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Exam : **MB7-232**

Title : Navision 4.0 Service Management

Version : DEMO

1. Customer XYZ, Inc purchased Computer Hardware from your organization to build a server. They have recently called regarding the hard drive (a component in which they purchased) has gone bad. The hard drive is currently under a valid service plan. Prior to assigning a technician, which window will you find a resource located in the proper zone and whether this location has the required skill to perform the service?

A. Resource Availability

B. Service Management Setup

C. Service Order

D. Fault Areas

Answer: A

2. What is the default response time?

A. The number of hours used by the program to set up the time frame within different service orders

B. The number of hours it takes to respond to a customer inquiry

C. The estimated number of hours between the creation of the service order and the time when the repair status on the service item changes from Initial to In Process

D. The number of hours it takes to generate a response activity

Answer: C

3. John Smith purchased a radio and a service contract on the unit. The radio has recently had some problems that Mr. Smith would like to be addressed. What should you look for to identify the proper technician with skills needed to repair and maintain this item?

A. Work-Hour Template

B. Skill Code

C. Default Service Hours

D. Service Zone

Answer: B

4. What is the Next Service Calculation Method?

A. A method for calculating the next planned service date for service orders

B. A method for calculating the next planned service date for service items included in service contracts

C. A method for keeping track of the customer service level

D. A method for planning the next service for the customer

Answer: B

5. What is the relationship between the repair status and the service order status?

A. The repair status on the lines and the service order status are linked via the statuses priority method

B. There is no link between the service order status and the repair status

C. The service order status on the service order header determines the repair status on the service order lines using the priority assigned to the service order status in the Repair Status Setup window

D. The repair status on the service order lines determines the service order status on the service order header using the priority assigned to the repair status in the Repair Status Setup window

Answer: D

6. Service Items can be created automatically when invoicing a customer for the Item being sold and shipped. What must be done in order for this Service Item to be created automatically?

A. Place a check mark on the Item Card in the reate Service Item Automatically?field.

B. On the Service Management Setup form, place a check mark in the utomatically Create Service Item?field.

C. Service Items cannot be created automatically.

D. Enter a check mark in the Create Service Item field within the Service Item Groups window.

Answer: D

7. What does it mean that a resource is preferred to service a service item?

A. The resource is preferred for servicing all items that belong to the customer.

B. The resource is preferred to service items at the same customer location.

C. The customer prefers that resource for the servicing of the service item.

D. The resource has the necessary skills to service the service item.

Answer: C

8. In how many ways can you create a service item?

A. You can set up service items manually from the service item card, you can create service items within a service order, you can let the program create service items automatically when you ship sold items, and you can create service items within a contract

B. You can set up a service order and you can let the program create service items automatically when you ship sold items

C. You can create service items within a service order and you can let the program create service items automatically when you receive purchased items

D. You can set up service items manually from the service item card, you can create service items within a service order and you can create service items within a contract quote

Answer: B

9. You are implementing Service Management at a new customer location. What are the different ways you can enter your Service Items into the customer database?

A. You can set up service items manually from the service item card, you can create service items within a service order, you can let the program create service items automatically when shipping sold items, and you can create service items within a contract

B. You can set up service items manually from the service item card, you can create service items within a service order, and you can let the program create service items automatically when shipping sold items

C. You can create service items within a service order and you can let the program create service items automatically when you receive purchased items

D. Manually from the Service Item card, automatically when shipping sold items

Answer: B

10. Customer Annie Smith has called into your Service Desk looking for some help in trying to resolve an issue with her Computer Hardware, which was purchased from your store. She bought the Enterprise Computer 667 MHz Server. Prior to having a Service Technician go out on site to service the Server, you decide to attempt to do some troubleshooting over the phone. What is the purpose of troubleshooting?

A. A set of guidelines that helps the technician solve problems related to the repair of service items and helps the service desk personnel suggesting the customer a primary check. Troubleshooting guidelines

can also contain a list of questions that have to be asked when you receive a service item.

