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Question 1

A dispatcher asked you to customize Fulfillment Preferences in Dynamics 365 field Service to influence bow 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?

Options:

A- Yes

B- No

Answer:

A

Question 2

A dispatcher asked you to customize Fulfillment Preferences in Dynamics 365 field Service to influence now 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?

Options:

A- Yes

B- No

Answer:

B

Question 3

You are configuring settings related lo 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

Options:

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 &s 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 4

Question Type: **MultipleChoice**

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.

Vou 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

Options:

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 5

Question Type: MultipleChoice

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?

Options:

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 6

Question Type: **MultipleChoice**

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.

Options:

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 7

Question Type: **MultipleChoice**

You are the lead consultant on a Dynamics 365 Field Service implementation for an automotrve 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

Options:

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 8

Question Type: MultipleChoice

You are identifying Inconsistencies in recent work order billings.

You find a work order that does not have art Invoke and Actuals posted

What are two reasons why this may have happened? tach correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

Options:

A- Actuals are only generated when the invoke is marked M Paid

B- Actuals are only generated when the invoke is Confirmed

C- The Work Order Invoice Creation setting is set to Never

D- The setting for generating invoices for work orders created by an agreement was incorrectly set.

Answer:

C, D

Question 9

Question Type: DragDrop

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.

Functions

Incident Type

Answer:

Booking Setup

Question 10

Invoice Setup

Question Type: OrderList

Agreement Products

Requirement Group

Scenarios

When selling service contracts, the Account Management team must be able to define the products and services for contracted jobs using a template. This should include all work estimates and tasks needed for completion of the work.

Contracted work defined by the Account Management team must be documented within Dynamics 365 Field Service. This documentation should support the creation of work orders and invoices for work completed.

Dynamics 365 Field Service must support the ability to define a schedule for when work orders are generated for a customer.

Dynamics 365 Field Service must support the ability to define a schedule for when billing occurs for a customer.

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		Order
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.	<	v
View the results of the inspection.		

Answer:

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.

Question 11

Question Type: OrderList

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 tor all 30 resources within the company. " Time slots should align to the top of the hour and half past the hour.

lo 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.

Actions		Order
Create a fulfillment preference with an **Interval** of 30 minutes, **Intervals Begin** time left blank, and **Results per Interval** set 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, **Intervals Begin** time of 12:00 AM, and **Results per Interval** set to 30.		
Associate the fulfillment preference to a resource requirement.		
Book the work order requirement with the Schedule Assistant.		

Answer:

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