a rate of one and a half times the normal billing rate.

o Travel time is billable for all field service technicians, pay type Travel, which should be noted on all Service Accounts.

2. Resources

o Contractor technicians require access to work order and customer details once assigned to a booking.

o Dispatchers need a schedule board for their region(s).

3. Products and Services

o All parts that are removed from a customer's equipment must be returned to the Main warehouse.

o Products to be marked as Assets will be configured accordingly.

o All products that will become Assets require installation by a technician.

o All products are received into the Main warehouse.

4. Work Orders

o The ability to have templates for work orders; The templates will provide guidance for technicians along with recommended products and default services.

o Once a work order is posted it should no longer show on views.

o Contoso will use the "out of the box" work order statuses to begin, though they may be changed in later phases of the project.

5. Scheduling

o Once a work order is scheduled, do not change the time.

o Work Orders scheduled to technician(s) who do not have the desired skill set and level should show

a warning.

6. Security and access

o Safeguards must be in place for the data on the Field Service Mobile App if a technician loses his mobile phone or tablet device, o The Field Service Administrator needs the ability to update the defaults for the schedule assistant.

7. Accounts

o Any Service Accounts that do not have a Billing Account noted should show a warning, o Any Billing Accounts that do not have a Price List noted should show a warning.

Question: 1

Contoso has asked that you create several work order types to meet their Requirements and Planned Changes.

Of the many work order types requested, which three should you create? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Installation
- 8. Agreement
- 9. Returns
- 10. Inspection
- 11. Preventative Maintenance

Answer: A, D, E

Question: 2

DRAG DROP

When Contoso installs chillers for customers, they are expected to follow the same procedure for each install.

You need to configure the functionality necessary to automatically add all the tasks and resources needed to a work order when the work order type is Chiller Installation. You must follow the established Contoso guidelines for installation requirements, as outlined in the Case Study, and create the most efficient process possible.

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.

Action*	Order
Create a priority record.	
Create a work order sub-status called Chiller Installation	
Configure an incident type.	
Associate the incident type to the requirement group template.	
Configure a requirement group template.	
Add the incident type to all Chiller Installation work orders.	



Answer:

Actions	Order
Create a priority record.	
Create a work order sub-status called Chiller Installation	
	1 Configure an incident type.
	2 Associate the incident type to the requirement group template.
	3 Configure a requirement group template.
	4 Add the incident type to all Chiller Installation work orders.



Question: 3
DRAG DROP

A dispatcher in Indianapolis, Indiana receives an emergency service call on July 4 and assigns the booking to a third-party contractor, attaching the emergency SLA. The contractor receives notification of the work order and travels from his home to the job site, arriving 3.5 hours after the work was assigned.

The contractor works for 2 hours, installing 2 new identical chillers, which need to be added to the customer's annual maintenance agreement. The contractor fills in product usage and notes, gets the client's signature, and then changes the booking status to Completed

A back office employee needs to look at the work order to ensure accuracy, then change the status to Posted.

When performing a quality check, what will the back office employee expect to see as a result of this service call? To answer, drag the appropriate record type to the correct statement. Each record 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 content.

NOTE: Each correct match is worth one point.

Record types

- Work Order / Booking
- Invoice
- Customer Asset

Travel time charged from the third-party Organizational Unit Address to the jobsite
Two new records created, one for each chiller
One Product with a status of **Used**
Labor time charged for 2 hours @ 1.5 time
Warning message saying the SLA was exceeded

Answer:

Answer Area

Record types

- Work Order / Booking
- Invoice
- Customer Asset

Statements

Record types

Travel time charged from the third-party Organizational Unit Address to the jobsite
Two new records created, one for each chiller
One Product with a status of **Used**
Labor time charged for 2 hours @ 1.5 time
Warning message saying the SLA was exceeded

- Invoice
- Customer Asset
- Work Order / Booking
- Invoice
- Work Order / Booking

Question: 4

DRAG DROP

You need to create a Preventative Maintenance Agreement that meets Contoso standards and requirements.

Which five 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 an agreement with no incident.
- Add one agreement schedule for both monthly and quarterly visits.
- Create an agreement with the PM incident selected
- Add two agreement schedules, one monthly and one quarterly
- Set agreement to **Active**.
- Set Auto Generate Work Order to **Yes**
- Set Invoice Recurrence to **Monthly** recur every 3 months.

Order

➤

➤

➤

➤

➤

⬆

⬆

Answer:

Actions

- Create an agreement with no incident.
- Add one agreement schedule for both monthly and quarterly visits.

Order

- 1 Create an agreement with the PM incident selected.
- 2 Add two agreement schedules, one monthly and one quarterly.
- 3 Set agreement to **Active**
- 4 Set **Auto Generate Work Order** to **Yes**
- 5 Set **Invoice Recurrence** to **Monthly** recur every 3 months.



Question: 5

Dispatchers at Contoso have access to a wide range of information because they often cover for each other within the region. However, for their normal dairy operations, they only need to be able to see resources in their territory.

The dispatcher needs to customize their schedule board to filter resources to their territory. What should the dispatcher do?

- A. On the Filter & Map View window, select a Service Territory, then select Save Current Filters as Default.
- B. On the Filter & Map View window, select a Resource Type, then select Save Current Filters as Default.
- C. In the Scheduler Settings, select one Territory.
- D. Add a Booking Requirements tab.

Answer: A

Question: 6

DRAG DROP

A work order has been created with Bharti Airtel as the Billing Account and Airtel Kolkata as the Service Account.

You need to determine the account where various work order information originates. The sheeted work order type and entitlement do not have any of this information.

Which account belongs to each piece of work order information? To answer, drag the appropriate account to the correct piece of work order information. Each account 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.

Accounts

Answer Area

Bharti Airtel

Work order information

Accounts

Airtel Kolkata

Geocoded Address

Service Territory

Invoice Account

Price List

Travel Charge Type

Answer:

Accounts

Answer Area

Bharti Airtel

Work order information

Accounts

Airtel Kolkata

Geocoded Address
Service Territory

Airtel Kolkata
Airtel Kolkata

Invoice Account

Bharti Airtel

Price List

Airtel Kolkata

Travel Charge Type

Bharti Airtel

Topic 2, Litware, Inc Case Study

Company structure and resources

Litware, Inc. is a home improvement retail company with stores around the world. Litware, Inc. also offers various installation and repair services using both employees and subcontractors.

Litware, Inc. has stores located throughout the United States and Canada.

The company has three main types of stores, each offering a different combination of service personnel.

1. DIY Stores are retail and contractor stores with supply items for electrical, lighting, and other home improvement DIY projects.

- Delivery personnel pick up at the local warehouse for each store.
- Installers install major appliances.

2. Pro Stores offer design ideas for major home renovations.

- Designers are assigned to a department based on skills and expertise.

- Installers are assigned to a geographic region.

- Repair Technicians are all subcontractors.

3. Home Improvement Stores offer the convenience of purchasing items available in the DIY stores, but also include the expert design, installation and repair services offered in the Pro Stores.

- Designers are assigned to a department based on skills and expertise.

- Delivery personnel pick up at the local warehouse for each store

- Installers are assigned to multiple stores in a geographic region.

- Repair technicians are all subcontractors.

- Dispatchers are assigned to all territories in a region. Dispatchers assign repair and installation work to technicians based on skill.

All internal delivery, repair and installation employees will utilize the Field Service mobile app. Litware, Inc. employees have full-service licenses, while subcontractors do not

Regions

Dispatchers can see all work request data for their region, including resources.

The U.S. regions are:

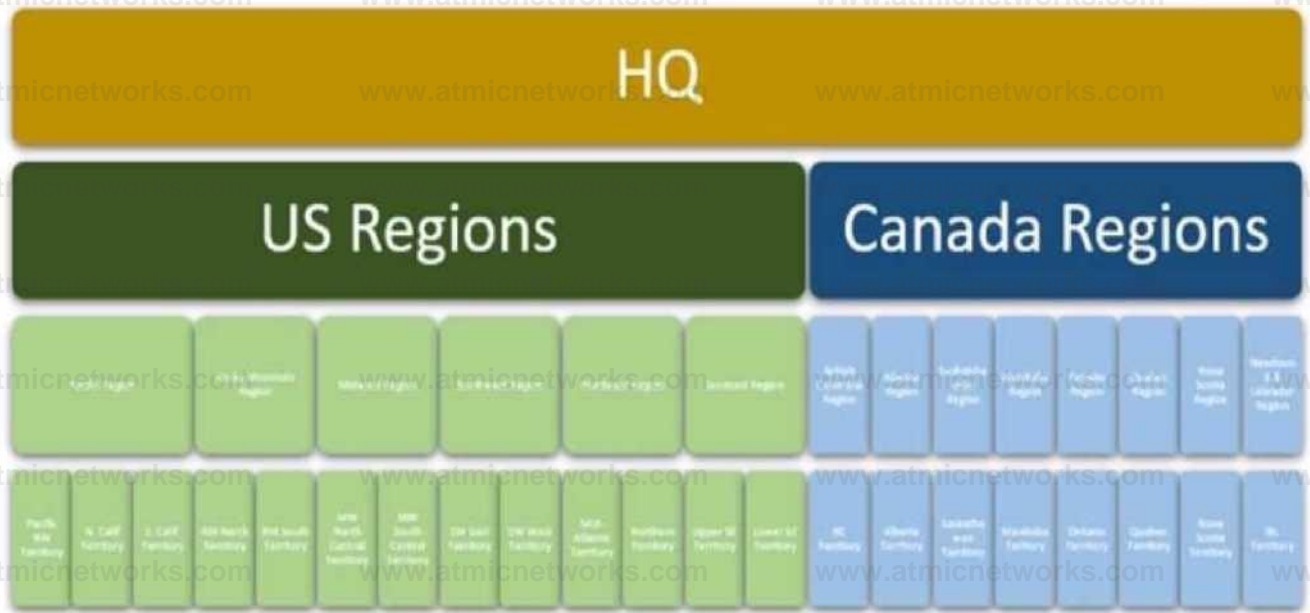


The Canadian regions are :



Data management structure

Litware, Inc. store employees can see data within their region. This is to provide better support of customers and stores within the regions. The current data access structure appears as follows:



Field Service difficulties

Typical job assignment is as follows:

- Appliance Delivery & Hookup: 2 resources - subcontracted out
- Landscaping: minimum 2 resources. 1 expert
- Carpeting: 2-3 resources
- Tile Flooring: 2 resources
- Kitchen Cabinets: 3 resources
- Hardwood Flooring: 2 resources
- Repairs: 1-2 resources

A spreadsheet tracks the skills and certifications earned by each internal employee. They are:

SKILLS	CERTIFICATIONS
--------	----------------

<p>Bath Design Bath Remodel Cabinet Installation Cabinet Refacing Carpeting Electrical General Landscaping Hardwood Flooring Kitchen Design Kitchen Remodeling Landscaper Designer</p>	<p>Certified Electrician Certified Carpenter Certified Flooring Installer Certified HVAC Technician Certified Interior Designer Certified Landscaper</p>
--	--

The Skill Proficiency Model used at Litware, Inc. is as follows;

1 - Novice

2 - Inexperienced

3 - Moderate Experience

4 - Experienced

5 - Expert/Certified

For each type of job, there must be at least one certified or highly experienced resource on the job. Their current system does not have a way to share technical documents and instructions with the technicians and have them review it while onsite.

