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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