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Exam : **MB3-465**

Title : GP 9.0 Field Service Implementation

Version : DEMO

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

Correct:B

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

Correct:C

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, Contract Administration, Preventive Maintenance, Returns Management, and Depot Management

D.Service Call Management, Contract Administration, Preventive Maintenance, Returns Management, Depot Management, ManagerAssist, and TechAssist

Correct:C

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 Adminstration and Service Call Management all at the same time?

A.Modifier

B.Crystal Reports

C.Report Writer

D.Integration Manager

Correct:B

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

Correct:C D

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

Correct:B

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
Correct:B
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
Correct:A C D
9.In which dictionary are the original Field Service Series reports located?
A.Dynamics.dic
B.Reports.dic
C.FRMS949.dic
D.SRVCADV.dic
Correct:D
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 Field Service module in each phase.
D.Pilot everything only when integrations and customizations are present
Correct:A
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
Correct:A B
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
D.Modify the paging message using Modifier
Correct:B
13.Which of the following tools is best used to change the Call Number field on the Service Call Entry/Update window to Service Order Number?
A.SmartList
B.Report Writer

C.Modifier
D.Extender
Correct:C

14.Which of the following statements are true regarding a Requirements Analysis Feature Map? Choose the 3 that apply.
A.It determines features that are native to the Field Service System
B.It specifies the cost of required modifications
C.It estimates the time required to complete a modification
D.It shows how existing features may offer work-around solutions
Correct:A C D

15.Which of the following is a TRUE statement regarding a successful software implementation?
A.The key point is to look for quick wins. Consider implementing the software in phases by core functionality.
B.The key point is to look for quick wins. Consider phasing your implementation by either: Module, Organization or target user group(s), Business functions or processes
C.The key point is to look for quick wins. Consider reviewing only the software features which are applicable to their business objectives.
D.The key point is to look for quick wins. Consider analysis to discover workarounds as opposed to modifications to the core logic of the Field Service Series.
Correct:B

16.Which of the following best practices should you consider during the initial stages of the software implementation phase?
A.This is a good time for the new consultants, trainers, and programmers to get their feet wet and perform the majority of the work
B.Have your experienced consultants and developers involved
C.Involve as many resources as you have available
D.Make sure the users understand how the application affects their specific area only
Correct:B

17.eService integrates directly with which of the following modules? Choose the 1 that apply.
A.Fixed Assets
B.Manufacturing
C.Project Accounting
D.Service Call Management
E.Fixed Assets
Correct:D

18.Which of the following statements are TRUE about eTech? Choose the 3 that apply.
A.eTech allows customers access to your Field Service data
B.eTech can be used to access multiple Microsoft Dynamics GP company databases.
C.eTech requires that Tech ID's be associated with specific SQL user ID's for security authentication purposes.
D.It is recommended that the eTech application be installed on a dedicated Web Server to maximize productivity and communication between the client and the host
Correct:B C D

19.Line Item Types that can be attached to the PM Event include which of the following? Choose

the 3 that apply.

A.Additional Charges

B.Labor

C.Travel

D.Parts

Correct:A B D

20.Which of the following denotes the correct list of statuses automatically tracked by the system in Depot Management?

A.Entered, WIP, Backordered, Completed

B.Entered, Planning, Completed, Invoiced

C.Entered, Ready, Completed, Invoiced

D.Entered, Scheduled, WIP, Backordered, Completed

Correct:A