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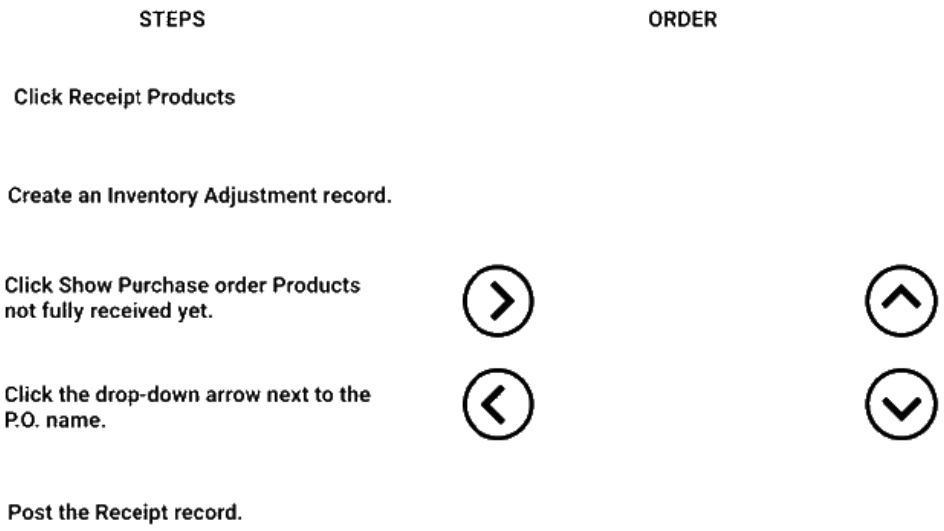


Microsoft

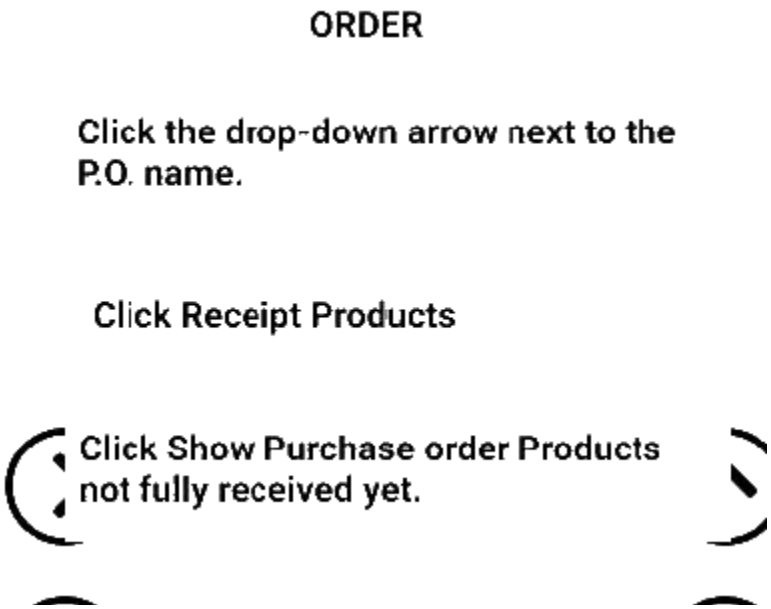
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Microsoft Dynamics 365 for Field Service

