



# Microsoft

## Exam MB6-889

### Microsoft Dynamics AX 2012 Service Management

Version: 7.0

[ Total Questions: 80 ]

**Question No : 1**

You move a service bill of materials (BOM) from one service agreement to another in Microsoft Dynamics AX 2012. Which of the following are preserved?

- A. Template BOM history
- B. Service object history
- C. Service agreement history
- D. BOM history

**Answer: D**

**Question No : 2**

Which of the following functions can a customer perform in the customer self service area of the Microsoft Dynamics AX 2012 Enterprise Portal?

- A. Renew a service subscription.
- B. Submit a question related to a service subscription.
- C. View the details of a service subscription.
- D. Terminate a service subscription.

**Answer: C**

**Question No : 3**

A customer submits a service request through the customer self-service area of the Microsoft Dynamics AX 2012 Enterprise Portal.

You need to make the request available to a technician.

What should you do?

- A. Create activities for the service request.
- B. Edit the repair line information for the service request.
- C. Assign a technician to the service request.
- D. Transfer the service request to a service order.

**Answer: D**

**Question No : 4**

For which scenarios should you create manual service orders in Microsoft Dynamics AX 2012? (Each correct answer is a complete solution. Choose two.)

- A. Periodic service task calls
- B. When line items need to be copied from another service order
- C. Service calls for warranty work
- D. Emergency service calls

**Answer: A,C**

**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**

**Question No : 6**

Which of the following are valid transaction types for service agreement lines in Microsoft Dynamics AX 2012? (Each correct answer presents a complete solution. Choose three.)

- A. Time
- B. Item
- C. Expense
- D. Project

E. Hour

**Answer: A,B,C**

**Question No : 7**

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

In which situations should you use item requirements instead of service order lines of the type Item? (Each correct answer presents a complete solution. Choose three.)

- A. When you need to partially pick and deliver the items.
- B. When the item stock is routinely replenished.
- C. When the service order requires special items that you do not usually stock.
- D. When the item is always in stock.
- E. When you need the ability to specify an alternative delivery location.

**Answer: C,D,E**

**Question No : 8**

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 No : 9**

You are creating a template bill of materials (BOM) in Microsoft Dynamics AX 2012 for a

new item that is similar to an item your company assembles.

You need to create the BOM lines for the template by using the least amount of effort.

What should you do?

- A. Copy the lines from an existing production order.
- B. Copy the lines from an existing template BOM.
- C. Copy the lines from an existing service BOM.
- D. Copy the lines from an existing service order.

**Answer: A**

### **Question No : 10**

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**

### **Question No : 11**

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**

**Question No : 12**

What does a service task relationship represent in Microsoft Dynamics AX 2012?

A. The relationship between a service task and a bill of materials (BOM).

B. The relationship between a generic service task and a specific bill of materials (BOM).

C. The relationship between a service task and a service object.

D. The relationship between a generic service task and a specific service agreement.

**Answer: D**

**Question No : 13**

You are working in the Service management module of Microsoft Dynamics AX 2012.

Which of the following items can you cancel?

A. Service order lines and service subscriptions

B. Service orders and service order lines

C. Service order lines and service agreements

D. Service orders and service agreements

**Answer: B**

**Question No : 14**

A customer is using the service management functionality in the Microsoft Dynamics AX 2012 Enterprise Portal.

Which of the following tasks can the customer perform?

- A. Display planned service orders, display service subscriptions, and create new service orders.
- B. Display planned service orders, create new service orders, and transfer web service orders to the Service orders form.
- C. Display planned service orders, display requested service orders, and review web service orders.
- D. Display requested service orders, display service subscriptions, and review web service orders.

**Answer: A**

**Question No : 15**

Which of the following elements can you use to define the sales price for a service subscription in Microsoft Dynamics AX 2012? (Each correct answer presents a complete solution. Choose three.)

- A. Subscription group
- B. Project ID
- C. Project category
- D. Service subscription
- E. Customer account

**Answer: B,C,D**

**Question No : 16**

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.

**Answer: B**

**Question No : 17**

You are managing service orders for technicians in the Microsoft Dynamics AX 2012 Enterprise Portal.

In which of the following situations would you edit a service order line? (Each correct answer presents a complete solution. Choose three.)

- A. The service agreement changed.
- B. The service object relation changed,
- C. The service level agreement changed.
- D. The service task changed,
- E. The hours spent changed.

**Answer: A,D,E**

**Question No : 18**

You are creating service order transactions for repairs in Microsoft Dynamics AX 2012.

For which type of entity can you create repair lines?

- A. Service objects
- B. Service bill of materials (BOM)
- C. Sales orders
- D. Service agreements

**Answer: A**

**Question No : 19**

From which of the following Accounts Receivable documents can you create a service agreement in Microsoft Dynamics AX 2012?

- A. Free text invoices
- B. Sales agreements
- C. Sales orders
- D. Recurring invoices

**Answer: C**



**Question No : 20**

A customer enters a service order request in the Microsoft Dynamics AX 2012 Enterprise Portal.

You need to dispatch the service order.

What must you do first?

- A. Assign a start date and an end date.
- B. Create an activity for the service request and assign a technician.
- C. Validate the service request and determine the availability of technicians.
- D. Assign the service order priority and determine the availability of technicians.

**Answer: C**

**Question No : 21**

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**

**Question No : 22**

What is the purpose of the Rounding-off period parameter for subscription revenue accrual in Microsoft Dynamics AX 2012?

- A. To determine whether rounding is used when accrued revenue is calculated per day.
- B. To determine which accrual posting transaction is rounded.
- C. To determine which invoicing period is rounded.
- D. To determine whether rounding is used during an accrual reversal transaction.

**Answer: B**

**Question No : 23**

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**

**Question No : 24**

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 No : 25**

You are setting up a repair management process in Microsoft Dynamics AX 2012.

What is the purpose of the diagnosis code?

- A. To describe what the technician believes the specific problem to be.
- B. To describe what the technician believes the general problem to be.
- C. To describe what the dispatcher believes the problem to be.
- D. To describe what the technician believes will fix the problem.

**Answer: A**

**Question No : 26**

You post accrued revenue for a subscription that has quarterly invoicing and monthly accrual.

Which ledger accounts do you post to as part of the monthly accrual posting transactions? (Each correct answer presents part of the solution. Choose two.)

- A. Invoiced revenue
- B. Accrued revenue - sales value
- C. WIP - subscription
- D. Accrued revenue - subscription
- E. WIP - sales value

**Answer: B,E**

**Question No : 27**

When does a template bill of materials (BOM) become a service BOM in Microsoft Dynamics AX 2012?

- A. When you attach the template BOM to a service subscription.
- B. When you attach the template BOM to a service object.
- C. When you attach the template BOM to a service level agreement.
- D. When you attach the template BOM to a production order.

**Answer: B**

**Question No : 28**

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