Exam Questions MB6-889
Microsoft Dynamics AX 2012 Service Management
1. A customer enters a service order request in the Microsoft Dynamics AX 2012 Enterprise Portal.
   You need to dispatch the service order.
   What must you do first?
   A. Assign a start date and an end date.
   B. Create an activity for the service request and assign a technician.
   C. Validate the service request and determine the availability of technicians.
   D. Assign the service order priority and determine the availability of technicians.
   Answer: C

2. You are updating subscription prices in Microsoft Dynamics AX 2012.
   You need to perform an update to the indexed base price that reflects a 2.25% market index increase.
   Which of the following methods should you use?
   A. Base price to
   B. Base price by percentage
   C. Index to
   D. Index by a percentage
   Answer: B

3. You are configuring the Service order parameters in Microsoft Dynamics AX 2012.
   Which action is affected by the Allow without service agreement parameter setting?
   A. Changing the service stage
   B. Setting a reason code
   C. Posting a transaction to a project
   D. Creating a service order
   Answer: C

4. You attach a template bill of materials (BOM) to a service object on a service agreement in Microsoft Dynamics AX 2012.
   You need to modify the components of the template BOM.
   What should you do?
   A. Delete the service BOM from the service object on the service agreement and modify the template BOM.
   B. Delete the service BOM from the service object on the service order and modify the template BOM.
   C. Move the service BOM to a service object on a different service agreement and modify the template BOM.
   D. Modify the service BOM attached to the service object on the service agreement.
   Answer: A

5. Which of the following are valid transaction types for service agreement lines in Microsoft Dynamics AX 2012? (Each correct answer presents a complete solution. Choose three.)
   A. Time
   B. Item
   C. Expense
   D. Project
   E. Hour
   Answer: A,B,C
6. A customer reports a problem with a service object.
You need to document the nature of the problem in Microsoft Dynamics AX 2012.
Which of the following elements should you document?
A. Condition, diagnosis code, and symptom code
B. Condition, symptom area, and symptom code
C. Condition, diagnosis code, and resolution
D. Condition, diagnosis area, and symptom area
Answer: D

7. What does a service task relationship represent in Microsoft Dynamics AX 2012?
A. The relationship between a service task and a bill of materials (BOM).
B. The relationship between a generic service task and a specific bill of materials (BOM).
C. The relationship between a service task and a service object.
D. The relationship between a generic service task and a specific service agreement.
Answer: D

8. You are monitoring today’s service activity on the dispatch board in Microsoft Dynamics AX 2012.
A customer reports additional information for a repair activity that appears on the Gantt chart at the top of the dispatch board.
You need to record the additional information for the repair activity. What should you do?
A. Jump to the Sales orders form and edit the sales order for the repair activity.
B. Jump to the Service orders form and edit the service order for the repair activity.
C. Jump to the Service Objects form and edit the service object for the repair activity.
D. Jump to the Activities form and edit the activity detail for the repair activity.
Answer: B

9. You suspend a service level agreement (SLA) in Microsoft Dynamics AX 2012.
What is the result?
A. The SLA cannot be assigned to service agreements or service agreement groups.
B. The SLA cannot be assigned to service agreements but can be assigned to service agreement groups
C. The SLA cannot be assigned to service agreements but can be assigned to service orders.
D. The SLA cannot be assigned to service agreements or service orders.
Answer: A

10. For which of the following purposes can you use a subscription group?
A. To assign the sales currency.
B. To specify the use of a number sequence subscription ID and set the invoice interval.
C. To specify the use of a manual subscription ID and assign the project category.
D. To assign the category of the subscription fee type.
Answer: B
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