All work is printed out and the provided to the resources. Contractors are currently emailed the job details to which they need to confirm availability. Contractors sometimes decline work. In some of these cases, the Litware, Inc. dispatch team does not react quickly to this information and the customer's work or delivery is delayed.

Customer base

Currently, all customer data are held in Dynamics 365 Finance and Operations (D365 F&O).

- Most store employees do not have access to this data as it is currently being implemented for backend features, such as inventory and invoicing.
- Designers and those scheduling can pull up a customer and their pending orders and installations, but they cannot see the payment details and terms.

85% of Litware's customers are households.

15% are construction-based companies that either purchase or hire Litware, Inc. for specific jobs.

- Most of these companies receive a 5-10% discount on supplies and 10% discount on labor.

Planned changes

Litware, Inc. plans to implement Dynamics 365 Field Service. The requirements gathered during analysis are:

Work Orders and Scheduling

- Scheduling based on resource skill, and number of required resources based on job type and duration.
- Preventative Maintenance emergency calls take priority over other types of jobs.
- Schedule resources based on location, maximizing total work hours and then minimizing drive time.
- All HVAC down jobs require a resource to be onsite at the customer location within 2 hours, per contract terms.
- Some high-end HVAC systems can tell the company when the system is experiencing issues. Alert dispatchers when this occurs if this feature is enabled and purchased.
- Set contractually obligated times for HVAC down jobs.
- Set reminders or see critical details to act on for a job.
- Ability to quickly book a job.
- Easily see when a resource is on Paid Time Off on the schedule board.

Service Contracts

- Set up and create a Preventative Maintenance (PM) type of contracts.
- PM contracts are only for HVAC systems. Semi-annual maintenance jobs should be created 30- days before they are to be scheduled.
- Preventative Maintenance
£j
- Semi-annual inspections Discount on any required parts and additional labor.
- Include 24-hour emergency service calls at no-charge.

Extended Warranties

- Ability to setup and create an Extended Warranty type of contracts.
- Start when Manufacturer warranty ends.
- Can be purchased for 1, 2 or 3 years and include all parts and labor.

Products and Services

- Integration between D365 F&O and D365 Field Service.
- Implement a parts return process for any unused or defective part during an installation job.

- Multiple price lists will be used, based on region and customer type (retail, construction).

Resources

- Implement company holidays for US and Canada
- Implement various pay types based on OT, Weekends/Holidays, Travel and Regular Time.
- Implement Paid Time Off.
- Optimize resource schedules.
- Access to jobs assigned for the day.
- Specialty equipment scheduled on work orders as needed.

Technical requirements

Invoicing

- Send Work Order details to D365 F&O when a job is completed, and after internal reviews are performed.
- The system must track the price of resources based on holidays and after-hours scenarios at a rate of one and a half times the normal billing rate.
- Travel time is non-billable. Travel time should be captured as normal billing rate.
- A Delivery Fee of \$75 is charged for each order.
- Subcontractor travel time is non-billable but is paid to the subcontractor company by Litware, Inc.

Resources

- Contractor technicians require access to work order and customer details once assigned to a booking. They do not have a license.
- Dispatchers need a schedule board for their region(s).
- Resources have access to view their skills, skill level and certification data.
 - o Certifications set to expire over the next 120 days should show highlighted in Yellow, o Certifications already expired will show in Red.
- Resources will be notified when they enter or leave a job, or are assigned a job for the day.
- Resource booking automatically updated when they enter job site.

- High priority jobs will send an alert to the resources' phone and send them a text message.
- Resources assigned to a job where their skill level = 1 will be assigned to an experienced resource for 3 months.
- Resources on the job can use their smartphone to call and obtain assistance.
- Resources can access documents either online or offline.

Products and Services

- All parts removed from a customer's equipment must be returned to the Main warehouse.
- All parts not used or deemed defective during an installation must be returned to the originating warehouse.
- All appliances and parts will become part of the customer record.
- All products are received into the Main warehouse and then distributed to van stock for delivery or installation.
- All assets that have an expired manufacturer warranty should show a notification.

Work Orders

- The ability to have templates for work orders. Templates will provide guidance for technicians, and recommend products and default services.
- Work Orders created from a PM contract need to have a status = Service Contract.
- Work Orders created from an Extended Warranty contract need to have a status = Extended

Warranty

- All HVAC down work orders must be set to high priority.
- All emergency, and contractual Work Orders must be created, reviewed and dispatched within 1 hour. A technician must be onsite within 2 hours.
- All Work Orders created from a PM are non-billable.
- All Extended Warranty jobs must include a flat service fee of \$75.

Scheduling

- High Priority work orders for HVAC down cannot be moved once scheduled.
- Work Orders scheduled to technician(s) who do not have the desired skill set and level should show a warning.

o If scheduled, it will send an approval record to the manager to approve the assignment. Approved are booked.
Rejected are canceled and the dispatcher notified.

- Dispatchers will assign multi-day work orders, such as kitchen cabinets, bathrooms, landscaping, to the same group of resources for the duration of the work.
- All work orders for an existing asset, where the asset does not have an active manufacturer's warranty, or a valid extended warranty should show an alert upon scheduling.
- Resources should be optimized for high priority items, maximize their work hours and then minimize travel time.

Security and access

- Safeguards must be in place for the data on the Field Service mobile app if a technician loses his mobile device.
- Technicians in the field should only see work orders scheduled for today.
- Field Service administrators need the ability to update the defaults for the schedule assistant.

Question: 7

DRAG DROP

Litware, Inc. needs your company to suggest a best practice for implementing multi-resource work order scheduling for kitchen cabinet installation jobs, that includes a new, inexperienced technician.

In addition, they need a resource skilled in cabinet installation and cabinet resurfacing.

Using the requirements provided, which five 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

For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration can vary.

Add the Installation incident type to the Kitchen Cabinet Installation requirement group

Add requirements to the requirement group template for each of the required skills Set the All or Any option to Any

For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration must be the same

Create a requirement group template called Kitchen Cabinet Installation. Set Is Template to Yes

Add requirements to the requirement group template for each of the required skills. Set the All or Any option to All

Add the requirement group to the Kitchen Cabinet Installation incident type

Add the Installation incident type to a work order, and book the work order.

Order

1

2

3

4

5



Answer:

Actions

For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration can vary.

Add the Installation incident type to the Kitchen Cabinet Installation requirement group.

Add requirements to the requirement group template for each of the required skills. Set the All or Any option to Any.
For each requirement for the requirement group template, ensure the duration is filled in. Each requirement duration must be the same

Order

Create a requirement group template called Kitchen Cabinet Installation. Set Is Template to Yes.

\$

Add requirements to the requirement group template for each of the required skills. Set the All or Any option to All.

Add the requirement group to the Kitchen Cabinet Installation incident type.

Add the Installation incident type to a work order, and book the work order.



Question: 8

All delivery charges must be automatically added to any Delivery work order, and the price must be set and locked. The delivery charge must be set up in a way so that it is invoiced upon delivery completion.

Which three steps should you take to set up the invoice? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Create a Delivery Charge Product Record. Set Field Service Product Type to Service.
- B. Create a business rule to set the Delivery Charge work order product record line status to Used, and ensure Unit Amount is 75.00 Make Quantity and Amount fields read only
- C. Add the Delivery Charge product to the delivery incident type. Set Quantity to 1
- D. Create a Delivery Charge Product Record. Set Field Service Product Type to Non-Inventory.
- E. Create a business rule to set the Delivery Charge work order service line status to Used, set Duration to 1 hour and Amount to \$75.00. Make Duration and Sale Amount details read only with the business rule.

Answer: A, B, C

Question: 9

DRAG DROP

Litware, Inc. designers sometimes have to schedule an experienced technician and trainee to go out to a customer's home to take measurements.

One of their customers, wants a kitchen and bathroom remodel completed during the same timeframe. The customer has asked for Litware, Inc. to have both measurements completed at the same time.

Currently, Litware, Inc. does not any technicians with both kitchen remodeling and bath remodel skills. Litware, Inc. wants to use the new Quick Book functionality to schedule multiple resources to this work order.

Which five 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

Order

Add the requirement group to the resource requirement
Set Enable Quick Book to Yes under the work order
Booking Setup Metadata

1

Create a new requirement group template and requirement group, indicating the need for two resources each with different skills.



2

Add the requirement group to the Multiple Room Remodel incident type.



3

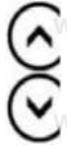
Create a work order with the Multiple Room Remodel incident type.

4

Select a time slot, and then select Book to book the resource

5

Filter the Quick Book pop-up window to the debited date window



Answer:

Actions

Order

Add the requirement group to the resource requirement.
Set Enable Quick Book to Yes under the work order
Booking Setup Metadata

0

Create a new requirement group template and requirement group, indicating the need for two resources each with different skills.



Add the requirement group to the Multiple Room Remodel incident type.



0

Create a work order with the Multiple Room Remodel incident type.

0

Select a time slot, and then select Book to book the resource.

0

Filter the Quick Book pop-up window to the debited date window.



Question: 10

A new service technician was recently hired on at Litware, Inc. and is assigned to the HVAC team. The service technician is still learning about the job and the units the company sells and services.

The service technician has been assigned to a repair work order for a unit. Upon arrival and inspection, the service technician turns off the one circuit breaker to the unit, but is not sure what should be done next. The service technician makes a phone call to the internal help team, but they aren't sure how to provide guidance as they cannot see what exactly the service technician is looking at and the service technician cannot describe it.

What should the company implement to handle this sort of issue?

- A. Microsoft Dynamics 365 Guides
- B. Microsoft Dynamics 365 Remote Assist

C. Microsoft Teams

D. Resource Scheduling Optimization

Answer: B

Question: 11

DRAG DROP

During requirement and design discussions, Litware, Inc. Subject Matter Experts (SMEs) discuss a specific scenario.

A customer purchases an HVAC system along with a 1-year service contract and a 3-year extended warranty. After 9 months, the system shuts down and the customer cannot get it started back up. The customer calls into Litware, Inc. to inform them the system is down and he needs a service technician to come out to fix the unit.

The SMEs want to know which functionality within Dynamics 365 Field Service can handle the scenario.

Which configuration steps should you take in each of the categories listed? To answer, drag the appropriate configuration to the correct category in the answer area. Each element 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.

Configurations

Answer Area

Categories

Configurations

- Work Order Type
- Incident Type
- Business Rule
- Service Level Agreement
- Booking Rule
- Booking Alert
- Resource Schedule Optimization

Classify work order for HVAC Down.

Automatically set work order Priority to HIGH for HVAC Down issues. Do not allow Priority to be changed.

Assign HVAC down work order within 1 hour and have service tech onsite within 2 hours.

Do not allow HVAC booking to be moved once a resource is assigned.

Answer:

Configurations

Work Order Type
Incident Type
Business Rule
Service Level Agreement
Booking Rule
Booking Alert
Resource Schedule Optimization

Answer Area

Categories

Classify work order for HVAC Down.

Automatically set work order Priority to HIGH for HVAC Down issues. Do not allow Priority to be changed.

Assign HVAC down work order within 1 hour and have service tech onsite within 2 hours.

Do not allow HVAC booking to be moved once a resource is assigned.

