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Microsoft Dynamics 365 Field Service

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QUESTION 1

You are a Dynamics 365 for Field Service system administrator.

You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to accurately capture the cost of work order bookings.

Solution: You implement the following configuration changes:

1) Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.

2) Assign an Hourly Markup percentage to each Resource Pay Type.

3) Assign Resource Pay Types to the applicable Pay Type.

4) Create Business Closures.

5) Create Bookable Resources with Hourly Rates and Work Hours.

Does this meet the goal?

A. Yes

B. No

Correct Answer: A

QUESTION 2

You are setting up assets for a customer.

The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.

Solution: You create Asset Properties to describe each component for viewing in a hierarchy.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 3

You have configured Microsoft Dynamics 365 Customer Voice, along with Dynamics 365 Field Service.

Your manager wants to add the customer\\'s First Name, Last Name, and Work Order Number to the survey.

In which two survey elements can you add these variables? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. Section description

B. Footer text

C. Post-survey message heading

D. Survey header

Correct Answer: AC

QUESTION 4

DRAG DROP

Your company has a requirement to use the out-of-the-box Resource types to categorize Active Bookable Resource types. The company wants to ensure easy Dynamics 365 upgrades as needed.

You need to ensure that you only use the appropriate Resource types.

Which types are available for your use? To answer, drag each description on the left to the appropriate column on the right. Each description may be used once, more than once, or not at all. You may need to drag the split bar between panes

or scroll to view the content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Descriptions	Resource Type	Not a Resource Type
Account		
User		
Service Center		
Equipment		
Team		

Correct Answer:

Answer Area

Descriptions	Resource Type	Not a Resource Type
	Account	
	User	
		Service Center
	Equipment	
		Team

References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources

QUESTION 5

You need to make sure that only a specific set of resources are allowed to be scheduled to perform certain work orders. Which type should you select when you create a resource requirement preference?

A. Must choose from

B. Preferred

C. Restricted

D. Auto-suggested

Correct Answer: A

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