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Microsoft Dynamics 365 Fundamentals

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QUESTION 1

HOTSPOT

A company sells and maintains heating and air conditioning equipment. The company uses Dynamics 365 Field Service.

The company is evaluating Field Service Mobile for technicians.

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
Technicians can collect digital signatures from customers when work is complete.	○	○
Technicians working in remote locations can use offline capabilities.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
Technicians can collect digital signatures from customers when work is complete.	○	○
Technicians working in remote locations can use offline capabilities.	○	○

Box 1: Yes

When technicians are working on a work order they can add your notes, attachments, pictures, and signatures.

Box 2: Yes

Field Service Mobile lets technicians work online or offline. Online mode requires an Internet connection; offline mode does not.

Reference:

https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide

QUESTION 2

HOTSPOT

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Statement	Yes	No
Inventory management is one of the key features of Dynamics 365 Field Service.	○	○
Field Service Mobile has offline capabilities only when a third-party application is installed.	○	○
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	○	○

Correct Answer:

Answer Area

Statement	Yes	No
Inventory management is one of the key features of Dynamics 365 Field Service.	●	○
Field Service Mobile has offline capabilities only when a third-party application is installed.	○	●
Service level agreements will work with Dynamics 365 Field Service as well as Dynamics 365 Customer Service.	●	○

Box 1: Yes

Key features include:

Inventory, purchasing, and returns capabilities to manage truck stock, purchase order requests and fulfillment, and product returns.

Box 2: No

Field Service Mobile lets you work online or offline. Online mode requires an Internet connection; offline mode does not.

Box 3: Yes

Dynamics 365 Field Service is designed to use the broader Dynamics 365 Service Level Agreement (SLA) functionality in Dynamics 365 Customer Service.

Reference:

https://docs.microsoft.com/en-us/dynamics365/field-service/overview

https://docs.microsoft.com/en-us/dynamics365/field-service/field-service-mobile-app-user-guide

https://docs.microsoft.com/en-us/dynamics365/field-service/sla-work-orders

https://docs.microsoft.com/en-us/dynamics365/customer-service/define-service-level-agreements

QUESTION 3

HOTSPOT

A company has two locations in the same city. Both locations need only general ledger, accounts payable, and accounts receivable functionality. The company wants to implement one product that can manage transactions and consolidate

financials at year-end.

You need to recommend a solution for the company.

What should you recommend? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

You should recommend [▼]

| Dynamics 365 Business Central |
| Dynamics 365 Commerce |
| Dynamics 365 Finance |
| Management Reporter |

Correct Answer:

Answer Area

You should recommend [▼]

| Dynamics 365 Business Central |
| Dynamics 365 Commerce |
| Dynamics 365 Finance |
| Management Reporter |

QUESTION 4

HOTSPOT

A company is implementing Dynamics 365 Business Central. The company wants to use project management tools.

What should the company implement? To answer, select the appropriate option in the answer area.

Hot Area:

Answer Area

In order to manage projects, you must [▼]

| also implement Dynamics 365 Finance |
| also implement Customer Insights |
| use Business Central capabilities |

Correct Answer:

Answer Area

In order to manage projects, you must _____ ▼

- also implement Dynamics 365 Finance
- also implement Customer Insights
- **use Business Central capabilities**

QUESTION 5

A company uses Dynamics 365 Commerce. The company is launching a new product line for select stores.

The company wants to ensure that stores participating in the launch receive the new products. Stores that are not participating in the launch must not be able to order the products.

You need to recommend tools to help the company launch the new product line.

What should you recommend? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

A. Define products for distribution using product assortment.

B. Define products for distribution using security roles.

C. Control product distribution using purchase agreement.

D. Control product distribution using trade agreement.

Correct Answer: AD

Reference: https://docs.microsoft.com/en-us/dynamics365/commerce/assortments

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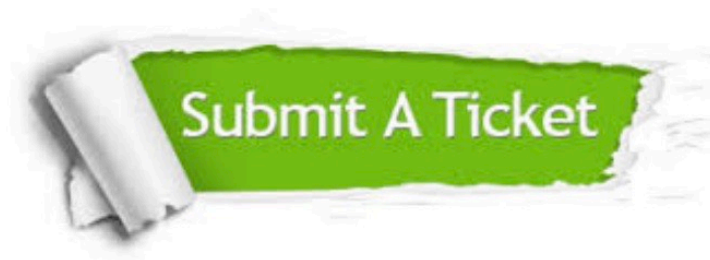Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

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