Configurations

Work Order Type
Incident Type
Booking Alert
Booking Rule

Topic 3, Plumbing and heating company Case study

Company Overview

LitWare Inc. is a plumbing and heating company which provides installation, maintenance, and repair services in United States (U.S.) and Canada.

LitWare also offers various installation and repair services such heating, venting, and air conditioning (HVAC), plumbing, and roofing for commercial customers using their employees and subcontractors.

Company structure and resources

The company has three main types of services, each offering a different combination of service personnel.

1. Training services provide training to LitWare employees and subcontractors to perform the work in the regions serviced

2. Unplanned maintenance services address emergency repair requests for their customers.

* Dispatchers are assigned to all territories in a region. Dispatchers assign repair and installation work to repair technicians based on their skills.

* Repair technicians are employees and subcontractors

3. Planned maintenance services perform regular and planned checks for their customers.

* Inspectors are assigned to all regions based on skills and expertise.

* Installers are assigned to multiple territories in a geographic region
 1 Repair technicians a-e employees and subcontractors

- Dispatchers are assigned to all territories in a region. Dispatchers assign repair and installation work to technicians based on skills.

All the inspection, repair, and installation employees utilize the field Service mobile app Dispatchers can see all work request data for their region and see all the bookable resources.

Job structures

typical job assignments are as follows:

- Inspections: 1-2 resources
- Installations: minimum 2 resources. 1 expert
- Repairs: 1-3 resources

Skills and certifications

The following spreadsheet tracks the skills and certifications earned by each internal employee:

Skills	Certification
Plumbing	Certified Plumber
Heating	Certified HVAC Technician
Ventilation	Certified Hooping Installer
AH Conditioning*	Certified HVAC Technician
Electrical	Certified Electrician
Solar Panel	Certified Solar Panel Installer

The Service areas are:

Accounts	Trade*	Location	Type
	Plumbing	US & Canada	Coverage
	Heating	US & Canada	Coverage
	Ventilation	US & Canada	Coverage
	Electrical	Canada	Coverage
	AH Conditioning	US	Coverage
Industrial	Solar Panel		Exclusion

For each type of job, there must be at least one certified or highly experienced resource on the job.

Their current system does not have a way to maintain the availability of a service, maintain the subcontractor's insurance details, certifications, and more options for inspectors. All work is printed out and provided as a hard copy to the resources. It is not easy to distribute the new updated materials for the service center share the new troubleshooting guides.

Planned changes

LitWare plans to implement Dynamics 365 Field Service. The requirements gathered during analysis are:

Work orders and scheduling

- Scheduling based on resource skill and number of required resources based on job type and duration.
- Planned Maintenance emergency calls take priority over other types of jobs.
- Schedule resources based on location, maximizing total work hours and then minimizing drive time.
- Ability to track technician time.
- Ability to configure rates and pay types.
- Ability to easily see when a resource is on Time Off on the schedule board
- All resource time-off requests should be approved by both their manager and their line manager

Service contracts

- Set up and create a Planned Maintenance type of contract.
- Define the coverage of the regions by the work.

Inspection management

- Ability to configure inspections.
- Ability for inspections to be linked with work orders and customer assets.

Resources

- Implement company holidays for U.S. and Canada.
- Implement various pay types based on overtime, weekends and holidays, travel and regular time.
- Implement paid time off.
- Ability for resource calendars to reflect resource time off and work hours.
- Access to jobs assigned for the day.
- Ability to capture the validity of the insurance and send a 90-day reminder notification before the expiry.
- Activate geocoding throughout the system.
- Use territories for accounts, resources, and work orders.
- Enable Microsoft SharePoint Integration.

Field Service mobile app

- Ability for technician to access work orders and asset details.
- Ability to perform inspections on the mobile app
- Ability to work through offline mode.
- Ability to enter time for The work.

Technical Requirements

Resources require the ability to:

- Configure work hours templates based on their time zone.
- Access and view their skill, skill level, and certification data
- Certifications set to expire over the next 90 days should show highlighted in Yellow. o Certifications already expired will show in Red.
- Access documents either online or offline.
- Have the" time-off requests enabled for approval by default for resource who has skill of electrical, and have the requests approved by both their manager and line manager.

Work orders

- The ability to have templates for work orders.
o Templates will provide guidance for technicians, and help recommend products and default services.
- Work orders created from a PM contract need to have a status a Service Contract

Inspections:

- Ability to configure advance inspections with conditional logics based on the questions,
- Ability to use the latest inspections for analytics on a weekly basis.
- Ability to perform ad-hoc inspections with assets.
- Ability for users to export responses.

Security and access

- Technicians in the field should only see work orders scheduled for today.
- Technicians should have the option to enter manual time.
- Technicians should have the option to complete the inspections.
- Technicians should have the ability to access relevant apps to complete the job.
- Technicians should have the ability to access the guides.
- Administrators should have access to the technician usage of the guides.

Question: 12

DRAG DROP

LitWare has requirements for configuring the Insurance.

You are responsible for setting up the system to manage the insurance

Which three actions should you perform 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 one-to-many relationship between insurance and subcontractor.

Check the insurance flag on the account record.

Enable trades Coverage in the settings.

Create a cloud flow to validate the insurance and send reminder.

Answer

To manage the insurance for LitWare, you should perform the following actions in sequence:

Enable Trades Coverage in the settings.

Create a one-to-many relationship between insurance and subcontractor.

Create a cloud flow to validate the insurance and send a reminder.

These steps will help ensure that insurance details are properly managed and that reminders are sent out in a timely manner. This is crucial for maintaining compliance and ensuring that all subcontractors have valid insurance coverage.

Question: 13

DRAG DROP

You need to set up the system to meet LitWare's inspection requirements.

Which three actions should you perform in sequence in the Field Service app? To answer, move the three appropriate actions from the list of actions to the answer area. Arrange the three actions in the order.

Actions	Order
Update record generation start time	
Set Analytics Frequency = "Immediately"	
Set Analytics Frequency - "Custom"	
Access the Inspection tab within field Service app setting!	
Enable Analytics	
Set Analytics Frequency - Daily	

Answer:

Actions	Order
Update record generation start time.	1
Set Analytics Frequency = "Immediately".	2
Set Analytics Frequency = "Custom".	3

Order	Order
1	Access the Inspection tab within Field Service app settings.
2	Enable Analytics.
3	Set Analytics Frequency = "Daily".

To set up the system to meet LitWare's inspection requirements in the Field Service app, you should perform these three actions in sequence:

Access the Inspection tab within Field Service app settings.

Enable Analytics.

Set Analytics Frequency to "Daily".

These steps will allow you to configure the inspection settings, enable analytics for inspections, and set the frequency of analytics to daily for regular updates. This will help LitWare Inc. to meet their inspection requirements effectively.

Question: 14

DRAG DROP

LitWare has requirements for configuring the Field Service mobile app. and you are responsible for setting up the system to meet those requirements.

You need to set up help documents related to the requirements as per the case study.

How should you configure the user settings? To answer, move the appropriate configurations to the correct location. You may use each configuration 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.

User setting inputs

No
Yes
Opt in for [user name]
Opt out for [user name]
Field Service technicians
Field Service mobile app users

New User Settings

Power Apps | Guides

Save Save & Close New Flow

Home Recent Pinned

Settings

User Settings Environment

New User Settings

General

Information

Owner: MOO Administrator Status: Active

Created On: Modified On:

Created By: Modified By:

User Settings

Name: [Empty]

Record Guide Usage: No

Settings To: Opt in for [user name]

Change View

Answer:

User setting inputs

No
Yes
Opt in for [user name]
Opt out for [user name]
Field Service technicians
Field Service mobile app users

New User Settings

Power Apps | Guides

Save Save & Close New Flow

Home Recent Pinned

Settings

User Settings Environment

New User Settings

General

Information

Owner: MOO Administrator Status: Active

Created On: Modified On:

Created By: Modified By:

User Settings

Name: No

Record Guide Usage: Yes

Settings To: Opt in for [user name]

Change View

Topic 4, LitWare Inc. New Case study

Overview

LitWare Inc. is a plumbing and heating company which provides installation, maintenance, and repair services in United States (U.S.) and Canada.

LitWare also offers various installation and repair services such heating, venting, and air conditioning (HVAQ, plumbing, and roofing for commercial customers using their employees and subcontractors.

Company structure and resources

The company has three main types of services, each offering a different combination of service personnel.

1. Training services provide training to LitWare employees and subcontractors to perform the work in the regions serviced.
2. Unplanned maintenance services address emergency repair requests for their customers.
 - o Dispatchers are assigned to all territories in a region. Dispatchers assign repair and installation work to repair technicians based on their skills.
 - o Repair technicians are employees and subcontractors.
3. Planned maintenance services perform regular and planned checks for their customers.
 - o inspectors are assigned to all regions based on skills and expertise.
 - o Installers are assigned to multiple territories in a geographic region.
 - o Repair technicians are employees and subcontractors.
 - o Dispatchers are assigned to all territories in a region. Dispatchers assign repair and installation work to technicians based on skills.

All the inspection, repair, and installation employees utilize the Field Service mobile app.

Dispatchers can see all work request data for their region and see all the bookable resources.

Job structure

Typical job assignments are as follows:

- Inspections: 1 -2 resources
- Installations: minimum 2 resources. 1 expert
- Repairs: 1 -3 resources

Skills and certifications

The following spreadsheet tracks the skills and certifications earned by each internal employee:

Skills	Certifications
Plumbing	Certified Plumber
Heating	Certified HVAC Technician
Ventilation	Certified Flooring Installer
Air Conditioning	Certified HVAC Technician
Electrical	Certified Electrician
Solar Panel	Certified Solar Panel Installer

Service areas

The service areas are:

Accounts	Trade	Location	type
	Plumbing	U.S. & Canada	Coverage
	Heating	US & Canada	Coverage
	Ventilation	U S. & Canada	Coverage
	Electrical	Canada	Coverage
	Air Conditioning	IS.	Coverage
In Land traders	Solar Panel	Lis	Exclusion

For each type of job, there must be at least one certified or highly experienced resource on the job.

Their current system does not have a way to maintain the availability of a service, maintain the subcontractor's insurance details, certifications, and more options for inspectors. All work is printed out and provided as a hard copy to the resources. It is not easy to distribute the new updated materials for the service or share the new troubleshooting guides.

Planned changes

LitWare plans to implement Dynamics 365 Field Service. The requirements gathered during analysis are:

Work orders and scheduling

- Scheduling based on resource skill, and number of required resources based on job type and duration.
- Planned Maintenance emergency calls take priority over other types of jobs.
- Schedule resources based on location, maximizing total work hours and then minimizing drive time.
- Ability to track technician time.
- Ability to configure rates and pay types.
- Ability to easily see when a resource is on Time Off on the schedule board.
- All resource time-off requests should be approved by both their manager and their line manager.

Service contracts

- Set up and create a Planned Maintenance type of contract.
- Define the coverage of the regions by the work.

Inspection management

- Ability to configure inspections.

- Ability for inspections to be linked with work orders and customer assets.

Resources

- Implement company holidays for U.S. and Canada.
- Implement various pay types based on overtime, weekends and holidays, travel and regular time.
- Implement paid time off.
- Ability for resource calendars to reflect resource time off and work hours.
- Access to jobs assigned for the day.
- Ability to capture the validity of the insurance and send a 90-day reminder notification before the expiry.
- Activate geocoding throughout the system.
- Use territories for accounts, resources, and work orders.
- Enable Microsoft SharePoint Integration.

rv

Field Service mobile app

- Ability for technician to access work orders and asset details.
- Ability to perform inspections on the mobile app.
- Ability to work through offline mode.
- Ability to enter time for the work.

