



Vendor: Microsoft

Exam Code: MB2-877

Exam Name: Microsoft Dynamics 365 for Field Service

Version: DEMO

QUESTION 1

You plan to use the Connected Field Service solution to proactively manage field equipment. You need to prepare for the installation.

Which three actions should you perform? Each correct answer presents part of the solution.

- A. Install Microsoft SharePoint Online.
- B. Purchase a Microsoft Azure subscription.
- C. Implement Microsoft Power BI Pro.
- D. Ensure that you have licensing for Microsoft Dynamics 365 for Field Service.
- E. Ensure that you are assigned to the Microsoft Office 365 Global Administrator or Microsoft Dynamics 365 System Administrator role.

Answer: BDE

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/connected-field-service>

QUESTION 2

Which work order status value indicates that a technician's work is ready for review and approval?

- A. Closed - Posted
- B. Closed - Completed
- C. Open - Completed
- D. Open - Posted

Answer: C

QUESTION 3

A new service agreement automatically generates 12 monthly work orders for a new customer.

What are two possible status values for the work orders? Each correct answer presents a complete solution.

- A. Open-scheduled
- B. Open-reserved
- C. Open-unscheduled
- D. Open-requested

Answer: AC

QUESTION 4

Service technicians perform groups of related activities. You need to provide a total estimated duration for the group of activities so that they can be scheduled as one assignment.

Which set of entities should you use?

- A. case and activities
- B. case and service tasks
- C. work order and activities
- D. work order and service tasks

Answer: D

QUESTION 5

You need to provide agents with a checklist of actions to complete as part of a work order. The duration of these actions must roll up to the work order. Which record type should you use?

- A. time entries
- B. service tasks
- C. incidents
- D. service activities

Answer: B

QUESTION 6

You are implementing Microsoft Dynamics 365 Field Service for a company. The company has several repeatable services that it performs as work orders. You need ensure that you can automatically add services and tasks on word orders. Which feature should you implement?

- A. Business Process Flow
- B. Work Order Type
- C. Service Task Type
- D. Incident Type

Answer: D

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-incident-types>

QUESTION 7

Your company has work orders and incident types of varying lengths. You add products, services, and service tasks to incident types. Some incident types do not include services and service tasks. Which two statements are true? Each correct answer presents a complete solution.

- A. You can manually overwrite duration only if none of the services associated with the incident type have a duration specified.
- B. The duration is the sum of the duration for all services that are included in the incident type.
- C. The duration is the sum of the duration for all the service task types that are included in the incident type.
- D. You can manually overwrite duration only if none of the service task types associated with the incident type have a duration specified.

Answer: CD

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-incident-types>

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