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MB7-848

Microsoft

NAV 2009 Service Management

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QUESTION: 1
Which actions does the program perform when you convert a service quote to a service order? Choose the 2 that apply.

A. Create a service order with status In Process
B. Recalculate response date and time on service item lines
C. Create allocation entries with status Reallocation Needed
D. Delete the converted service quote

Answer: B, D

QUESTION: 2
Which entities do you need to set up if you want to create a number of similar service contracts?

A. Service contract groups
B. Service contract account groups
C. Service contract templates
D. Service blanket contracts

Answer: C

QUESTION: 3
What does the program do if you select the Link Service to Service Item check box in Service Management Setup? Choose the 2 that apply.

A. Select the Link Service to Service Item check box on new service orders
B. Select the Link Service to Service Item check box on all existing service orders
C. Require linking service lines to service item lines before you post service orders
D. Create links between service lines and service item lines when you post service orders

Answer: A, C

QUESTION: 4
What bases of calculating the default contract value of service items does the program offer when you set up the Service Management functionality? Choose the 2 that apply.

A. Fixed price
B. Weighted average
C. Unit cost
D. Unit price

Answer: C, D

QUESTION: 5
Which Microsoft Dynamics?NAV 2009 entities can you assign skill codes to? Choose the 2 that apply.

A. Loaner
B. Service item
C. Customer
D. Resource

Answer: B, D

QUESTION: 6
You are a technician. You process a service order that contains four service items that have the Initial repair status. Priority setup for service order status and repair status is default. You update the repair status of two of the items to In Process, and the status of the other two items to Partly Serviced and Spare Part Ordered, respectively. What status does the program assign to the service order?

A. Pending
B. In Process
C. Finished
D. On Hold

Answer: B

QUESTION: 7
What places in Service Management allow you to specify where exactly a service item is stored while it is in the repair shop? Choose the 2 that apply.

A. Item card
B. Service item card
C. Service order
D. Service item worksheet

Answer: C, D

QUESTION: 8
Where in Microsoft Dynamics NAV?2009 can you create service items automatically?

A. Service item card
B. Service order
C. Service item components list
D. Sales order

Answer: D

QUESTION: 9
You are a service manager. You process a service order for repair of one item, which includes replacing one of the items components. Discount on the corresponding service contract is 45 percent. Warranty discount on the service item is 20 percent. Customer discount on the related item is 40 percent. What discount does the program insert on the service line for the item component?

A. 20%
B. 35%
C. 40%
D. 45%

Answer: D

QUESTION: 10
You are a service manager. Your company introduces a new item that contains several components, some of which have subcomponents. You assign the new item to a service item group which is set up to create service items. The item is then included in a sales order which is shipped without exploding the BOM. What entity does the program create after shipping?

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