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Microsoft Dynamics 365 Field Service

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QUESTION 1

You are setting up a new agreement for one of your customers in Dynamics 365 Field Service, so that your dispatchers and technicians are informed, and scheduled to work on the appropriate equipment.

Based on the contract details, you create the agreement and enter the work order and booking settings information. The work order is scheduled, but the technician is unable to see any details about which asset is included, nor any of the

parts and services that are also included.

You need to ensure the technician can view the missing details.

What should you do?

A. Create an Agreement Service and Service Task record, and add the appropriate details.

B. Create an Agreement Incident Record and associated Service Task record, and add the appropriate details.

C. Add the Customer Asset to the Work Order Settings details, and add the appropriate details.

D. Add the Customer Asset to the agreement record, and add the appropriate details.

Correct Answer: B

QUESTION 2

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 Power Apps, and ensure the entity is enabled for mobile offline.

B. Sign in to Power Apps, and ensure the entity is enabled for Microsoft Outlook mobile offline.

C. Sign in to the System Business Settings to ensure the entity is enabled for mobile offline.

D. Enable the entity for mobile.

Correct Answer: A

QUESTION 3

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. 3 / 4

Select and Place:

STEPS

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.

ORDER

Correct Answer:

STEPS

Create an Inventory Adjustment record.

Post the Receipt record.

ORDER

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

Click Receipt Products

Click Show Purchase order Products not fully received yet.

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order

QUESTION 4

You are implementing Dynamics 365 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 to the customer?

A. Update the Starting Location to Organization Unit within Schedule Board Settings.

B. Update the filter on the Scheduler resource tool tips view.

C. Select the Real-Time Mode option in the Schedule Assistant filter window.

D. Update the Load Default Filters on the Schedule Assistant.

Correct Answer: C

QUESTION 5

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?

A. 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.

B. 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.

C. Create a notification Power Automate flow using an automated flow. The condition within the flow should look at the Resource Requirement 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 Bookable Resource Bookings where the out-of-the-box priority field has a value of Emergency priority.

Correct Answer: C

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