Exam Questions MB2-877
Microsoft Dynamics 365 for Field Service
1. You plan to convert products that you use on work orders to customer assets. You need to automatically create customer assets for all work orders.

How should you configure the products?

A. On the Work Order Type record, set the value of Product to Customer Asset to Yes.
B. On the Incident Type record, set the value of Product to Customer Asset to Yes.
C. On the Product record, set the value of Convert to Customer Asset to Yes.
D. On the Work Order Product record, set the value of Convert Product to Customer Asset to Yes.

Answer: C

 Explanation:

 References:

2. You are a field service administrator. You are configuring bookable resources. You need to configure start and end location for resources.

Which three options can you use? Each correct answer presents a complete solution.

A. Resource Address
B. Company Address
C. Organizational Unit Address
D. Business Unit Address
E. Location Agnostic

Answer: A,B,E

3. A field technician is completing a job and getting ready to drive to the next job. The dispatcher needs to provide the technician with driving directions.

What should the dispatcher do?

A. From the schedule board, right-click the scheduled work order and select Get Driving Directions.
B. On the work order form ribbon, click Get Driving Directions.
C. From the schedule board, click Actions and select Get Driving Directions.
D. Select a work order from any view. On the ribbon, click Get Driving Directions.

Answer: C

4. You need to track a list of serviceable equipment related to a specific service location. Which record type should you use?

A. Products
B. Facilities/Equipment
C. Customer Assets
D. Resources

Answer: C

5. 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: B,D,E

Explanation:

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6. For which two purposes can you use purchase orders in Microsoft Dynamics 365 Field Service? Each correct answer presents a complete solution.

A. Add inventory to a warehouse.
B. Add or subtract inventory to or from a warehouse.
C. Transfer a product from a warehouse to a truck.
D. Purchase products to sell to a customer.

Answer: A,D

Explanation:

References:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order

7. You create a custom entity to manage specific types of services. You need to start scheduling resources for work related to the entity.

What should you do?

A. Create a relationship between the custom entity and Booking Resources entities.
B. Use work orders instead of the custom entity.
C. Add the custom entity to the schedule board.
D. Enable the custom entity for scheduling using universal scheduling.

Answer: D

8. What are the steps in the purchase order process?

A. Submit, Approval, Review, Receive, Bill
B. Submit, Approval, Receive, Bill
C. Draft, Approval, Submit, Review, Receive, Bill
D. Draft, Approval, Submit, Receive, Bill

Answer: D

Explanation:

References:
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