



Microsoft Dynamics AX 2012 Service Management
Version: 5.0



QUESTION NO: 1

You are reviewing a service order to determine whether it is in compliance with the associated service level agreement.

What does the Compliance value shown in the service order header represent?

- **A.** The number of hours of work completed on the service order.
- **B.** The percentage of hours remaining compared to the limit of the service level agreement.
- **C.** The percentage of hours completed on the service order compared to the limit of the service level agreement.
- **D.** The number of hours remaining within the limit of the service level agreement.

Answer: C Explanation:

QUESTION NO: 2

You are configuring service level agreements in Microsoft Dynamics AX 2012.

What is the purpose of the Calendar setting on a service level agreement?

- A. To determine whether a service order can be automatically created for the service agreement
- **B.** To determine the start time of an incoming service order.
- **C.** To determine the sign-off date of an incoming service order.
- **D.** To determine whether the status of an incoming service order will be set to Started.

Answer: A Explanation:

QUESTION NO: 3

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 Explanation:

QUESTION NO: 4

Which of the following is a result of cancelling the service level agreement on a service order in Microsoft Dynamics AX 2012?

- **A.** The service order is signed off.
- **B.** The status is set to blank.
- **C.** The time recording records are deleted.
- **D.** The service stage is set to Cancel.

Answer: C Explanation:

QUESTION NO: 5

You are working with service orders in Microsoft Dynamics AX 2012.

In which situation will advancing the service order stage stop time recording?

- **A.** If Stop time recording is selected for the service stage.
- **B.** If the service order has no lines.
- **C.** If the service order stage is changed to Cancel.
- **D.** If Cancel is selected for the service stage.

Answer: A Explanation:

QUESTION NO: 6

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 Explanation:

QUESTION NO: 7

For which of the following purposes is the Microsoft Dynamics AX 2012 dispatch board designed? (Each correct answer is a complete solution. Choose two.)

- A. To provide users of the Service management module an overview of the Service subscriptions.
- **B.** To provide a different way of viewing data that resides on service objects.
- **C.** To assist in scheduling work for the technician by displaying the open service orders.
- **D.** To provide an overview of service management activities.

Answer: A,C Explanation:

QUESTION NO: 8

You are creating a service order in Microsoft Dynamics AX 2012.

Which of the following Service management parameters determines the first start time on a service order?

- A. the calendar
- B. the activity generation stage
- **C.** the project group
- **D.** the service order category



Answer: A Explanation:

QUESTION NO: 9

You are monitoring today's service activity on the dispatch board in Microsoft Dynamics AX 2012. A service call is scheduled to be completed by 5:00 PM today.

The customer requests that the service call be performed later.

Where can you move the service order?

- **A.** To any date and time allowed by the customer's service agreement.
- **B.** To any date and time.
- C. To any time after 5:00 PM today.
- **D.** To any date and time allowed by the customer's service level agreement.

Answer: D Explanation:

QUESTION NO: 10

A service order line in Microsoft Dynamics AX 2012 has a transaction type of Hour and a quantity of 5 hours. The start date and end date are June 1. Service technicians work 8-hour shifts, every day.

In the dispatch board, you create another activity of the same type with a quantity of 12 hours.

What is the end date of the new activity?

- A. June 3
- B. June 2
- C. June 4
- D. June 1

Answer: A Explanation:



QUESTION NO: 11

Which of the following actions can you perform on a service order in the Microsoft Dynamics AX 2012 dispatch board?

- **A.** Create a service task relation.
- **B.** Select a customer account.
- **C.** Select a service level agreement.
- **D.** Select a project ID to attach to a service agreement.

Answer: A Explanation:

QUESTION NO: 12

You are dispatching service orders in Microsoft Dynamics AX 2012.

Which of the following items differentiate service orders when dispatching? (Each correct answer is a complete solution. Choose three.)

- A. Service level agreement
- **B.** Service agreement
- C. Default technician
- **D.** Color-based priority
- E. Dispatch team
- F. Activity type

Answer: A,B,D Explanation:

QUESTION NO: 13

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.