Vendor: Microsoft

Exam Code: MB6-889

Exam Name: Microsoft Dynamics AX 2012 Service Management

Version: Demo

QUESTION: 1
You are reviewing a service order to determine whether it is in compliance with the associated service level agreement. What does the Compliance value shown in the service order header represent?

A. The number of hours of work completed on the service order.
B. The percentage of hours remaining compared to the limit of the service level agreement.
C. The percentage of hours completed on the service order compared to the limit of the service level agreement.
D. The number of hours remaining within the limit of the service level agreement.

Answer: C

QUESTION: 2
You are configuring service level agreements in Microsoft Dynamics AX 2012.
What is the purpose of the Calendar setting on a service level agreement?

A. To determine whether a service order can be automatically created for the service agreement
B. To determine the start time of an incoming service order.
C. To determine the sign-off date of an incoming service order.
D. To determine whether the status of an incoming service order will be set to Started.

Answer: A

QUESTION: 3
You suspend a service level agreement (SLA) in Microsoft Dynamics AX 2012.
What is the result?

A. The SLA cannot be assigned to service agreements or service agreement groups.
B. The SLA cannot be assigned to service agreements but can be assigned to service agreement groups
C. The SLA cannot be assigned to service agreements but can be assigned to service orders.
D. The SLA cannot be assigned to service agreements or service orders.

Answer: A

QUESTION: 4

Which of the following is a result of cancelling the service level agreement on a service order in Microsoft Dynamics AX 2012?

A. The service order is signed off.
B. The status is set to blank.
C. The time recording records are deleted.
D. The service stage is set to Cancel.

Answer: C

QUESTION: 5
You are working with service orders in Microsoft Dynamics AX 2012.
In which situation will advancing the service order stage stop time recording?

A. If Stop time recording is selected for the service stage.
B. If the service order has no lines.
C. If the service order stage is changed to Cancel.
D. If Cancel is selected for the service stage.

Answer: A

QUESTION: 6
You are monitoring today's service activity on the dispatch board in Microsoft Dynamics AX 2012.
A customer reports additional information for a repair activity that appears on the Gantt chart at the top of the dispatch board.
You need to record the additional information for the repair activity.
What should you do?

A. Jump to the Sales orders form and edit the sales order for the repair activity.
B. Jump to the Service orders form and edit the service order for the repair activity.
C. Jump to the Service Objects form and edit the service object for the repair activity.
D. Jump to the Activities form and edit the activity detail for the repair activity.

Answer: B

QUESTION: 7
For which of the following purposes is the Microsoft Dynamics AX 2012 dispatch board designed? (Each correct answer is a complete solution. Choose two.)

A. To provide users of the Service management module an overview of the Service subscriptions.
B. To provide a different way of viewing data that resides on service objects.
C. To assist in scheduling work for the technician by displaying the open service orders.
D. To provide an overview of service management activities.

Answer: A, C

QUESTION: 8
You are creating a service order in Microsoft Dynamics AX 2012. Which of the following Service management parameters determines the first start time on a service order?

A. the calendar
B. the activity generation stage
C. the project group
D. the service order category

Answer: A

QUESTION: 9
You are monitoring today's service activity on the dispatch board in Microsoft Dynamics AX 2012. A service call is scheduled to be completed by 5:00 PM today. The customer requests that the service call be performed later. Where can you move the service order?

A. To any date and time allowed by the customer's service agreement.
B. To any date and time.
C. To any time after 5:00 PM today.
D. To any date and time allowed by the customer's service level agreement.

Answer: D

QUESTION: 10
A service order line in Microsoft Dynamics AX 2012 has a transaction type of Hour and a quantity of 5 hours. The start date and end date are June 1. Service technicians work 8-hour shifts, every day. In the dispatch board, you create another activity of the same type with a quantity of 12 hours. What is the end date of the new activity?

A. June 3
B. June 2

C. June 4
D. June 1

Answer: A

QUESTION: 11
Which of the following actions can you perform on a service order in the Microsoft
Dynamics AX 2012 dispatch board?

A. Create a service task relation.
B. Select a customer account.
C. Select a service level agreement.
D. Select a project ID to attach to a service agreement.

