



MB3-465

(Microsoft Dynamics GP 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, Contract Administration, 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

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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

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- C - Extended Pricing
- D - Named Printers

Answer: A, C, D

Question: 9

In which dictionary

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

Answer: D

Question: 10

Which of the following

- A - Pilot everything
- B - Pilot everything
- C - Implement on
- D - Pilot everything

ent is TRUE?

mented

Answer: A

Question: 11

Which of the following
Choose the 2 that a

e user interface?

- B - The
- C - Upon ins automatically
- added to SmartLi
- D - There are four diffe, Returns and Depot

Answer: A, B

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