B. A set of guidelines that helps the technician to report problems related to the repair of particular service items. Troubleshooting guidelines can also contain a list of questions that have to be asked when you receive a service item.

C. A set of guidelines that helps the technician register problems related to the repair of particular service items and helps the service desk personnel registering customer problems.

D. A set of guidelines that helps the technician to identify the fault code of a broken service item and helps the service desk personnel solve customer problems.

Answer: A

11. Your organization believes that communication with the customer is the key to a healthy service segment for your business. You stress to your service technicians to update the repair status on the service orders. This allows you to give a customer inquiring about their service item a complete answer as to the status of their service order. How many different repair status options are available in the base Microsoft Navision application?

A. Three

B. Five

C. Nine

D. Thirteen

Answer: C

12. Your service department has some machines used to cannibalize spare parts for service orders. These particular spare parts are found within locations that use Bins within the warehouse of your company. Is Service Management integrated with Warehouse Management within Microsoft Navision, so you can track your spare parts within Warehouse Management?

A. Yes, Service Management and Warehouse Management are integrated

B. No, Service Management and Warehouse Management are not integrated

C. Yes, only if the location is marked with irected Put-Away and Pick?enabled

D. No, you cannot store your spare parts in bins within your warehouse

Answer: B

13. What must be set up prior to creating customers within service orders?

A. Customer Templates

B. Service Order Line Item

C. Automatically Created Service Items

D. Item Warranty Information

Answer: A

14. Your customer would like to be notified when you have completed his service order. What are the different ways that you can notify your customer when you have updated their service order to Finished?

A. No, By Phone 1, By Fax, By E-Mail

B. No, By Phone 1, By Phone 2, By Fax, By E-Mail

C. No, By Phone 1, By TELEX, By E-Mail

D. By Phone 1, By Fax, By E-Mail

Answer: B

15. You often have to travel to different areas for pickup and delivery of items to be serviced. You have created different service costs in the Microsoft Navision application to reflect the cost associated with the travel. How should you notate the service costs on the service invoice lines?

A. Cost

B. Resource

C. Item

D. Item(Charge)

Answer: A

16. Customer Thompson has brought a Television set that they purchased 4 years ago into your service center. When they purchased the television, they purchased a 2 year service warranty. At this time, the warranty is not active. What will happen when you enter this service item onto the service order line?

A. The Contract No. field will be blank

B. The Contract No. field will pull in from the Customer Card

C. The Contract No. field will be populated with the non-active service contract

D. You must do a lookup to assign the Contract No.

Answer: A

17. What is the purpose of a Loaner?

A. To permanently replace a service item that you have received in for servicing.

B. To appease a difficult customer by giving them a service item in working condition.

C. To temporarily replace a service item that you have received in for servicing.

D. To use as spare parts for service items without a component listing.

Answer: C

18. What are the 3 parts on a Service Quote?

A. The header, service item lines, and body

B. The header, service invoice lines, and body

C. The header, service item lines, and service invoice lines

D. The order number, customer number, and service item

Answer: C

19. Customer ABC has its home office in Grand Forks, ND, USA.. They have recently purchased computer hardware (Enterprise Computer 667 MHz Server). All troubleshooting techniques have not produced a fix for their issue. As Customer ABC is a repeat customer, you want to ensure that you have the correct resource sent to expedite a fix for their Server. What two factors must be considered prior to sending out the correct resource?

A. Problem and Serial number of hardware

B. Service Zone of Customer and Skill Code of Resource

C. Skill Code of Resource and Serial number of hardware

D. Service Zone of Customer and Service Contract expiration date

Answer: B

20. What is the overall idea of service price management?

A. Increase service prices according to predefined criteria

B. Decrease service prices according to predefined criteria

C. Adjust service prices to correspond with a predefined value

D. Adjust service prices according to predefined criteria

Answer: D