Answer: A

QUESTION: 12
You are dispatching service orders in Microsoft Dynamics AX 2012. Which of the
following items differentiate service orders when dispatching? (Each correct answer is a
complete solution. Choose three.)

A. Service level agreement
B. Service agreement
C. Default technician
D. Color-based priority
E. Dispatch team
F. Activity type

Answer: A, B, D

QUESTION: 13
For which of the following purposes can you use a subscription group?

A. To assign the sales currency.
B. To specify the use of a number sequence subscription ID and set the invoice interval.
C. To specify the use of a manual subscription ID and assign the project category.
D. To assign the category of the subscription fee type.

Answer: B

QUESTION: 14
What is the purpose of accruing revenue for service subscriptions in Microsoft Dynamics
AX 2012?

A. To post revenue for multiple subscription fee transactions in a single ledger account.
B. To recognize revenue evenly throughout the subscription period.
C. To recognize revenue for multiple subscriptions in a single accounting period.
D. To post revenue for multiple subscription fee transactions in a single accounting
transaction.

Answer: B

QUESTION: 15
You post accrued revenue for a subscription that has quarterly invoicing and monthly
accrual. Which ledger accounts do you post to as part of the monthly accrual posting
transactions? (Each correct answer presents part of the solution. Choose two.)

A. Invoiced revenue
B. Accrued revenue - sales value
C. WIP - subscription
D. Accrued revenue - subscription
E. WIP - sales value

Answer: B, E

QUESTION: 16
From which of the following entities can you invoice for a service subscription in
Microsoft Dynamics AX 2012?

A. Service order
B. Time and material project
C. Sales order
D. Fixed-price project

Answer: B

QUESTION: 17

You set up a service subscription that can be invoiced monthly or annually in Microsoft Dynamics AX 2012. You plan to charge a lower rate to customers who pay annually than to customers who pay monthly. You need to charge the lower rate by using the least amount of effort. What should you do?

A. Use Regular subscription transactions with different From dates and To dates.
B. Use Regular subscription transactions with different period codes.
C. Use Reduction days subscription transactions.
D. Use Price reduction subscription transactions.

Answer: B

QUESTION: 18
What is the purpose of the Rounding-off period parameter for subscription revenue accrual in Microsoft Dynamics AX 2012?

A. To determine whether rounding is used when accrued revenue is calculated per day.
B. To determine which accrual posting transaction is rounded.
C. To determine which invoicing period is rounded.
D. To determine whether rounding is used during an accrual reversal transaction.

Answer: B

QUESTION: 19
While fulfilling a service order, the technician hears an unusual mechanical noise that requires the creation of a new service order. The technician creates a web service order in the Microsoft Dynamics AX 2012 Enterprise Portal. The technician must ensure that the mechanical noise is logged correctly in the service order. In which area of the service order should the specific mechanical information be logged?

A. The symptom code
B. The symptom area
C. The category
D. The condition

Answer: A

QUESTION: 20

A customer submits a service request through the customer self-service area of the Microsoft Dynamics AX 2012 Enterprise Portal. You need to make the request available to a technician. What should you do?

A. Create activities for the service request.
B. Edit the repair line information for the service request.
C. Assign a technician to the service request.
D. Transfer the service request to a service order.

Answer: D

QUESTION: 21
Which of the following functions can a customer perform in the customer self service area of the Microsoft Dynamics AX 2012 Enterprise Portal?

A. Renew a service subscription.
B. Submit a question related to a service subscription.
C. View the details of a service subscription.
D. Terminate a service subscription.

Answer: C

QUESTION: 22
A customer is using the service management functionality in the Microsoft Dynamics AX 2012 Enterprise Portal. Which of the following tasks can the customer perform?

A. Display planned service orders, display service subscriptions, and create new service orders.
B. Display planned service orders, create new service orders, and transfer web service orders to the Service orders form.
C. Display planned service orders, display requested service orders, and review web service orders.
D. Display requested service orders, display service subscriptions, and review web service orders.

Answer: A

QUESTION: 23

You are managing service orders for technicians in the Microsoft Dynamics AX 2012 Enterprise Portal. In which of the following situations would you edit a service order line? (Each correct answer presents a complete solution. Choose three.)

A. The service agreement changed.
B. The service object relation changed.
C. The service level agreement changed.
D. The service task changed,
E. The hours spent changed.

