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**Version:** DEMO

## QUESTION 1

### Case Study 1 - Litware, Inc

#### Overview. Company structure

Litware, Inc. is a multi-national home improvement retail company with stores around the world. Litware, Inc. also offers various installation and repair services using a combination of employees and subcontractors.

Litware, Inc. has stores located throughout the United States and Canada. The company has three main types of stores:

1. DIY Stores are retail and contractor stores with supply items for DIY projects.
  - Offer electrical, lightning and other home improvement items.
  - Only offer delivery and installation services for major appliances.
2. Pro Stores offer design ideas for major home renovations.
  - Staffed with design experts for every major category, expert installation services, service technicians, and site coordinators.
3. Home Improvement Stores offer the convenience of purchasing items available in the DIY stores, but also include the expert design, installation and repair services offered in the Pro Stores.

#### Overview. Staff

Each type of store has a different combination of designers, service technicians and installers.

#### DIY Stores

- Installers
- Work 8am-6pm Monday to Friday.
- Saturdays and Sundays are generally off days.
- Delivery
  - Pick up at the local warehouse for each store.
  - Delivery personnel have a rotating work schedule. Monday to Friday every other week. Wednesday to Sunday every other week.

#### Pro Stores

- Designers
  - Work various hours and days of the week.
  - Assigned to a department based on skills and expertise.
- Installers
  - Work 8am-6pm Monday to Friday.
  - Assigned to a geographic region.
- Repair Technicians
  - Normal work hours 8am-6pm Monday to Friday.
  - Nights and weekends for emergencies only, based on availability.
- These are all subcontractors.

#### Home Improvement Stores

- Designers
  - Assigned to a department based on skills and expertise.
- Delivery
  - Pick up at the local warehouse for each store.
  - Delivery personnel have a rotating work schedule. Monday to Friday every other week. Wednesday to Sunday every other week.
- Installers
  - Work 8am-6pm Monday to Friday.

- Assigned to multiple stores in a geographic region.
- Repair Technicians
- Normal work hours 8am-6pm Monday to Friday.
- Nights and weekends for emergencies only, based on availability.
- These are all subcontractors.
- Dispatchers
- Assigned to all territories in the region.
- Assign repair and installation work to technicians based on skill.

All internal delivery, repair and installation employees will utilize the Field Service mobile app. Litware, Inc. employees will have full-service licenses, while subcontractors will not.

A new service technician was recently hired on at Litware, Inc. and is assigned to the HVAC team. The service technician is still learning about the job and the units the company sells and services.

The service technician has been assigned to a repair work order for a unit. Upon arrival and inspection, the service technician turns off the one circuit breaker to the unit, but is not sure what should be done next. The service technician makes a phone call to the internal help team, but they aren't sure how to provide guidance as they cannot see what exactly the service technician is looking at and the service technician cannot describe it.

What should the company implement to handle this sort of issue?

- A. Microsoft Teams
- B. Microsoft Dynamics 365 Remote Assist
- C. Microsoft Dynamics 365 Guides
- D. Resource Scheduling Optimization

**Answer: B**

## QUESTION 2

### Case Study 2 - Contoso

#### Overview. General overview

Contoso is a large international manufacturing company that has offices around the world with service and scheduling departments in each office. In addition, Contoso has sales reps throughout the world.

Contoso has main offices in North America, Europe and Asia, with global headquarters based in Redmond, Washington, USA. Each of the regional offices has their own sales and service teams. The regional HQ locations also include sales and services leaders and executive management. Global HQ houses company executives for various departments, including sales and service.

Office hours are from 8:00 am to 6:00 pm, every day of the week except holidays, which have no work hours. This applies to all offices, using their local time zone.

Third-party contractors handle work outside of normal work hours at a higher rate.

#### Overview. Field Service staff

Contoso's service technicians around the world will be a combination of internal employees and third-party contractors.

- Pay type is Straight for regular work hours, and Overtime for work on holidays and after hours.
- All technicians have the capacity of handling just one job at a time, while supervisors can handle

2 jobs at a time.

Contoso's internal field service employees:

- Begin and end their workday at their home of record.
- Have a default office location / regional office.
- Are assigned to multiple territories.

All third-party contractors:

- Begin and end their workdays at their office location.
- Have a default office location / regional office.
- Are assigned to only one territory.

Dispatchers:

- Work at the Main office for their region.
- Assigned to all territories in the region.
- Have privileges to customize their Schedule Boards.

All field service technicians will utilize the Field Service mobile app.