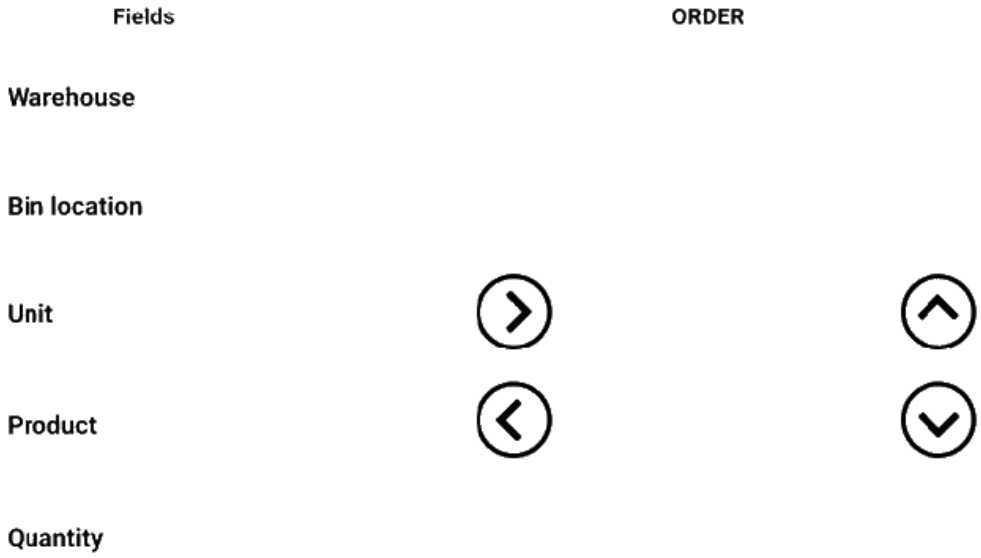
QUESTION: 52
DRAG DROP
Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible. Which three steps, in sequence, are needed to receive the products to the existing rush order in Field Service? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



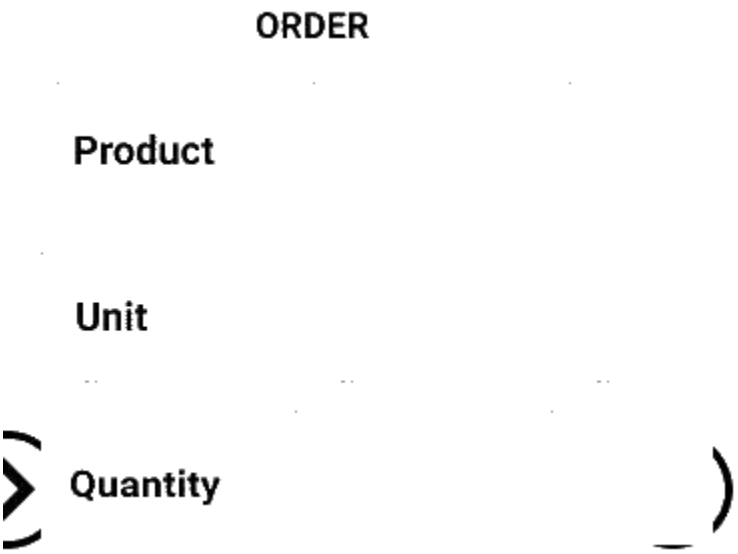
Answer:
Exhibit



QUESTION: 53
DRAG DROP
Your company uses Dynamics 365 for Field Service. The company's inventory clerk goes to the bin location for electrical switches and discovers there are none in stock. However, the Field Service Inventory shows a quantity of one. In which order should the required fields be entered to adjust the inventory to the correct amount? To answer, move the three appropriate actions from the list of actions to the answer area and arrange them in the correct order.

