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Exam : **MB2-877**

Title : Microsoft Dynamics 365 for Field Service

Version : DEMO

1.You implement the Resco Field Service mobile application for an organization. You need to add sales features and functionality.
Which two actions should you perform? Each correct answer presents part of the solution.
A. Purchase the required licenses to extend usage of the Resco application beyond field service entities.
B. Implement the standard Microsoft Dynamics 365 mobile application instead of the Resco application.
C. Extend the Resco application to include leads, opportunities, and other entities needed for sales.
D. Register the added entities Resco Woodford application prior to extending the Resco application.
Answer: C,D

2.You install the Woodford solution and begin setting up the mobile application. You need to import the Field Service project.
Which three components must you define? Each correct answer presents part of the solution.
A. security roles
B. priority
C. resources
D. password policies
E. project name
Answer: A,B,E
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-the-mobile-app#step-2-import-the-field-service-mobile-project-template-into-the-woodford-solution

3.Which two objects or roles are required to customize the Field Service mobile application? Each correct answer presents part of the solution.
A. Resco Woodford
B. Field Service – Administrator
C. Package Deployer
D. Field Service project
Answer: A,B
Explanation:
https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-the-mobile-app#step-2-import-the-field-service-mobile-project-template-into-the-woodford-solution

4.You deploy the Field Service mobile application for a field service agent. You need to ensure that all Field Service functionality is available to the agent.
Which user type should you select during the initial configuration?
A. Registered External User
B. Anonymous External User
C. Standard User
D. Support User
Answer: C

5.You need to prepare field agents to use the Field Service application in both online and offline mode.
Which behavior should you highlight for the field agents?

A. Offline changes to records that trigger workflows in Microsoft Dynamics 365 will run when a user makes a change.
B. If a user enters an area without coverage in online mode, the user can continue to use the application in its current state and it will synchronize when returning to an area with coverage
C. A user must switch the application to offline mode before entering an area without coverage.
D. Offline changes to records that trigger workflows in Microsoft Dynamics 365 will run when the data is synchronized.
Answer: D