- Contoso employees will have full field service licenses, while third-party contractors will not.
- Field Service technicians will not have access to Leads, Opportunities or other sales-specific data.
- Dispatchers can see all data for their region, though they will mostly be scheduling for only one territory.

Contoso has several classes to distinguish the capability and training level of its field technicians. All work order bookings need to respect these classes and book resources accordingly.

#### **Existing environment. Org structure setup**

Contoso currently uses Dynamics 365 Customer Engagement for leads, opportunities, quotes and orders. There are currently 200 sales users in North America, 500 in Europe and 400 in the Asia-Pacific region.

Dispatchers at Contoso have access to a wide range of information because they often cover for each other within the region. However, for their normal daily operations, they only need to be able to see resources in their territory.

The dispatcher needs to customize their schedule board to filter resources to their territory.

What should the dispatcher do?

- A. On the Filter & Map View window, select a Service Territory, then select Save Current Filters as Default.
- B. In the Scheduler Settings, select one Territory.
- C. On the Filter & Map View window, select a Resource Type, then select Save Current Filters as Default.
- D. Add a Booking Requirements tab.

**Answer: A**

### **QUESTION 3**

#### **Case Study 3 - Contoso Compressor Ltd**

##### **Company Overview. Company Structure**

Contoso Compressor Ltd. is a large global manufacturer with 12,000 employees. Contoso

Compressor produces, installs, and services large B2B and small B2C gas and air compressors.

They have manufacturing plants and service centers in:

**North America (Canada, US, Mexico) Territories**

- US – 600 Service Technicians, 60 Call Center Agents, 30 Dispatchers
- Canada – 300 Service Technicians, 30 Call Center Agents, 15 Dispatchers
- Mexico – 200 Service Technicians, 20 Call Center Agents, 10 Dispatchers

**Europe Territories**

- Germany – 200 Service Technicians, 20 Call Center Agents, 10 Dispatchers
- France – 150 Service Technicians, 15 Call Center Agents, 7 Dispatchers
- Italy – 100 Service Technicians, 10 Call Center Agents, 5 Dispatchers

**South America Territories**

- Brazil – 200 Service Technicians, 20 Call Center Agents, 10 Dispatchers
- Argentina – 100 Service Technicians, 10 Call Center Agents, 5 Dispatchers

**India Territories**

- Mumbai – 100 Service Technicians, 10 Call Center Agents, 5 Dispatchers
- Chennai – 150 Service Technicians, 15 Call Center Agents, 7 Dispatchers

Contoso Compressor sales channels include direct and via distributors.

Contoso Compressor service and installation channels include direct and via service partners.

**Company Overview. Existing Systems**

Existing systems:

- SAP for ERP
- Siebel for Sales and Customer Service
- Home grown for Field Service and Installations

Dynamics 365 has been selected for Sales, Customer Service, and Field Service.

Azure IoT and Azure Machine Learning have been selected for Connected Field Service.

You are the lead consultant on a Dynamics 365 Field Service implementation for Contoso Compressor. The company uses internal assets on jobs and also maintains them.

What would be the most efficient way of handling the company's needs?

- A. Enable the Customer Asset table for scheduling, then add it as a Resource Type.
- B. Set the internal assets up as a User so they can be used for Resource Scheduling Optimization (RSO) as well.
- C. Set up the equipment as a Contact in the system, then add it as a Contact Resource.
- D. Create a Facility/Equipment for the Asset, then add it as a Resource Type.

**Answer: B**

**QUESTION 4**

**Case Study 4 - Contoso Ltd**

**Company background. General overview**

Contoso Ltd. is a leading provider of technology services, with clients all around the world.

Contoso Ltd. has over 1,000 offices globally and over 10,000 employees servicing those buildings, from janitorial service people, repair technicians and new project (office setup, painting, furniture) setup resources. Each day, they dispatch these resources to work on and/or repair items in the cluster of buildings within their geographical area.

The major offices are located in North America, Asia Pacific, Europe, and Latin America.



### **Company background. Concerns**

Contoso Ltd. has several key challenges and issues in managing their day-to-day operations and facilities.

Many of their facilities have issues spanning five-to-ten days, before the proper personnel begins to work on the request. In some cases, issues within their facilities cause significant issues for the employees in the building or cause disruptions to customers. For example: An air conditioning issue causes servers to reach a critical temperature. It forces servers to shut down, and Contoso Ltd. must employ their emergency disruption plans.

