

MB3-465

Microsoft

Great Plains 9.0 Field Service Implementation

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QUESTION: 1

Which of the following is a major success factor in a successful software implementation?

- A. The partner makes the decisions involved in the implementation
- B. The improved user ownership that results
- C. To complete the project as quickly as possible with little input from the customer
- D. To acquire all the information needed for the project in the kick-off and initial design meeting so the customer has little involvement

Answer: B

QUESTION: 2

In which dictionary will you find custom or modified Field Service reports?

- A. Dynamics.dic
- B. Reports.dic
- C. RPTS949.dic
- D. SRVCADV.dic

Answer: C

QUESTION: 3

Which Field Service Series modules below are installed when you install Microsoft Dynamics GP?

- A. Service Call Management and Contract Administration only
- B. eTech, TechAssist, eService Calls, and eReturns
- C. Service Call Management, ContractAdministration, Preventive Maintenance, Returns Management, and Depot Management
- D. Service Call Management, Contract Administration, Preventive Maintenance, Returns Management, Depot Management, ManagerAssist, and TechAssist

Answer: C

QUESTION: 4

Which of the following tools is best suited to create a report which would pull data from Receivables Management, Inventory Control, Sales Order Processing, Contract Administration and Service Call Management all at the same time?

- A. Modifier
- B. Crystal Reports
- C. Report Writer
- D. Integration Manager

Answer: B

QUESTION: 5

When using a successful software methodology, the formal analysis process is critical for the success of the project. The analysis is valuable for which of the following reasons? Choose the 2 that apply.

- A. It minimizes the need for training
- B. It provides a clear definition of client expectations
- C. It documents business rules and practices
- D. It promotes customer buy-in of the project

Answer: C, D

QUESTION: 6

In which of the following documents should modifications be identified and documented?

- A. In the Post Implementation Review
- B. In the Statement of Work
- C. In the Project Timeline
- D. In the Requirements Analysis

Answer: B

QUESTION: 7

Successful Software Implementation methodology recommends complex modifications and system integrations be completed at which of the following stages or phases of the entire project?

- A. During the Analysis Phase
- B. During Phase 2 of the Project
- C. Implement prior to the “go live” of Phase 1
- D. During Phase 1 of the Project

Answer: B

QUESTION: 8

Which of the following standard Microsoft Dynamics GP features are supported by the Field Service Series? Choose the 3 that apply.

- A. Multi-Bins
- B. Lot-tracked inventory
- C. Extended Pricing
- D. Named Printers

Answer: A, C, D

QUESTION: 9

In which dictionary are the original Field Service Series reports located?

- A. Dynamics.dic
- B. Reports.dic
- C. FRMS949.dic
- D. SRVCADV.dic

Answer: D

QUESTION: 10

Which of the following statements about successful software deployment is TRUE?

- A. Pilot everything and time-phase the implementation
- B. Pilot everything only when all Field Service modules will be used/implemented
- C. Implement one Held Service module in each phase.
- D. Pilot everything only when integrations and customizations are present

Answer: A

QUESTION: 11

Which of the following statements are TRUE regarding the Field Service user interface?
Choose the 2 that apply.

- A. The Field Service Client is automatically installed when the Microsoft Dynamics GP installation is performed
- B. The setup for the Field Service Series is found under Tools> Setup > Project
- C. Upon installation Microsoft Dynamics GP, the Field Service Series objects are automatically added to SmartList
- D. There are four different setup options available, Service, Contracts, Returns and Depot

Answer: A, B

QUESTION: 12

What is the best way to modify the message generated when an escalation is executed?

- A. Create a new stored procedure
- B. Modify the existing SQL stored procedure that executes the page
- C. Modify the paging message using VBA

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