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Question 1

Question Type: MultipleChoice

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?

Options:

A- Yes

B- No

Answer:

B

Question 2

Question Type: MultipleChoice

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?

Options:

A- Yes

B- No

Answer:

A

Question 3

Question Type: MultipleChoice

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?

Options:

A- Yes

B- No

Answer:

B

Question 4

Question Type: MultipleChoice

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?

Options:

A- Yes

B- No

Answer:

B

Question 5

Question Type: MultipleChoice

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?

Options:

A- Yes

B- No

Answer:

A

Question 6

Question Type: MultipleChoice

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?

Options:

A- Yes

B- No

Answer:

B

Question 7

Question Type: MultipleChoice

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

Options:

- 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 8

Question Type: MultipleChoice

You have created a new entity to tie to the Asset to capture key dat

- a. 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?

Options:

- 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 9

Question Type: MultipleChoice

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

You are in the process of creating push notifications for the mobile app, and you have the following requirement:

When a field service technician is assigned an emergency priority work order, the technician should be immediately notified on their mobile phone.

What should you do?

Options:

- 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

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