Microsoft

MB6-889

Microsoft Dynamics AX 2012 Service Management

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**QUESTION: 71**
What is the purpose of service object groups in Microsoft Dynamics AX 2012? (Each correct answer is a complete solution. Choose two.)

A. To filter service objects.
B. To sort service objects.
C. To create fee transactions.
D. To maintain the bill of materials (BOM) structure.

**Answer: A, B**

**QUESTION: 72**
You are creating a service agreement in Microsoft Dynamics AX 2012. What effect does a project/category validation have on a service agreement header?

A. Allows start and end dates to be defined
B. Defines the service level agreement
C. Allows service orders to be grouped
D. Allows only predefined project IDs to be used

**Answer: D**

**QUESTION: 73**
To which of the following entities can you assign a service level agreement in Microsoft Dynamics AX 2012?

A. Service tasks
B. Service orders
C. Service agreements
D. Sales orders

**Answer: C**

**QUESTION: 74**
You are reviewing a service order in Microsoft Dynamics AX 2012 to determine whether it is in compliance with the service level agreement. When is the Compliance value for the service order calculated?

A. When time recording stops.
B. When time recording starts.
C. When the service order is created.
D. When the service order is invoiced.

**Answer:** A

**QUESTION:** 75
You need to configure Microsoft Dynamics AX 2012 to require users to enter a reason code for specific events in the Service Management module. Which events can be configured to require the user to enter a reason code? (Each correct answer presents a complete solution. Choose two.)

A. The time limit set by the service level agreement is exceeded
B. Time recording is stopped
C. The service order line is signed off
D. The service level agreement is cancelled

**Answer:** C, D

**QUESTION:** 76
You are configuring Microsoft Dynamics AX 2012 to automatically assign a service level agreement when creating a new service agreement. Which of the following determines the default service level agreement assigned to a service agreement?

A. Service management parameter
B. Service agreement group
C. Service object group
D. Service template group

**Answer:** B

**QUESTION:** 77
In Microsoft Dynamics AX 2012, you set the Activity generation stage parameter for a service order stage to in process. Which of the following actions does this setting activate in service orders?

A. An activity may be edited.
B. A service order may be created.
C. An activity may be created on lines.
D. An activity may be closed.
**Answer:** C

**QUESTION:** 78
You need to dispatch an activity in the Microsoft Dynamics AX 2012 dispatch board. What should you do?

A. Change the activity priority,
B. Update the hours of actual work performed.
C. Set the start time.
D. Select the Dispatch check box.

**Answer:** D

**QUESTION:** 79
When do you specify the default preferred technician for a customer in Microsoft Dynamics AX 2012?

A. When entering the service order lines.
B. When entering the service order.
C. When creating the service agreement.
D. When creating the service level agreement.

**Answer:** C

**QUESTION:** 80
You are monitoring today’s service activity on the dispatch board in Microsoft Dynamics AX 2012. You need to reassign a service activity to a different technician by using the Gantt chart at the top of the dispatch board. You must use the least amount of administrative effort. What should you do?

A. Drag the service activity from the original technician to the new technician.
B. Edit the service order for the service activity and select the new technician.
C. Set the service activity to Undispatched and select the new technician.
D. Edit the service activity and select the new technician.

**Answer:** A
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