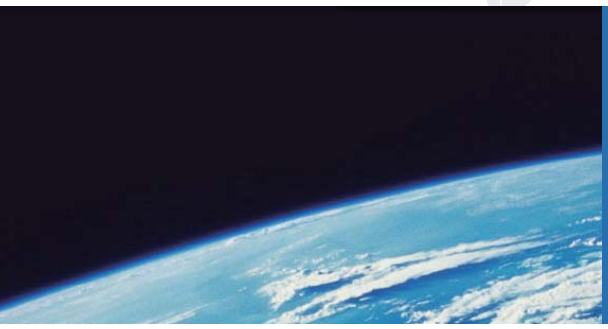

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QUESTION & ANSWER

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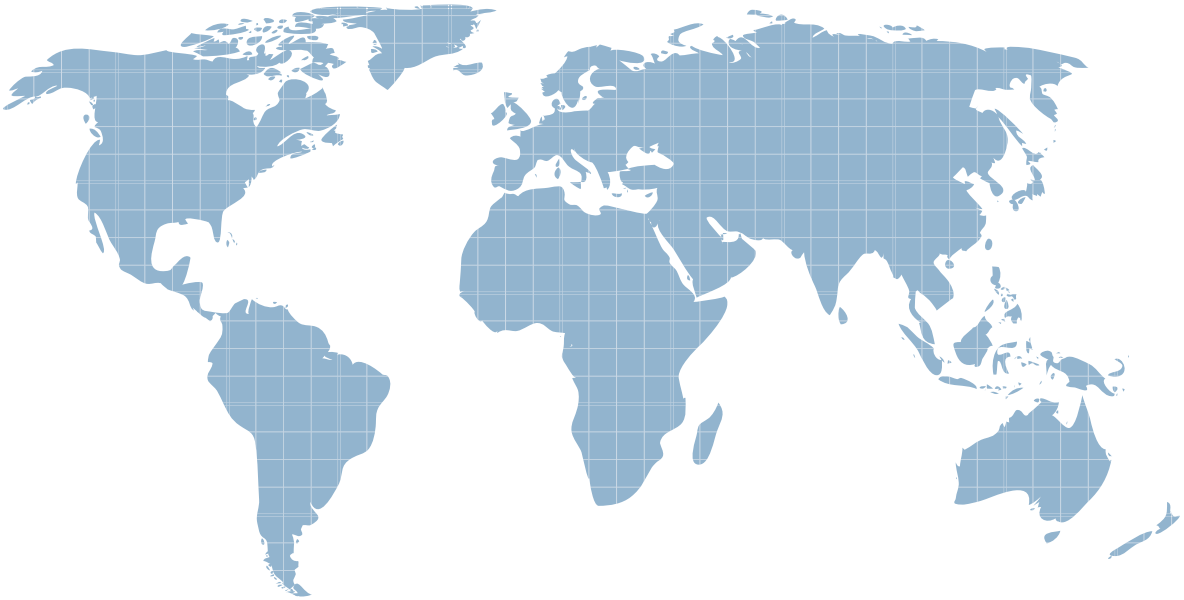

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Exam : **MB6-889**

Title : Microsoft Dynamics AX 2012 Service Management

Version : DEMO

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

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

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

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

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

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

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

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

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

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