Answer: A, D, E

QUESTION: 24
Which of the following items can the field service technician display in the Microsoft Dynamics AX 2012 Enterprise Portal?

A. Service agreements, service orders, and service subscriptions
B. Project information details, service orders, and service tasks
C. Repair lines, service agreements, and service orders
D. Repair lines, service orders, and service tasks

Answer: D

QUESTION: 25
A customer reports a problem with a service object.
You need to document the nature of the problem in Microsoft Dynamics AX 2012.
Which of the following elements should you document?

A. Condition, diagnosis code, and symptom code
B. Condition, symptom area, and symptom code
C. Condition, diagnosis code, and resolution
D. Condition, diagnosis area, and symptom area

Answer: D

QUESTION: 26
You are creating service order transactions for repairs in Microsoft Dynamics AX 2012.
For which type of entity can you create repair lines?

A. Service objects
B. Service bill of materials (BOM)
C. Sales orders
D. Service agreements

Answer: A

QUESTION: 27
For which of the following repair elements do you create transactions in Microsoft Dynamics AX 2012?

A. Expenses, materials, and time
B. Item requirements and resolutions
C. Conditions and fees
D. Materials and repair stages

Answer: B

QUESTION: 28
You are setting up a repair management process in Microsoft Dynamics AX 2012.
What is the purpose of the diagnosis code?

A. To describe what the technician believes the specific problem to be.
B. To describe what the technician believes the general problem to be.
C. To describe what the dispatcher believes the problem to be.
D. To describe what the technician believes will fix the problem.

Answer: A

QUESTION: 29
You are creating service order transactions for repairs in Microsoft Dynamics AX 2012.
You need to post a service order that includes a repair. Which of the following conditions must be met before you can post the service order? (Each correct answer presents part of the solution. Choose two.)

A. All replacement items must be signed off.
B. The service order must be signed off.
C. The resolution must be signed off.
D. The current stage of the service order must allow posting.

Answer: B, D

QUESTION: 30
You are recording diagnosis codes for a repair management process in Microsoft Dynamics AX 2012. Which of the following statements about diagnosis codes is true?

A. The diagnosis code can automatically assign a resolution.
B. The diagnosis code can be recorded only after the diagnosis area is recorded.
C. The diagnosis code is recorded prior to the condition.
D. The diagnosis code is less specific than the diagnosis area.

Answer: B

QUESTION: 31
You create a template bill of materials (BOM) in Microsoft Dynamics AX 2012. After what point can you no longer modify the template BOM?

A. After the service object reference type is assigned.
B. After the template is attached to a service task.
C. After the template is attached to a service object.
D. After the BOM reference type is assigned.

Answer: D

QUESTION: 32
A technician completes a service order request at a customer site but uses a different component than is specified on the service bill of materials (BOM). You need to record the change in Microsoft Dynamics AX 2012. What should you do?

A. Add an activity line for the new component in the service order.
B. Add the component in the BOM Designer.
C. Replace the activity lines in the service order.
D. Replace the component in the BOM Designer.

Answer: D

QUESTION: 33

You move a service bill of materials (BOM) from one service agreement to another in Microsoft Dynamics AX 2012. Which of the following are preserved?

A. Template BOM history
B. Service object history
C. Service agreement history
D. BOM history

Answer: D

QUESTION: 34
You are creating a template bill of materials (BOM) in Microsoft Dynamics AX 2012 for a new item that is similar to an item your company assembles. You need to create the BOM lines for the template by using the least amount of effort. What should you do?

A. Copy the lines from an existing production order.
B. Copy the lines from an existing template BOM.
C. Copy the lines from an existing service BOM.
D. Copy the lines from an existing service order.

Answer: A

QUESTION: 35
You are replacing a component item on a service bill of materials (BOM). Which of the following can you create while replacing the component item?

A. Service order line
B. Service agreement
C. Service level agreement
D. Service subscription

Answer: A

QUESTION: 36
You are using the Create service orders function to create service orders from a service agreement in Microsoft Dynamics AX 2012. The service agreement is set to combine service orders by service agreement. The service agreement has a service interval frequency of 10 days, a time window method of Month, a start date of June 1, 2012, and no end date.
You create service orders from June 1, 2012 to July 31, 2012.