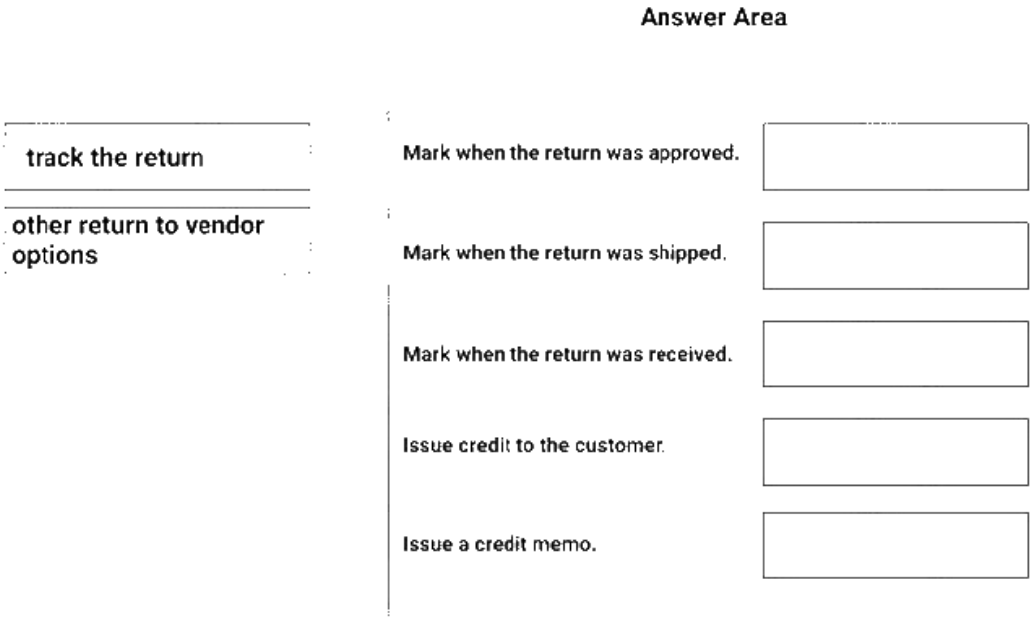


Answer:
Exhibit



QUESTION: 54
DRAG DROP
Your company’s inventory clerk is using the Returning to Vendor feature in Dynamics 365 for Field Service to process a customer's request to return a wheel that is the wrong

size. The clerk needs to understand the different tracking options for returning to the vendor. Which actions correspond with track the return and which actions correspond with another return to vendor option? To answer, drag the type of return to the action. Each type or return 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.

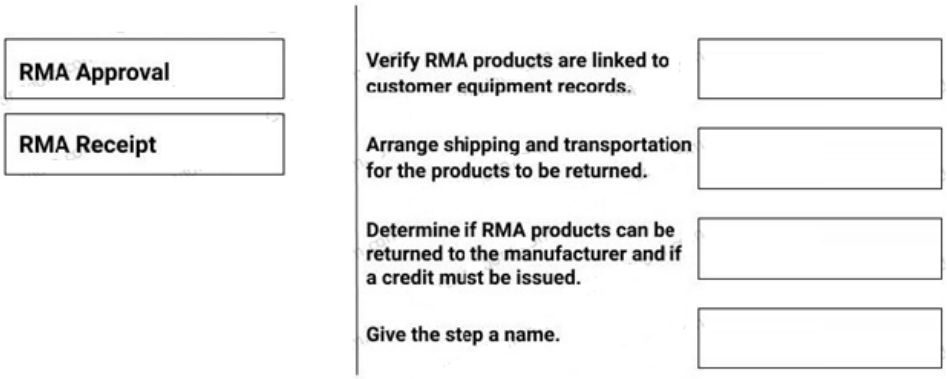


Answer:
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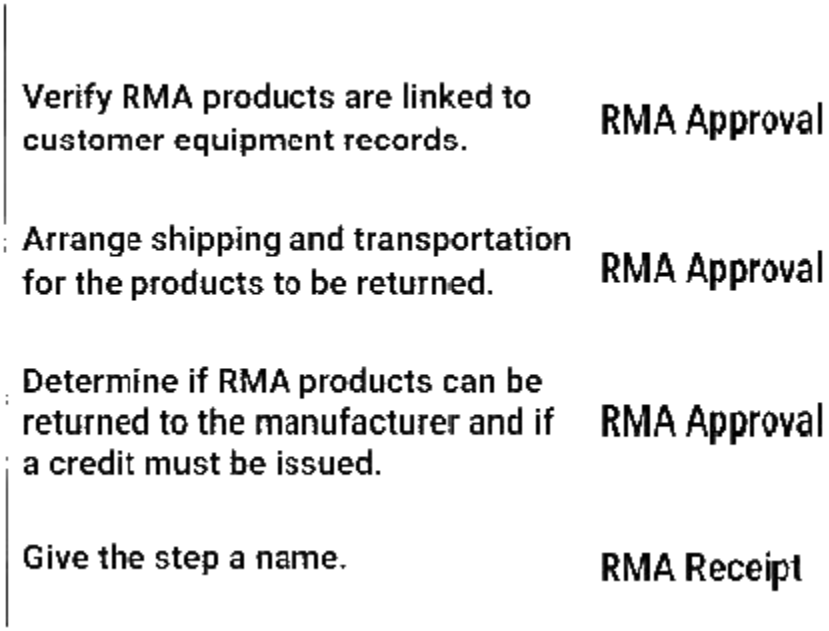
Answer Area