Technical requirements

Resources require the ability to:

- Configure work hours templates based on their time zone.
- Access and view their skills, skill level, and certification data.

o Certifications set to expire over the next 90 days should show highlighted in Yellow, o Certifications already expired will show in Red.

- Access documents either online or offline.
- Have their time-off requests enabled for approval by default for resource who has skill of electrical, and have the requests approved by both their manager and line manager.

Work orders

- The ability to have templates for work orders.
 - o Templates will provide guidance for technicians, and help recommend products and default services.
- Work orders created from a PM contract need to have a status = Service Contract.

Inspections:

- Ability to configure advance inspections with conditional logics based on the questions.
- Ability to use the latest inspections for analytics on a weekly basis.
- Ability to perform ad-hoc inspections with assets.
- Ability for users to export responses.

Security and access

- Technicians in the field should only see work orders scheduled for today.
- Technicians should have the option to enter manual time.
- Technicians should have the option to complete the inspections.
- Technicians should have the ability to access relevant apps to complete the job.
- Technicians should have the ability to access the guides.
- Administrators should have access to the technician usage of the guides.

Question: 15

You need to set up the system to manage the work hours template for all the resources. Which two actions should you perform? Each correct answer presents a part of the solution. NOTE: Each correct selection is worth one point.

- A. Go to the resource and select the Working hours tab.
- B. Set the resources in the correct time zone.
- C. Create a work hours template based on the region.
- C. Create new working hours, then select Repeat as "custom", with "Monday to Friday" and the hours set as "8:00 am to 5:00 pm"
- D. Select the resource, set the calendar, and apply the working hours template.

Answer: C, E

Question: 16

You need to advise LitWare administrators on configuring advanced options for inspection requirements. Which option should you recommend?

- A. Download as Report
- B. Download as Word template
- C. Export to PDF
- D. Export to Excel

Answer: C

Question: 17

DRAG DROP

LitWare has requirements for configuring the services around the region.

You need to set up the system to meet those requirements.

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

Action	Order
Install the solution for trades and trade coverages.	
Create an incident after the validation by cloud flow.	
Enable the trades and trades coverage in the settings.	
Create the trade record.	
Create incident types and update the Trade field.	
Create trade coverage for the account and/or the location.	

Answer:

Action

- Install the solution for trades and trade coverages.
- Create an incident after the validation by cloud flow.

Order

- 1 Enable the trades and trades coverage in the settings.
- 2 Create the trade record.
- 3 Create incident types and update the Trade field.
- 4 Create trade coverage for the account and/or the location.

Question: 18

DRAG DROP

LitWare has requirements for the ability to track technician time.

You need to set up a manual option to track the time against the work orders. Which three actions should you perform in sequence? To answer, move the three a Arrange the three actions in the correct order.

Actions

- Access the work order, go to **Related Entities** and create time entry.
- Select work order, choose the duration, and select the status.
- Access the **Field Service mobile app** and select **Time Entry**.
- Create time entry.
- Select work order, choose the start time and end time, and select the status.

Order

Answer:

Actions

- ⋮ Access the work order, go to **Related Entities** and create time entry.
- ⋮ Select work order, choose the duration, and select the status.

Order

- 1 ⋮ Access the Field Service mobile app and select **Time Entry**.
- 2 ⋮ Create time entry.
- 3 ⋮ Select work order, choose the start time and end time, and select the status.

Topic 5, Wingtip Toys

Company Overview

Wingtip Toys is a specialist prop fabrication company specializing in animatronic dinosaur sculptures.

The sculptures are assets that belong to the company. The assets are painstakingly constructed over several years using proprietary techniques and require significant capital investment.

Staff members

Wingtip Toys has five staff members:

1. The Chief Executive Officer (CEO)
2. The prop master
3. The robotics engineer
4. The robotics intern
5. You. the Power Platform administrator

Employees 2, 3, and 4 are field technicians. Customers pay a surcharge for technician travel time, so the CEO requires they are diligent in marketing themselves as "Travelling" on their Field Service mobile apps as soon as they begin

driving to a site.

Segment

Assets overview

Customers - such as film studios, museums, and theme parks - usually lease assets on a long-term basis. Lease agreements are sold with regular maintenance, both cosmetic and technical. Short-term rentals are also available for specific projects at theatres, events, or for filming on location.

The CEO has recently produced a barcode for each dinosaur currently in use. The new barcode should be applied to the inside of the sculpture's mouths at the next visit.

Segment

Dinosaur sculptures

All dinosaur sculptures have been added as assets. A custom choice type column named "Species" has been added to the main form and is manually selected when a new asset is created

The prop master asked you to create a custom page that will allow them to browse through all current and previous dinosaur sculptures; each displaying the sculpture name, completion data, species, and a small image.

The catalog should allow the user to drill down into further information about the asset and (if applicable) the account of the customer currently renting or leasing it.

Overview

Cosmetic work is always performed by the prop master, created automatically via agreements and scheduled by the CEO.

The "Cosmetic maintenance" incident type currently has four related products. Two of those are field service type products and two are service task types.

Technical work orders

Within the last few months, some customers have contacted Wingtip Toys to note that a tooth or two had fallen out of the dinosaurs' mouths. This is due to wear and tear on the roaring and chewing motions that customers can trigger.

The CEO wants to add dental check-up to the "Cosmetic maintenance" incident type to allow the prop master to prevent

these incidences from occurring in the future where needed. This incident type has no associated cost to the customer.

Inspections

As the dental check-up of dinosaurs can have technical implications, the robotics engineer works with you to create an inspection, which must be completed every time the process is completed.

The following image is a draft of the "Dental Check-up" inspection:

The engineer wants the inspection to appear to the prop master in their mobile app as per the above image. However, they also need to add the scanning of the new barcode sticker.

Further, the CEO requires completed inspections to be related to the correct dinosaur as part of their service history.

New programming: dance firmware update

The intern has just begun completing work orders on their own. Once they have completed all items and performed their inspection, they need to wait for the engineer to review their work before they can mark the job as "Completed." This gives the engineer an opportunity to assess whether something additional might be required.

Question: 19

HOTSPOT

You need to complete the cloud flow to send the push notification to the robotics engineer.

How should you configure the cloud flow's trigger? To answer, select the appropriate settings in the fields of the cloud flow.



NOTE: Each correct selection is worth one point.

Cloud flow

← Ready for review



When a row is added, modified or deleted

Parameters Settings Code View About

Change Type *

- Added or Modified
- Added
- Added or Modified
- Added or Modified or Deleted
- Modified

Table Name *

- Work Order
- Bookable Resource Booking
- Booking Status
- Work Order
- Work Order Incident

Select Columns

- Status Reason
- System Status
- Substatus
- Booking Status
- Status Reason

Answer:

Question: 20

DRAG DROP

You need to ensure the prop master can use their mobile app when visiting the Natural History Museum.

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

to the answer area. Arrange the five appropriate actions in the Correct order.

- | Actions | Order |
|---|-------|
| :: Add the offline profile to the Field Service app | |
| Navigate to the settings area of the Field Service Mobile app | |
| Update the bookable resource booking filter. | |
| Navigate to the Power Platform admin center. | |
| •: Clone the Field Service Mobile - Offline Profile | |
| Edit the Field Service Mobile * Offline Profile | |
| I:: Add the prop master to the offline profile and publish | |
| :: Add the Offline profile to the Field Service Mobile app. | |

Answer

Actions	Order
☰ Add the offline profile to the Field Service app.	1 ☰ Navigate to the Power Platform admin center.
☰ Navigate to the settings area of the Field Service Mobile app.	2 ☰ Clone the Field Service Mobile - Offline Profile.
☰ Update the bookable resource booking filter.	3 ☰ Edit the Field Service Mobile - Offline Profile.
	4 ☰ Add the prop master to the offline profile and publish.
	5 ☰ Add the Offline profile to the Field Service Mobile app.

Question: 21

You need to add a control to display the required information for all assets to the custom page. Which control should you use?

- A. Combo Box
- B. List be
- C. Gallery
- D. Editable Grid

Answer: C

Question: 22

You need to configure the dental check-up. before relating it to the existing incident type. What should you create?

- A. Product Field Service type: Non-inventory
- B. Product. Field Service type: inventory
- C. Service task type

D. Characteristic

Answer: C

Question: 23

You need to update the Natural History Museum work order for the current job.

Which two actions should you perform? Each correct answer presents part of the solution. Choose two. NOTE; Each correct selection is worth one point. Q A. Select the asset on the work order service.

- A. Create two work order incidents.
- B. Create two work order services.
- C. Create two work order service tasks.
- D. Select the asset on the work order service task.

Answer: A, D

Topic 6, Misc. Questions

Question: 24

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

Answer: B

Question: 25

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

Answer: B

Question: 26

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

Answer: A

Question: 27

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

Answer: B

Question: 28

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

Answer: B

Question: 29

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) Set Booking Recurrence
- 4) Create Invoice Setup
- 5) Define Invoice Recurrence

Does this meet the goal?

- A. Yes
- B. No

Answer: A

Question: 30

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.

Answer: D

Question: 31

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.

Answer: A

Question: 32

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

Answer: B

Question: 33

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.

Purchase Order

Agreement

Booking Status

Draft

Billed

Estimate

Expired

Traveling

In progress

Answer:

Draft Purchase Order

Billed Purchase Order

Estimate Agreement

Expired Agreement

Traveling Booking Status

In progress Booking Status

Question: 34

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.

Answer: B

Question: 35

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

Answer: D

Question: 36

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.

Answer Area

Entity

Requirement

- Location Agnostic
- Business Unit Address
- Resource Address

- Contact Addresses
- Organizational Unit Address

- Contractors in TerritoryA start the day at their home location.
- Contractors in Territory8 do not have a starting location.
- Contractors in TerritoryA end the day at TerritoryA office.

Answer:

Entity

Requirement

- Location Agnostic
- Business Unit Address
- Resource Address

- Contact Addresses
- Organizational Unit Address

- Contractors in TerritoryA start the day at their home location.
- Contractors in Territory8 do not have a starting location.
- Contractors in TerritoryA end the day at TerritoryA office.

Question: 37

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

Answer: A, B, D

Question: 38

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

Answer: C, D

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> Only products where Field Service Product Type is set to Inventory or Non-inventory can be added to work orders. Only those products can be automatically converted to customer assets. However, when manually creating a customer asset, you can add all products.

Question: 39

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 filed 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

Answer: A, B

Question: 40

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.

STEPS

ORDER

Configure Microsoft Flow Account.

Set up a Twilio account.

Generate account SID and authentication token.



Configure SMS and IVR workflows.



Install a Twilio-managed solution.

Obtain phone numbers.

Answer:

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

Question: 41

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.

Answer Area

Descriptions	Resource Type	Not a Resource Type
Account		
User		
Service Center		
Equipment		
Team		

Answer:

Resource Type

Nota Resource Type

Account	
User	
	Service Center
Equipment	
	Team

Question: 42

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

Answer: B, D

Question: 43

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.