Additional concerns:

1. Many different and siloed systems to manage requests, and track history and progress.
2. No concise and definitive processes to log, manage and complete requests throughout the organization.
3. No tools and technology to make technicians more effective.
4. Lack of ease for internal customers to log a request for work, provide updates and track progress.
5. The inability to monitor equipment performance and check for anomalies, and then interpret and act upon the data.
6. Lack of insight of historical details for the technicians and building management.
7. Field technicians experience issues trying to work in areas that do not have internet connectivity. Most of the requests are details within an email. As a result, they always carry paper copies of all the requests.
8. The current system lacks the ability to capture real-time data for system critical components, such as air conditioning and heating units, and energy consumption details.

9. Technicians in the field do not have standard devices. Some have iPhones and Android devices, while some use Windows-based laptops, such as the Surface Pro 7.

Each internal technician needs to be immediately notified by mobile phone when assigned work, based on the requirements in the case study.

Which solution will meet the requirement?

- A. Create a notification Power Automate flow using an instant flow. The condition within the flow should look at the Resource Requirement entity where the out-of-the-box priority field has a value of Emergency priority.
- B. Create a notification Power Automate flow using an automated flow. The condition within the flow should look at the Work Order entity where the out-of-the-box priority field has a value of Emergency priority.
- C. Create a notification Power Automate flow using a scheduled flow. The condition within the flow should look at the Work Order entity where the out-of-the-box priority field has a value of Emergency priority.
- D. Create a notification Power Automate flow using an instant flow. The condition within the flow should look at the Work Order entity where the out-of-the-box priority field has a value of Emergency priority.

**Answer: B**

#### QUESTION 5

You are a Dynamics 365 for Field Service Mobile Administrator (FSM).

When technicians log into FSM, they receive the following message:

"Your organization has not configured Field Service Mobile."

You log into FSM and cannot reproduce the issue with your login.

What must you do to fix the issue?

- A. Update the Security Roles for the FSM project within Woodford.
- B. Update the Priority for the FSM project within Woodford.
- C. Update the Security Roles for all Bookable Resources within Dynamics 365.
- D. Set Enabled for Field Service Mobile to Yes for all Bookable Resources.

**Answer: A**

#### **Explanation:**

Your Organization has not configured the Field Service Mobile app with the correct project.  
<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-faq>

#### QUESTION 6

**Note:** This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

**After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.**

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 the Holiday Schedule.

Does this meet the goal?

- A. Yes
- B. No

**Answer: B**

**Explanation:**

Set resource hourly rate is missing.

Set resource work hours is missing.

And holiday schedule should be business closures.

#### QUESTION 7

You are a Dynamics 365 for Field Service consultant.

One of your Dynamics 365 customers wants to decrease the number of repair appointments by sending fewer technicians onsite.

You need to provide a recommendation of which solution your customer should use to achieve their request.

What should you recommend?

- A. Azure IoT Hub
- B. Connected Field Service
- C. Dynamics 365 for Field Service
- D. Crew Scheduling

**Answer: B**

**Explanation:**

Because by setting connected field service work can be done from hub / shop itself and hence less technicians will be needed to be sent onsite.

#### QUESTION 8

Contoso, Ltd has just acquired a new company in order to increase the services it offers to its customers. Contoso, Ltd. wants to ensure that it is able to track all of the stages in its service management workflow, including the services offered by the new service company.

You need to configure Dynamics 365 CE for Field Services to ensure that all of the necessary status values are configured correctly to track your company's unique business process.

Which action must you perform?



- A. Edit the existing system status field values.
- B. Create the necessary sub-status values.
- C. Create the necessary system status values.
- D. Create the necessary service task values.

**Answer: B**

**Explanation:**

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

Booking statuses allow you to create multiple sub-statuses mapped to each of your booking statuses in order to more precisely define your company's unique business processes.

#### QUESTION 9

As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience.

Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes.

You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities.

Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?

- A. Resources
- B. Work Order Types
- C. Booking Rules
- D. Incident Type

**Answer: D**

**Explanation:**

Incident types act as service templates that allow users to quickly create work orders for the most common types of jobs that your organization performs. Incident types are also used to define specific work order issues and recommended resolutions.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

#### QUESTION 10

Your company is expanding nationally.

You need to configure tax codes for a new territory, so the company can start to operate in the new territory.

You realize that you can identify which field service record types the tax code will be applied to.

Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete solution.

