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## **Q&A**

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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 Administration 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**