Requirement

Products	Services	Incident Types must have a Labor Hours record.	<input type="text"/>
Service Tasks	Characteristics	Incident Types must have 1 product brochure.	<input type="text"/>
		Incident types must have a checklist for technicians to follow.	<input type="text"/>

Answer:

Requirement

Incident Types must have a Labor Hours record.

Services

Incident Types must have 1 product brochure.

Products

Incident types must have a checklist for technicians to follow.

Service Tasks

Question: 44
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.

OPTION

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.

TARGET



Answer:

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.

Question: 45

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 visits 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.

Answer: A, B, D

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

Question: 46

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.

Action

Answer Area

S
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:

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.

Question: 47

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

Answer: B

Question: 48

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:

Steps

Book the requirement group.

Set up booking rules.

Create a requirement group template.

Create a resource skills requirement template.

Create a new requirement group.

Associate fulfillment preference to a requirement group.



Order



Answer:

Order

Create a requirement group template.

Create a new requirement group.



Book the requirement group.



Question: 49

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.

Answer: C

Question: 50

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.

Steps

Order

Filters the schedule board requirements panel to only show critical work orders.

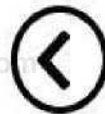
Create a Resource Requirements View.

Filter view where Work Order Priority equals Critical.

Create a Bookable Resource Booking View.

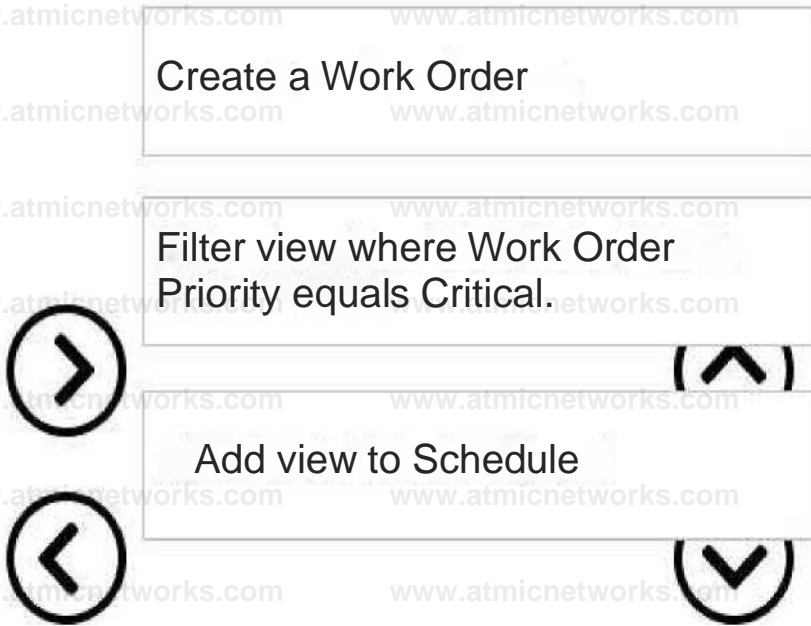
Add view to Schedule Board.

Create a Work Order View.



Answer:

Order



Question: 51

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.

Answer: A, D

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

Question: 52

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 Auto Geo Code Addresses to Yes in Field Service 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.

Answer: ABE

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

Question: 53

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

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.




Answer:

Order

Create new Booking Relationship.

Create a new Requirement Relationship.

 Publish Customization.

 Update the Booking Setup Metadata information.

Question: 54

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.

- 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.

-
-
-
-

Answer:

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

Question: 55

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 workorders 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.

Answer: B

Question: 56

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.

Schedule Board	View map of resource, organizational units, bookings, or requirements.	
Schedule Assistant	Filter resources to see select resources' actively scheduled work orders.	
Booking Rules	Filter resources based on requirements of the work order.	
Resource Scheduling Optimization	Schedule requirements that are part of a group.	
Facility Scheduling		

Answer:

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

Question: 57

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.

Answer: A, D

Question: 58

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.

Actions

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.



Order

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.

Configure Scheduling Method for booking statuses.

Order



Answer:

Question: 59

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.

Steps

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.

Order



Answer:

Order

Add new service territories.

Add new resource territories.

Map postal codes to service territories.

Assign members to territories.



Question: 60

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 BookingStatuses 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.

Statuses

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



Order



Answer:

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.

Question: 61

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.

Answer: C

Question: 62

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.

Answer: ACD

Question: 63

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 backhones, 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

Answer: A, C

Question: 64

You are a Dynamics 365 for Field Service scheduling coordinator. When you select the Book button on a work order, Technician A never shows up as available.

You need to update the system to see Technician A's availability.

What should you do?

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

Answer: A

Question: 65

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.

Steps

Select Publish to enable the derived template for mobile use.

Install the Field Mobile Configuration Solution in Woodford.

Open the parent mobile project template and select Publish All.

Install the Field Service Mobile configuration tool in Dynamics 365.

Highlight the mobile project template and select Derive. Assign the security roles.

Import the field service mobile project template. Publish the template.



Order



Answer:

Order

Install the Field Mobile Configuration Solution in Woodford.

Import the field service mobile project template. Publish the template.

Highlight the mobile project template and select Derive. Assign the security roles.

Open the parent mobile project template and select Publish All.

Question: 66

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.

Answer: B, C, E

Question: 67

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.

Answer: A

Question: 68

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.

Answer: B, D, E

Question: 69

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.

Answer: A, C, E

Question: 70

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 syncing to server.
- E. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.

Answer: A, D, E

Question: 71

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.

Answer: A

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

Question: 72

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

Answer: A, B, D

Question: 73

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.

Steps

Add Purchase Order receipt products.

Send completed bill to Enterprise Resource Planning (ERP).

Create a Purchase Order Receipt.

Add Products.

Obtain Approval.

Create Purchase Order Bill.



Order



Answer:

Order

Add Products.

Obtain Approval.

Create a Purchase Order Receipt.

Add Purchase Order receipt products.

Create Purchase Order Bill.

Question: 74

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.

Answer: A, B

Question: 75

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.

STEPS

ORDER

Click Receipt Products

Create an Inventory Adjustment record.

Click Show Purchase order Products not fully received yet.

Click the drop-down arrow next to the P.O. name.

Post the Receipt record.



Answer:

ORDER

Click the drop-down arrow next to the RO. name.

Click Receipt Products



Click Show Purchase order Products not fully received yet.

Question: 76

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.

Fields

Warehouse

Bin location

Unit

Product

Quantit
y



ORDER



Answer:

ORDER

Product

Unit

Quantity



Question: 77

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 of 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.

Answer Area

track the return

Mark when the return was approved.

other return to vendor options

Mark when the return was shipped.

Mark when the return was received.

Issue credit to the customer.

Issue a credit memo.

Answer:

Answer Area

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**

Question: 78

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.

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.

Answer:

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

Question: 79

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.

Answer: B, C

Question: 80

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.

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.

Answer:

Answer Area

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.

Product is not Converted to Customer Asset.

Product is not Converted to Customer Asset.

Product is Converted to Customer Asset.

Question: 81

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.

Answer: C

Question: 82

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

Answer: A

Question: 83

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. Communication Type
- B. Work Order type

C. Service Product

D. Service Type

Answer: B, D

Question: 84

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 365 Admin Center.

C. Add and verify a domain in the Microsoft Power Platform Admin Center.

D. Add a custom email address in the Microsoft 365 Admin Center.

Answer: B, D

Question: 85

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. Survey header

C. Footer text

D. Post-survey message heading

Answer: A, D

Question: 86

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

Answer: B

Question: 87

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.	
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.	
Enable the Field Service mobile model-driven app for offline use.	

Answer

Steps	Order	
Edit the sitemap entities in the Field Service mobile model-driven app.		
Edit the Booking and Work Order forms.		
Enable entities for mobile offline synchronization.	1	
Enable the Field Service mobile model-driven app for offline use.	2	
Create a mobile offline profile, or update the existing Field Service mobile offline profile to determine what data will be available while offline.	3	
Add users to the correct mobile offline profile, and publish the offline profile.	4	

Question: 88

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 security role assigned needs to be Field Service Admin
- B. Internet connectivity is required.
- C. The functional location still needs to be assigned to the work order.
- D. The offline profile still needs to be published.

Answer: B

Question: 89

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. Field Service Product Type as Non-Inventory
- B. Work Order Service Task Type
- C. Work Order Incident Type
- D. Work Order Service

Answer: D

Question: 90

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 a field technician.
- B. Add inspections to customer assets.
- C. Add inspections to a crew.
- D. Add inspections to cases.

Answer: D

Question: 91

DRAG DROP

Your organization recently started using the Universal Resource Scheduling feature. You enabled the Lead entity for scheduling.

You need to have a dedicated tab in the schedule board to see all the unscheduled leads.

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	Order
Hide the default requirement panels and add the newly created view to the Initial public view.	
Share the new tab with the required users.	
Create a new view in the Lead entity with the required fields from the lead.	
Name the view as 'Unscheduled Leads' with the appropriate filter criteria.	
Create a new view in the Resource Requirement entity with the required fields from the lead.	
Open the schedule board and add a new tab with the appropriate name, then choose the newly created view in the Requirement Panels section.	



Answer:

Actions	Order
Hide the default requirement panels and add the newly created view to the Initial public view.	1 Create a new view in the Lead entity with the required fields from the lead.
Share the new tab with the required users.	2 Name the view as 'Unscheduled Leads' with the appropriate filter criteria.
	3 Create a new view in the Resource Requirement entity with the required fields from the lead.
	4 Open the schedule board and add a new tab with the appropriate name, then choose the newly created view in the Requirement Panels section.



Question: 92

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.

Step

- Create a work order type
- Create resource preferences
- Create a requirement group
- Create an incident type
- Create a work order

Order

- 1
- 2
- 3

Answer

Steps

- Create a work order type
- Create resource preferences

Order

- 1
- 2
- 3

group

pe

Question: 93

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

Answer: C, E

Question: 94

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

Answer: A

Question: 95

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

Answer: B, C

Question: 96

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: More than one order of answer choices is correct You will receive credit for any of the correct orders you select.

- Actions**
- Create one schedule board tab per resource.
 - Ensure all resource* remain on the schedule board tab.
 - 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.



Answer

- Actions**
- Create one schedule board tab per resource.
 - Ensure all resources remain on the schedule board tab.



- Order**
- 1 Ensure the appropriate time zone is set in the scheduler settings.
 - 2 Create one schedule board tab per time zone.
 - 3 Add the resources for the time zone to the schedule board tab.



Question: 97

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

D. Set the Timestamp Frequency setting to Per Booking Status Change.

Answer: C, D

Question: 98

DRAG DROP

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

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 | Order |
|--|-------|
| Book the requirement group. | |
| Create a requirement group | |
| Associate the work order to the requirement group. | |
| 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. | |

Answer:

- | Actions | Order |
|--|--|
| Book the requirement group. | |
| Create a requirement group | |
| Associate the work order to the requirement group. | |
| | 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 and book the work order. |

Question: 99

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

Answer: B

Question: 100

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 price list where the Flat Fee is set to No
- 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 15 \$100
- C. Created 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 H P.
- D. Create a new product with Field Service Product Type - Service.
- E. Create a new product with Field Service Product Type = Inventory

Answer: A, D

Question: 101

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 Work Order bookings
- B. Automatically for bookings related to Custom Entities

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

Answer: A, C, D

Question: 102

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	Order
Turn on Track My Technician	
Turn on Remote Assist audit logging.	
Open Field Service Settings.	
Set Use Enhanced Background Processing to Yes	
Deactivate the workflows.	
Turn on the flows for Field Service Mobile.	