Mark when the return was approved.	track the return
Mark when the return was shipped.	track the return
Mark when the return was received.	track the return
Issue credit to the customer.	other return to vendor options
Issue a credit memo.	other return to vendor options

QUESTION: 55
DRAG DROP
There are certain steps a Field Service Manager must take for RMA approval, and then for creating an RMA receipt. Which steps pertain to RMA Approval and which steps pertain to RMA Receipts? To answer, drag RMA Approval or RMA Receipts to the appropriate steps. RMA Approval and RMA Receipts may be used once, more than once, or not at an. You may need to drag the split bar between panes or scroll to view the content.
NOTE: Each correct selection is worth one point.



Answer:
Exhibit

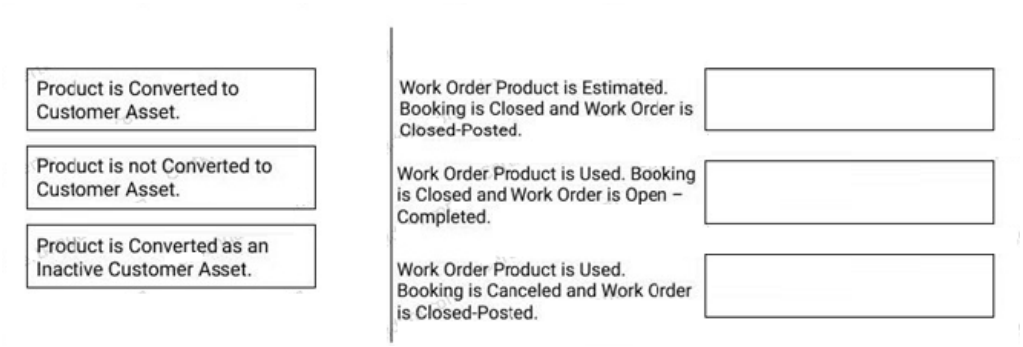


QUESTION: 56
You are a Dynamics 365 for Field Service Billing Administrator. Your customer wants to purchase a series of quarterly preventative maintenance visits as well as bi-weekly site visits. The customer wants to be billed for the preventative maintenance quarterly but billed for the site visits monthly.What are two ways that this can be completed against a single Agreement? Each correct answer presents a complete solution.

A. Create Invoice Setup for preventative maintenance, with Invoice Products tied to Quarterly Price List.
B. Create Invoice Setup for preventative maintenance with Invoice Recurrence of every three months.
C. Create Invoice Setup for site visits, with Invoice Recurrence of each month.
D. Create Invoice Setup for site visits, with Invoice Products tied to Monthly Price List.

Answer: B, C

QUESTION: 57
DRAG DROP
You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes. Some users indicate products on a customer asset are not always becoming a customer asset. Users provide you with three scenarios. You need to review the scenarios and provide the answers. What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution 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.



Answer:
Exhibit

Answer Area

Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.	Product is not Converted to Customer Asset.
Work Order Product is Used. Booking is Closed and Work Order is Open – Completed.	Product is not Converted to Customer Asset.
Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.	Product is Converted to Customer Asset.

QUESTION: 58
You are a Dynamics 365 for Field Service Administrator. You need to add two compressor sub-components to one of the refrigerator customer assets, in the environment and set up the sub-components for the customer asset. What must you do to properly set up the assets?

A. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.
B. Click View Hierarchy on the refrigerator customer asset record.
C. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.
D. Add the compressor sub-components as customer asset records.

Answer: A

QUESTION: 59
You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a separate component

that compacts the recyclable materials to make them easier to transport. These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs. You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

A. Configure the customer asset records hierarchically, and maintain service history at the subQuestions & Answers PDF P-48 component level.
B. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.
C. Configure the customer inventory records in a hierarchy, and maintain service history at the subcomponent level.
D. Configure the customer asset records hierarchically, and maintain service history at the service account level.

Answer: A

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