



**Vendor:** Microsoft

**Exam Code:** MB6-889

**Exam Name:** Microsoft Dynamics AX 2012 Service  
Management Exam

**Version:** DEMO

### QUESTION 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**

### QUESTION 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**

### QUESTION 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**

### QUESTION 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**

### QUESTION 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 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

#### **QUESTION 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:** AC

#### **QUESTION 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

#### **QUESTION 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

**QUESTION 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

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