Answer

Actions	Order
Turn on Track My Technician	
Turn on Remote Assist audit logging.	
	1 Open Field Service Settings.
	2 Set Use Enhanced Background Processing to Yes
	3 Deactivate the workflows.
	4 Turn on the flows for Field Service Mobile.



Question: 103

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 work order form.

2. Select Enable Security Roles

3. Ensure Enabled for Fallback is selected.

B.

1. Navigate to the app designer.

2. In the site map designer, ensure the work order area is present.

C.

1. Navigate to the app designer.

2. Under the work order, ensure the custom form is set to be visible.

D.

1. Navigate to the work order form.)

D. 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.

Answer: A

Question: 104

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 all security roles applied, and each user is only given the security role relevant for their workstream.

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

Answer: C

Question: 105

DRAG DROP

You are responsible for setting up Dynamics 365 Field Service for proper billing and servicing.

Your client needs to understand the difference between billing accounts and service accounts for their multi-company organization.

Match the account type to the applicable scenario. To answer, drag the appropriate account type from the column on the left to the applicable scenario on the right. Each account type may be used ONCE, more than once, or not at all.

NOTE: Each correct match is worth one point.

Account types		Answer Area	Scenarios	Account types
Billing account	Service account		A subsidiary where the work will be done.	
			Parent account responsible for the work at a subsidiary.	
			Populated on the work order by default.	
			The account on the Service Agreement where the scheduled maintenance will be performed.	
			Required on the work order.	

Answer:

Account types
Billing account

Service account

Answer Area

Scenarios

Account types

A subsidiary where the work will be done.

Service account

Parent account responsible for the work at a subsidiary.

Billing account

Populated on the work order by default.

Service account

The account on the Service Agreement where the scheduled maintenance will be performed.

Service account

Required on the work order.

Service account

Question: 106

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

Answer: B, D, E

Question: 107

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 actions 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.

Actions

Create the proper inventory transfer to update the quantity available in the warehouse

Set the system status to Submitted

Create a purchase order receipt.

Create the new purchase order receipt products.

Create the purchase order bill.

Order



Answer

Actions

Create the proper inventory transfer to update the quantity available in the warehouse.

Order

- 1
- 2
- 3
- 4

Set the system status to Submitted

Create a purchase order receipt.

Create the new purchase order receipt products.

Create the purchase order bill.



Question: 108

DRAG DROP

You are implementing Microsoft Dynamics 365 F&W 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.
- 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 order.

Inventory journal records

Answer:

Inventory journal records

- Increase Allocated quantity by one.
- 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 order.

Inventory journal records

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

Question: 109

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. 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: 110

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. 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: 111

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

Answer: B

Question: 112

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. 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: 113

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

Answer: B

Question: 114

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

Answer: B

Question: 115

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

Answer: A

Question: 116

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?

A. Yes

B. No

Answer: B

Question: 117

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

Answer: B

Question: 118

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

Answer: B

Question: 119

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. 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: 120

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

Answer: D

Question: 121

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

Answer Area

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

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:

Answer Area

Resource types

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

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

Question: 122

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

Answer: B, C, D

Question: 123

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 pool and pool type as "Facility" and add pool members (rooms).

Reassign reservations to specific rooms within the Facility.

Create and book the resource requirement for the Facility.

Create a bookable resource with type "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.

Order



Answer:

Actions

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

Reassign reservations to specific rooms within the Facility.

Create and book the resource requirement for the Facility.

Order

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

2 Manually add additional capacity.

3 Create and book the resource requirement for the Resource Pool.

4 Reassign reservations to specific rooms within the hotel pool.

Question: 124

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. Quick View
- B. Interactive
- C. Card
- D. Main

Answer: A

Question: 125

You are implementing a Microsoft Dynamics 365 Field Service solution for a client. The client is overwhelmed with all the options available in the original site map, but may want to revert back to the original site map in the future.

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. 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.
8. 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."

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. 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.

Answer: A

Question: 126

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. Suggest a Warehouse Management System (WMS) for this customer.

B. Enable RMA Receipts on the Dynamics 365 Field Service mobile app.

C. Build a Power App to streamline the RMA Receipt process to run either on a phone or on a device such as a tablet.

D. Use the web client on a device similar to Windows Surface or Apple MacBook, and attach a scanner using a USB cable.

Answer: A

Question: 127

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

Answer: A, B, C

Question: 128



DRAG DROP

You are a Microsoft 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 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	Order
Create a new requirement group.	
Book the requirement with the scheduling assistant.	
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.	

Answer:

Actions	Order
Create a new requirement group.	1
Book the requirement with the scheduling assistant.	2
	3
	4



Question: 129

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. Manually update the Invoice lines prior to sending to the customer.
- B. Turn-off Invoice Generated on Closed-Posted work orders to avoid invoice generation when a work order is Closed-Posted.
- C. Update the Invoice Journal lines to ensure the lines are \$0.00.
- D. Create a process using price lists and entitlements to ensure the work order subtotal and work order invoice is \$0.00.

Answer: D

Question: 130

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	1
In Progress	2
On Break	3
Completed	4



Answer:

Booking Status

Order	
1	Travelling
2	In Progress
3	On Break
4	Completed

Question: 131

DRAG DROP

You are a technician at Contoso Electronics, 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 match is worth one point.

Types of quantity

- Quantity Allocated
- Quantity on Order
- Quantity on Hand
- Quantity Available

Answer Area

Explanations

- 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.

Types of quantity

-
-
-
-

Answer:

Types of quantity

- Quantity Allocated
- Quantity on Order
- Quantity on Hand
- Quantity Available

Answer Area

Explanations

- 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.

Types of quantity

- Quantity Available
- Quantity on Hand
- Quantity Allocated
- Quantity on Order

Question: 132

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.

Actions

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

Order

- 1
- 2
- 3
- 4
- 5



Answer:

Actions

Order

1	Purchase Order Approved
2	Create Purchase Order Receipt
3	Add Purchase Order Receipt Products
4	Create Purchase Order Bill
5	Add Purchase Order Bill Products

Navigation icons: Left arrow, Right arrow, Up arrow, Down arrow.

Question: 133

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

Answer: C

Question: 134

DRAG DROP

Your organization wants to use the new Microsoft Dynamics 365 Field Service mobile app.

You need to ensure this app works for the technicians.

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.

NOTE: More than one order of answer choices is correct. You will receive credit for any of the correct

orders you select.

Actions

- Assign **System Administrator** role for the app
- Access the Field Service model-driven app and select **Manage Roles**
- Assign **Field Service Administrator** role for the app
- Access the Field Service mobile app and select **Manage Roles**
- Assign **Field Service Resource** role for the app
- Assign **Field Service-Dispatcher** field security profile to the app

Order

A vertical list with numbers 1, 2, and 3. To the left of the list are two circular arrows: a right-pointing arrow above a left-pointing arrow.

Two circular arrows: an up-pointing arrow above a down-pointing arrow.

Answer

Actions

- Assign System Administrator role for the app
- Access the Field Service model-driven app and select Manage Roles.
- Assign Field Service-Administrator role for the app

A vertical list with numbers 1, 2, and 3. To the left of the list are two circular arrows: a right-pointing arrow above a left-pointing arrow.

Order

- 1 Access the Field Service mobile app and select Manage Roles
- 2 Assign Field Service-Resource role for the app.
- 3 Assign Field Service-Dispatcher field security profile to the app.

Two circular arrows: an up-pointing arrow above a down-pointing arrow.

Question: 135

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

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

Order

A vertical list with numbers 1, 2, and 3. To the left of the list are two circular arrows: a right-pointing arrow above a left-pointing arrow.

Two circular arrows: an up-pointing arrow above a down-pointing arrow.

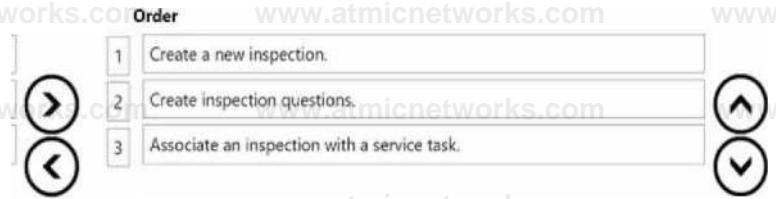
Answer.

Create a work order sub-status called Inspection

Add a customer asset for the inspection.

Steps

Create a work order type called Inspection.



Question: 136

A customer experience manager wants to share a technician's phone number with a customer. The customer needs to be able to see the phone number in the customer experience portal and be able to communicate directly with the technician.

The customer reports that they are not able to see the phone number in the portal.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Verify that the customer is not on the exclusion list.
- B. Ensure the customer's Communication Type is set to Both
- C. Within the Customer Portal, update Show Resource Phone to Yes.
- D. Verify that the Main Phone field is populated.
- E. Ensure the customer's communication preference is set to Allowed

Answer: A, E

Question: 137

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 Partner portal template to deploy the Field Service customer experience portal.
- B. Select the Customer Self-service portal template to deploy the Field Service customer experience portal.

C. Deploy the Field Service customer portal as a standalone experience.

D. Deploy the Field Service customer experience package with any portal.

Answer: A

Question: 138

DRAG DROP

Your company wants 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.

Create a new project

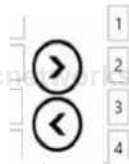
Select a survey location/environment

Select a survey template

Modify survey questions

Select a project template

Select a work order type.



Answer:

Actions

Create a new project

Select a survey location/environment.



Select a survey template.

Modify survey questions.

Select a project template.

Select a work order type.

Question: 139

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. Logic Apps

B. IoTHub

C. Stream analytics

D. Simulator

Answer: D

Question: 140

You are implementing Connected Field Service.

You need to provide a 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. NOTE: Each correct selection is worth one point.

- A. Azure Blob Storage
- B. Azure SQL Database
- C. App Services
- D. Cognitive Services
- E. Azure Cosmos Database
- F. Stream Analytics

Answer: A, C, F

Question: 141

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

working time for a specific booking.

Answer: A, D

Question: 142

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

Answer: B, C

Question: 143

Your organization recently implemented Microsoft Dynamics 365 Field Service. In preparation for user training, you created two new tabs on the schedule board, and configured them based on the line of business.

You need to ensure that users know how to control access to those newly created tabs.

Which three sharing options are available for the tabs? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Available to all schedule board viewers.
- B. Available only to the user who created it.
- C. Available only to the users with Field Service dispatcher security role.
- D. Available only to the users with Field Service administrator security role.
- E. Available only to specified users.

Answer: D, E

Question: 144

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

Answer: B

Question: 145

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 unscheduled work orders views are filtered by territory on each tab.

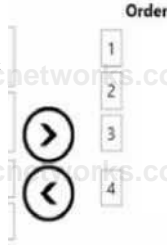
Ensure the **Date Window Start** and **Date Window End** fields are populated on the work order.

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**



Question: 146

You are deploying the Microsoft Dynamics 365 Field Service mobile app at your organization.

Answer:

Actions

Ensure the unscheduled work orders views are filtered by territory on each tab.

Ensure the **Date Window Start** and **Date Window End** fields are populated on the work order.

