



Microsoft

MB2-877 Exam

Microsoft Dynamics 365 for Field Service Exam

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Version: 9.1

Question: 1

You implement the Resco Field Service mobile application for an organization. You need to add sales features and functionality.

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

- A. Purchase the required licenses to extend usage of the Resco application beyond field service entities.
- B. Implement the standard Microsoft Dynamics 365 mobile application instead of the Resco application.
- C. Extend the Resco application to include leads, opportunities, and other entities needed for sales.
- D. Register the added entities Resco Woodford application prior to extending the Resco application.

Answer: C,D

Question: 2

You install the Woodford solution and begin setting up the mobile application. You need to import the Field Service project.

Which three components must you define? Each correct answer presents part of the solution.

- A. security roles
- B. priority
- C. resources
- D. password policies
- E. project name

Answer: A,B,E

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-the-mobile-app#step-2-import-the-field-service-mobile-project-template-into-the-woodford-solution>

Question: 3

Which two objects or roles are required to customize the Field Service mobile application? Each correct answer presents part of the solution.

- A. Resco Woodford

- B. Field Service – Administrator
- C. Package Deployer
- D. Field Service project

Answer: A,B

References:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-the-mobile-app#step-2-import-the-field-service-mobile-project-template-into-the-woodford-solution>

Question: 4

You deploy the Field Service mobile application for a field service agent. You need to ensure that all Field Service functionality is available to the agent.

Which user type should you select during the initial configuration?

- A. Registered External User
- B. Anonymous External User
- C. Standard User
- D. Support User

Answer: C

Question: 5

You need to prepare field agents to use the Field Service application in both online and offline mode. Which behavior should you highlight for the field agents?

- A. Offline changes to records that trigger workflows in Microsoft Dynamics 365 will run when a user makes a change.
- B. If a user enters an area without coverage in online mode, the user can continue to use the application in its current state and it will synchronize when returning to an area with coverage
- C. A user must switch the application to offline mode before entering an area without coverage.
- D. Offline changes to records that trigger workflows in Microsoft Dynamics 365 will run when the data is synchronized.

Answer: D

Question: 6

Which three actions can you perform only in the Field Service mobile application? Each correct answer presents a complete solution.

- A. Create follow-up work orders.
- B. View the work order location on the map.
- C. Add pictures to a work order.

- D. Scan barcodes.
- E. Obtain a signature.

Answer: C,D,E

Question: 7

You use the mobile application to make updates to an existing Field Service project. You need to publish the changes.
What should you do?

- A. Deactivate the project, publish, and then reactivate the project.
- B. Publish to a higher version.
- C. Publish to the existing version.
- D. Clone the project and publish the clone to a higher version.

Answer: C

Question: 8

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

References:

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

Question: 9

You need to install and configure Connected Field Service.
What is required?

- A. Microsoft Azure Traffic Manager
- B. ExpressRoute
- C. Microsoft Azure Resource Group
- D. Content Delivery Network (CDN)

Answer: C

References:

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

Question: 10

A field service agent is performing maintenance work on Internet of Things (IoT) devices that are located at a customer site. The devices are reporting readings in real time.

Why is the agent only able to see a limited amount of data from the devices?

- A. By default, only the last 20 readings are displayed.
- B. The IoT devices are no longer registered.
- C. Only system admins can see historic data.
- D. Microsoft Dynamics 365 is not connected to Azure.

Answer: A

References:

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

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