- A. Agreements
- B. Services
- C. Purchase Orders
- D. Products

E. Work Orders

**Answer:** ABD

**Explanation:**

The question is 'configure tax codes' for which you go to Settings area in Field service app. Settings--> Tax codes (under General)--> On Active tax code page, click New. There are only three taxable items [whether we choose Yes/No] products, services and agreements.  
<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-tax-codes>

**QUESTION 11**

You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

- A. Product
- B. Non Inventory
- C. Inventory
- D. Service

**Answer:** BC

**Explanation:**

You only can add Work Order Products of type Inventory and Non-Inventory, if you try to add a product of type Service, popup is displayed with the message: The product can only be a product with the Field Service product type of Inventory or Non Inventory.

**QUESTION 12**

You are a Dynamics 365 for Field Service Dispatcher reviewing automatically generated bookings for optimization of the schedule.

You notice that, for certain customers, Work Orders are being generated without service tasks, products, or services, when they should have them documented from the Agreement.

Which two of the following should you troubleshoot? Each correct answer presents part of the solution.

- A. Incident Type contains appropriate Service Tasks, Products, and Services.
- B. Incident Type field "Copy Incident Items to Agreement" is marked "Yes".
- C. Agreement Booking Setup field "Auto Generate Work Order" is marked "Yes".
- D. Agreement Booking Setup contains appropriate Service Tasks, Products, and Services

**Answer:** BD

**Explanation:**

The Copy Incident Items to Agreement field during incident type setup is important for 2 reasons: The incident you want to add to an agreement may be slightly different than the incident you would add to a single work order that's not part of an agreement. For example, normally the incident would require 1 hour of a service, but for the agreement, you negotiated with the customer 2 hours of a service. Rather than having to create a second incident type just for this agreement, you can set Copy Incident Items to Agreement to No, add the incident to the

agreement, then manually add the specific service tasks, product, services, and so on. This way you can use the same incident type, which helps for reporting later on. Set this option to Yes and the incident items will be added to the agreement and you can accept these items or make slight variations from there.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-customer-agreements>

### QUESTION 13

You are a Dynamics 365 for Field Service administrator for a construction company.

You need to schedule a work order for a group of resources that will work together for a set number of days, week, or months.

How should you achieve the goal without scheduling the same requirements multiple times manually by using the schedule board (or with the schedule assistant)?

- A. Use Facility Scheduling
- B. Use Multi-Resource Scheduling
- C. Use Resource Crew Scheduling
- D. Use Universal Resource Scheduling

**Answer: C**

**Explanation:**

A group of resources will work together for a set number of days, weeks, or months.

<https://docs.microsoft.com/en-us/dynamics365/field-service/resource-crews>

### QUESTION 14

Drag and Drop Question

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 Area

Product is Converted to Customer Asset.	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 Converted as an Inactive Customer Asset.	Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.	

Answer:

### Answer Area

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

### Explanation:

If you test all 3 scenarios in Dynamics the above are the correct options. The key thing is if the product is marked as "used" and the work order goes to Open-Completed or any later stage like Closed-Posted, the product is converted to a customer asset.

### QUESTION 15

**Note:** This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

**After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.**

You are implementing Microsoft Dynamics 365 Field Service for a health care institution. Each day, the institution receives a large number of appointment requests for pediatricians.

You have the following requirements:

- create a daily schedule for pediatricians with a frequency of 30 minutes for each slot.
- provide a full-day schedule with start times and end times.

Solution: You create a fulfillment preference with a start time and end time duration of 30 minutes for the whole day, create a requirement group, and book it with the schedule assistant.

Does this meet the goal?

- A. Yes
- B. No

**Answer: B**

### QUESTION 16

You recently created a new schedule board tab.

You need to ensure that only a subset of users can view this new tab.

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

NOTE: Each correct selection is worth one point.

- A. Ensure the schedule board tab is configured to be shared with specific people.
- B. From the schedule board setting, ensure the record is shared with the appropriate users or teams.
- C. From the schedule board setting, email the record link to the appropriate users or teams.
- D. Ensure the users have the proper security role.

**Answer: AD**

### QUESTION 17

Your organization wants to use the new Microsoft Dynamics 365 Field Service mobile app. You need to install this app for the technicians.

In order to run the initial tests, you install the mobile app and connect with the Sandbox environment to verify that everything is working as expected.

Now, you want to connect the mobile app to the Production environment.

Which two actions should you take? Each correct answer presents a part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sign out, and then log in as your new production user.
- B. Stay logged in, and select Reconfigure to delete data and clear cache from your device.
- C. Go to the main menu, then select the Settings icon.
- D. Go to the main menu, then select the Person icon.

**Answer: AC**

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