Order

1 Ensure the time zone is set for each territory.

2 Ensure each resource has the appropriate resource territory associated.

3 Create a schedule board tab for each territory.

Add the service territory to each tab and select **Save Current Filters as "Default"**



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 an automated 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 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**.
- C. 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**.
- D. 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**.

Answer: A

Question: 147

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 the System Business Settings to ensure the entity is enabled for mobile offline.
- B. Enable the entity for mobile.
- C. Sign in to Power Apps, and ensure the entity is enabled for mobile offline.
- D. Sign in to Power Apps, and ensure the entity is enabled for Microsoft Outlook mobile offline.

Answer: C

Question: 148

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

Answer: B, D

Question: 149

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 Account to Adventure Works. You also enter an expiration date of four (4) months from today.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

Question: 150

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

Answer: A

Question: 151

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

Answer: B

Question: 152

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 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

Answer: B

Question: 153

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 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

Answer: A

Question: 154

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 the Parent Asset and Master Asset on the work order.
2. Use a business rule to populate the fields from the Customer Asset.

Does this meet the goal?

A. Yes

B. No

Answer: B

Question: 155

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

Actions	Order
Creates Return to Vendor record	1
Create an Ownerth*) Change record	2
Create an RMA	J
Add RMA product!	
Creates an RMA Receipt indicating the product(i) received	

Answer:

Actions

Create A Return to Vendor record

Create #n Ownership Chong# record

1 Create an RMA

2 Add RMA products

Order

3 Create an RMA Receipt Indicating the produces¹ received

Question: 156

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.

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

Answer: A, B, D

Question: 157

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.

- 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: 158

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.

Action*	Order
Create a fulfillment preference with an Interval of 30 minutes Interval* Begin time left blank and Result* per Interval let to 1	1
Associate the fulfillment preference to a work order	2
Create a resource group and associate the fulfillment preference	3
Create a fulfillment preference with an Interval of 30 minutes Interval* Begin time of 12:00 AM and Result* per Interval let to 30	
Associate the fulfillment preference to a resource requirement	
Book the work order requirement with the Schedule Assistant	

Answer:

Actions	Order
Create a fulfillment preference with an Interval of 30 minutes Intervals Begin time left blank and Result* per Interval let to 1	1
Associate the fulfillment preference to a resource requirement	2
Create a resource group and associate the fulfillment preference.	
Book the work order requirement with the Schedule Assistant	

Question: 159

DRAG DROP

You are the lead consultant on a Dynamics 365 Field Service implementation. Your customer wants the system to be set up for inspections.

You need to implement an inspection lifecycle as it relates to a work order

In working with your customer, which live actions should you perform in sequence? to answer, move the five appropriate actions from the list of actions to the answer area Arrange the five actions in the correct order.

Actions

Associate the inspection to an Asset. Set up the Branch Scripting options table Create an Inspection Form Associate the Inspection Form with a Task on an Incident Type Add the Incident Type to the work order Record when technician completes the inspection on the work order View the results of the inspection.

Order

Answer:

Actions

Associate the inspection to an Asset.

Set up the Branch Scripting options table

Order

1 Create an Inspection Form

2 Associate the Inspection Form with a Task on an Incident Type

3 Add the Incident Type to the work order

4 Record when technician completes the inspection on the work order

5 View the results of the inspection

Question: 160

DRAG DROP

You work 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 the requirement? To answer, move the appropriate function to the appropriate scenario. You may use each function once, more than once, or not at all You may need to move the split bar between panes or scroll to view the content.

NOTE: Each correct match is worth one point.

Answer: C, D

Question: 162

You are the lead consultant on a Dynamics 365 Field Service implementation for an automotive repair company.

The company wants to be able to create work orders from customer emails using the Field Service app for Microsoft Outlook.

What are two ways to do this? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

After selecting the field Service app icon on the email select the Work orders tab and select the plus icon to manually create a work order

- A. From the email, select the Field Service app icon and select Create a work order from email
- B. From the email, select the Field Service app icon to automatically create the work order, then select the Work orders tab to find and schedule the work order that was automatically created
- C. From the email, select the Share to Teams icon where you can generate the work order.
- D. Select the Viva Insights app icon on the email and select the Book work order option.

Answer: A, B

Question: 163

Your organization is planning to implement 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 user is assigned the appropriate Microsoft Power Apps license.
- B. Ensure the user is correctly set up in the Woodford solution.
- C. Ensure the minimum supported version of the Field Service solution is installed.
- D. Ensure the user is assigned the Field Service-Resource security role.

Answer: C, D

Question: 164

You are working for a heating, ventilation, and all conditioning (HVAC) service organization.

The Held technicians in your organization are working in the 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. Download offline data to the mobile app.
- B. Add the technicians to the mobile app's offline profile.
- C. Enable asset hierarchy for the mobile app.
- D. Ensure there is internet connectivity in the mobile app

Answer: B

Question: 165

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 need to set up the territories to allow for scheduling work and filtering by technicians.

Which two pieces of information must you provide when setting up the territories? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point

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

Answer: B, D

Question: 166

You are configuring settings related to booking status.

You have the following booking status;

1. Arrived On Site associated with the Field Service status In Progress
2. Repair associated with the Field Service status In Progress

3. Completed, associated with the Field Service status Completed

You need to anticipate what will happen when a technician updates their booking status on their Field Service mobile app

Which two scenarios will happen by default? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point

A. By default a timestamp is created only when a booking status change results in a Field Service status change.

B. A timestamp is created for Arrived On Site

It is then overwritten by a new time stamp when the booking status is updated to Repair & the associated status is still in progress. This is followed by a new timestamp when the booking status is updated to Completed

A timestamp is created when the booking status is updated to Arrived On Site.

C. No timestamp is created for Repair as the associated status is still in progress

This is followed by a new timestamp when the booking status is updated to Completed

D. By default a timestamp is created with every booking status change.

Answer: A, C

Question: 167

A dispatcher asked you to customize Fulfillment Preferences in Dynamics 365 field Service to influence how the schedule assistant displays results for single-day requirements.

You need to create a fulfillment preference.

Solution: Time groups determine the time slots for schedule assistant results "without" affecting the subsequent booking start times.

Does this meet the goal?

A. Yes

B. No

Answer: B

Question: 168

A dispatcher asked you to customize Fulfillment Preferences in Dynamics 365 field Service to influence how the schedule assistant displays results for single-day requirements

You need to create a fulfillment preference.

Solution: Add intervals and time groups together always resets intervals when time groups overlap, ensuring a consistent booking sequence.

Does this meet the goal?

A. Yes

B. No

Answer: A

Question: 169

DRAG DROP

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

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

Answer:

Action

Order

.. Enable SLA functionality for

.. 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.

Question: 170

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?

- 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.

Answer: A

Question: 171

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?

- 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: 172

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?

- 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: 173

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?

- A. Create Asset Properties, and associate the appropriate new Asset Property schedule to each subcomponent.
- 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: 174

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

Answer: A, B, D

Question: 175

DRAG DROP

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. Arrange the four actions in the correct order.

Actions

Select the Web API User role.

Select Create Invitation for a contact

Add an existing web role.

Send the invite code.

Select Send Password Reset to Contact

Order

Answer:

Actions

Select the Web API User role.

Order

1 Select Create Invitation for a contact.

2 Add an existing web role.

3 Send the invite code.

4 Select Send Password Reset to Contact.

Question: 176

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. 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: A, C, D

Question: 177

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. Resources
- C. Contacts
- D. Accounts
- E. Postal Codes

Answer: B, D, E

Question: 178

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?

- 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: C








Question: 179

DRAG DROP

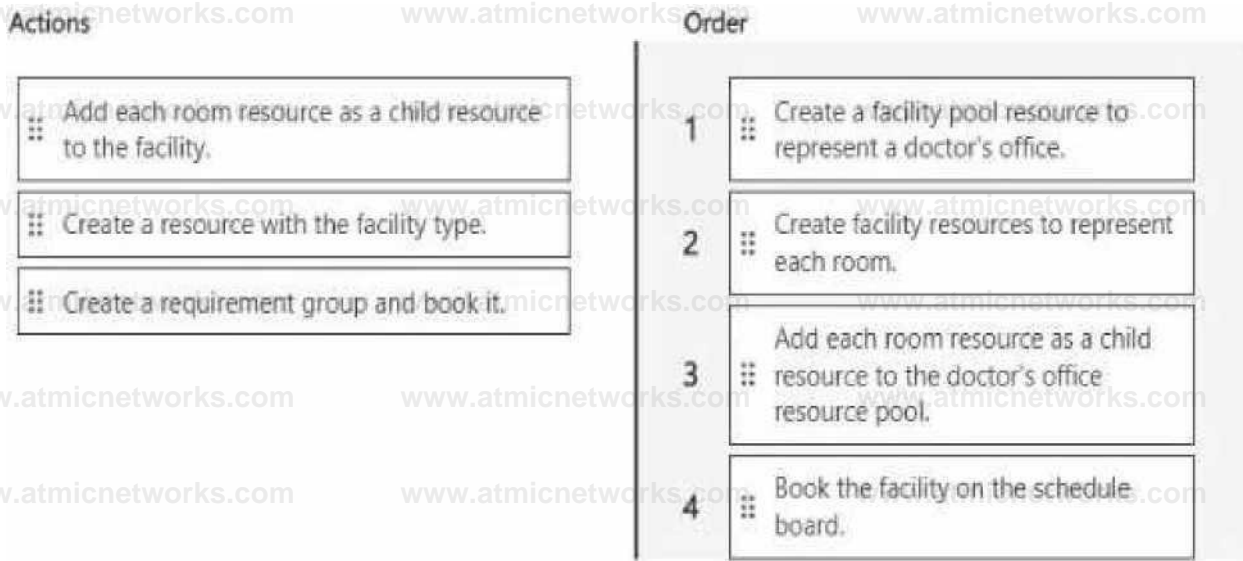
You are implementing Dynamics 365 Field Service for a health care institution.

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. Arrange the four actions in the correct order.

Actions	Order
 Add each room resource as a child resource to the facility.	
 Create a resource with the facility type.	
 Create a requirement group and book it.	
 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.	

Answer:



Question: 180

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 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: C

Question: 181

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?

- A. Yes
- B. No

Answer: B

Question: 182

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

Answer: B

Question: 183

You are a 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 at the work order product level.
- C. Add additional incidents with the associated existing asset.
- D. Add the customer assets directly to the work order.

Answer: A

Question: 184

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. Use notes and the timeline feature.
- C. Add the customer asset on the agreement incident.
- D. Use the audit history of each customer asset.

Answer: B, C

Question: 185

You need to enable Internet of Things (IoT) access for both resources and dispatchers. Which two actions should you take? Each answer presents a complete solution. **NOTE:** Each correct selection is worth one point.

- A. Assign access to IoT entities in theField Service - Resources role.
- B. Assign access to IoT entities in theField Service - Inventory Purchase.
- C. Assign access to IoT entities in theField Service - Dispatcher role.
- D. Add dispatchers to the ConnectedField Service- Resources role.
- E. Add resources to the Connected Field Service - Resources role.

Answer: A, C

Question: 186

A customer just signed a contract for a 20% discount on all parts and labor for the next year based on a preset price list. You need to ensure this customer receives the appropriate discount on all work order parts and labor. Which two actions should you perform in Dynamics 365 Field Service? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Create an agreement and service-level agreement with the applicable invoice terms and escalation point.
- B. Create a price list with the appropriate products, services, and pricing discounts.
- C. Create an agreement with the applicable invoice terms.
- D. Create an entitlement with the applicable entitlement terms and field service details.

Answer: B, D

Question: 187

You are 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.

You need to create this new incident type.

Which three steps are required? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

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

Answer: B, C, E

Question: 188

Your organization is implementing a 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 question type should you add to the inspection?

- A. Matrix (Dynamic)
- B. Entity lookup
- C. Dropdown
- D. Textbox

Answer: A

Question: 189

You are implementing Dynamics 365 Field Service for a generator maintenance organization.

You need the dispatcher to describe the ways to create a work order from another record associated in Field Service. In which three record tables can a work order be created? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Agreement

B. Case

C. Quote

D. Schedule Board

E. Opportunity

F. Asset

Answer: B, C, E

Question: 190

Your company's product inventory specialists use the Field Service mobile app to manage inventory, purchasing, and returns. You need to train the product inventory specialists on the processing actions available with return merchandise authorizations (RMA), Which three processing actions are available? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Return to Warehouse

B. Change Equipment Ownership

C. Return to Vendor (RTV)

D. Return for Replacement

E. Return for Repair

Answer: A, B, C

Question: 191

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. Source Warehouse

B. To Location

C. From Location

D. Destination Warehouse

Answer: A, D

Question: 192

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

Actions	Order
Select Communication Type as Email.	
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.	

Answer:

Actions	Order
Select Communication Type as Email.	
Select and edit Field Service PowerApps Power Flow Email Notification.	1
Select Send an Email Exchange connector.	2
Add your Office 365 Exchange account connection.	3
Turn on the flow.	4

Question: 193

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 a Business Process Flow on the work order to update Maximo when the temperature reading entered is greater than 107 degrees.
- B. Create Dual Write integration logic 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 booking to update Maximo when the temperature reading entered is greater than 107 degrees.

Answer: D

Question: 194

HOTSPOT

A dispatcher needs help managing work hours calendar for requirements.

You have the following requirements:

- Add the upcoming holiday calendar for upcoming requirements.
- Add one break time between the shift for 30 mins.

You need to select the correct areas in the image to configure the requirements.

Which two areas should you select? To answer, select the appropriate areas in the answer area.

NOTE: Each correct selection is worth one point.

Resource requirement work hours

All Day

Su Mo Tu We Th Fr Sa
Occurs every Monday, Tuesday, Wednesday, Thursday and Friday

Start time End time
9:00 AM to 5:00 PM

(GMT) Coordinated Universal Time
 Observe Business Closure

Answer:

Resource requirement work hours

All Day

Su Mo Tu We Th Fr Sa

Occurs every Monday, Tuesday, Wednesday, Thursday and Friday

Start time End time

9:00 AM to 5:00 PM

(GMT) Coordinated Universal Time

Observe Business Closure

Question: 195

Your customer wants their technicians to use Dynamics 365 Remote Assist. The appropriate licenses have been secured.

You need to ensure the technicians can use Remote Assist. What must the Bookable Resource Type be set to?

- A. User
- B. Contact, if it is a contractor
- C. Crew
- D. Account

Answer: A

Question: 196

You configured Dynamics 365 Field Service for a construction company.

The company needs the ability to create a bookable resource to send a group of individuals with different skillsets, along with building equipment, to the construction site to perform construction work for a period of two months.

When you create a bookable resource record, what should you set as the resource type?

- A. User
- B. Pool
- C. Resource Group
- D. Crew

Answer: D

Question: 197

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. Preferred
- B. Auto-suggested
- C. Must choose from
- D. Restricted

Answer: C

Question: 198

The ability to work offline with a mobile device is key requirement for your customer. You need to ensure entities and fields are available for offline use. What should you do?

- A. Access the Microsoft Power Platform admin center to make changes in the Mobile Configuration section for Offline functionality.
- B. Create a new mobile offline profile for initial use.
- C. Access the Offline Profile from the Mobile section in Customizations.

D. Once the system configuration is correctly set up, add the Offline Security role to the user who needs offline access.

Answer: B

Question: 199

A dispatcher asked you to customize Fulfillment Preferences in Dynamics 365 Field Service to influence how the schedule assistant displays results for single-day requirements. You need to create a fulfillment preference.

Solution: Reset intervals per time group detail impacts the appointment sequence, ensuring even distribution within time group limits.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

Question: 200

A dispatcher asked you to customize Fulfillment Preferences in Dynamics 365 Field Service to influence how the schedule assistant displays results for single-day requirements. You need to create a fulfillment preference.

Solution: Intervals define the time slots for displaying schedule assistant results and influence the start time for subsequent bookings. Does this meet the goal?

- A. Yes
- B. No

Answer: B

Question: 201

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

A. Asset Functional Location

B. Auto Generate Work Order set to Yes

C. Booking Recurrence

D. Agreement Booking Incident

Answer: D

Question: 204

Your organization uses Dynamics 365 Field Service.

The organization wants you to set up process steps checklists for technicians to follow when completing work orders in the field. What should you do?

A. Create an inspection form and assign it to the work order type.

B. Create service activities for work orders, based on work order type.

C. Create service tasks, and add to incident types.

D. Create a business process flow, based on work order type.

Answer: C

Question: 205

DRAG DROP

You are implementing Dynamic? 365 Field Service at a landscape maintenance company.

You need to select the work order statuses in the correct order, from the creation of a work order to the delivered service at the customer location.

Which five statuses should you select in sequence? To answer, move the five statuses from the list of actions to the answer area. Arrange the five statuses in the correct order.

Statuses

Ready for Dispatch
Unscheduled
Awaiting Parts
Scheduled
In Progress
On Break
Completed
Posted

Answer:

Statuses

Ready for Dispatch
Unscheduled
Awaiting Parts

Order

1	Scheduled
2	In Progress
3	On Break
4	Completed
5	Posted

Question: 206

DRAG DROP

Your Heating, Venting, and Air Conditioning (HVAC) customer wants to help technicians in the future by making resolutions available for use on work orders.

You need to set up templated resolutions to be attached to a work order.

Which four actions must you perform in sequence? To answer, move the four appropriate actions from the list of actions to the answer area. Arrange the four actions in the correct order.

Actions

Order

Post the work order

Associate The resolution with a work order type.

• Create a resolution record under Settings | n Field Service.

Associate the resolution with an incident type.

Create a work order.

Select Resolution

Answer:

Actions

- ⋮ Post the work order.
- ⋮ Associate the resolution with a work order type.

Order

- 1 ⋮ Create a resolution record under **Settings** in Field Service.
- 2 ⋮ Associate the resolution with an incident type.
- 3 ⋮ Create a work order.
- 4 ⋮ Select Resolution.

Question: 207

DRAG DROP

You are implementing Dynamic 365 Field Service for a customer.

You need to implement push notifications to the Field Service Mobile app to send proactive communications to the assigned technicians in real-time.

Which three actions should you perform in the Power Automate Cloud Flow 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

- Identify the user who owns the booking.
- Use the **Send Push Notification** action to configure the notification.
- Retrieve the mobile phone number of the user assigned to the booking.
- ; Ensure the resource on the booking is a user
- Identify the user who is using the Field Service Mobile app.
- Use the **Send Push Notification V2** action to configure the notification.

Order

- 1 ⋮ Ensure the resource on the booking is a user.
- 2 ⋮ Identify the user who is using the Field Service Mobile app.
- 3 ⋮ Use the **Send Push Notification V2** action to configure the notification.

Answer

Actions

- ⋮ Identify the user who owns the booking.
- ⋮ Use the **Send Push Notification** action to configure the notification.
- ⋮ Retrieve the mobile phone number of the user assigned to the booking.

Order

Question: 209

Your company has hired a new service technician. They are still learning about the job and the units the company sells and services.

The service technician was assigned to a repair work order for a unit. Upon arrival and inspection, the service technician turns off the one circuit breaker to the unit but is NOT sure what to do next.

The service technician calls the internal help team for assistance, but they CANNOT provide the proper guidance as they are unable to see what exactly the service technician is looking at and the service technician CANNOT describe it.

You need to recommend the appropriate tools or applications that can assist in resolving these types of issues in the future.

Which two tools or applications should the company implement? Each correct statement presents a complete solution.

Choose two.

NOTE: Each correct selection is worth one point.

- A. Microsoft 365 Copilot for Sales
- B. Resource Scheduling Optimization
- C. Microsoft Dynamics 365 Guides
- D. Microsoft Dynamics 365 Remote Assist

Answer: C, D

Question: 211

You are a Dynamics 365 Field Service administrator. You need to maintain pricing for products and services for customers.

On which three records can price lists be stored? Each correct answer presents part of the solution. Choose three.

NOTE: Each correct selection is worth one point.

- A. Bookable resource bookings
- B. Agreements
- C. Accounts
- D. Customer assets
- E. Work orders

Answer: B, C, E

Question: 212

You are a Dynamics 365 Field Service system administrator.

You need to enable your technicians to work offline using the Field Service Mobile app.

Which three items define what data will be taken offline? Each correct answer presents part of the solution. Choose three.

NOTE: Each correct selection is worth one point.

- A. Tables

- B. Views
- C. Filters
- D. Relationships
- E. Sitemap
- F. Forms

Answer: A, C, F

Question: 213

Dispatchers and technicians in Dynamics 365 Field Service want to be able to automatically update work order statuses. You need to configure the feature to allow the update of a work order based on resource location. Which feature should you configure?

- A. Geofencing
- B. Booking maps
- C. Auto-geocoding for addresses
- D. Connection to Microsoft Bing Maps

Answer: D

Question: 214

DRAG DROP

A new dispatcher is using the schedule assistant to help select the best option for the booking and to assign the requirement.

You need to advise how they can use the scheduling assistant to schedule an unscheduled requirement for a work order.

Which three actions should you recommend? 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	Order
<ul style="list-style-type: none"> Enable Resource Scheduling Optimization (RSO) goals and constraints. Drag and drop the unscheduled requirement to schedule it. Select the schedule Board. 	
<ul style="list-style-type: none"> Select the unscheduled requirement from the list. Select And availability to search for a resource, 	

Answer:

Actions

- Enable Resource Scheduling Optimization (RSO) goals and constraints.
- Drag and drop the unscheduled requirement to schedule it.

Order

- Select the schedule board.
- Select the unscheduled requirement from the list.
- Select **Find availability** to search for a resource.

Question: 215

A dispatcher for a restaurant equipment repair company has a requirement for a multi-day, multiresource booking. They need to schedule specific resources for individual days within the resource's working hours. What should you recommend?

- A. Go to Requirement Details > Specify Pattern, select days for each resource, and then individually select Book for each resource on their specific days.
- B. Use the schedule assistant to specify resource availability and days for each resource separately.
- C. Access the resource pool to manually assign days to individual resources for the multi-day requirement using the schedule assistant.
- D. Utilize the auto-schedule feature to automatically allocate specific days to each resource.

Answer: A

Question: 216

You are a Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your jobs does NOT want one of your resources to be scheduled to perform the work. The resource must be available to be scheduled for other jobs.

Solution: You select the resource in the Restricted Resources field within the Schedule Assistant filter.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

Question: 217

You are a Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your jobs does NOT want one of your resources to be scheduled to perform the work. The resource must be available to be scheduled for other jobs

Solution: You select Load the Default Filters on the Schedule Board.

