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**Navision 4.0 Service Management
MB7-232**

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Question: 1

Customer XYZ, Inc purchased Computer Hardware from your organization to build a server. They have recently called regarding the hard drive (a component in which they purchased) has gone bad. The hard drive is currently under a valid service plan. Prior to assigning a technician, which window will you find a resource located in the proper zone and whether this location has the required skill to perform the service?

- A - Resource Availability
- B - Service Management Setup
- C - Service Order
- D - Fault Areas

Answer: A

Question: 2

What is the default response time?

- A - The number of hours used by the program to set up the time frame within different service orders
- B - The number of hours it takes to respond to a customer inquiry
- C - The estimated number of hours between the creation of the service order and the time when the repair status on the service item changes from Initial to In Process
- D - The number of hours it takes to generate a response activity

Answer: C

Question: 3

John Smith purchased a radio and a service contract on the unit. The radio has recently had some problems that Mr. Smith would like to be addressed. What should you look for to identify the proper technician with skills needed to repair and maintain this item?

- A - Work-Hour Template
- B - Skill Code
- C - Default Service Hours
- D - Service Zone

Answer: B

Question: 4

What is the Next Service Calculation Method?

- A - A method for calculating the next planned service date for service orders
- B - A method for calculating the next planned service date for service items included in service contracts
- C - A method for keeping track of the customer service level
- D - A method for planning the next service for the customer

Answer: B

Question: 5

What is the relationship between the repair status and the service order status?

- A - The repair status on the lines and the service order status are linked via the statuses priority

method

B - There is no link between the service order status and the repair status

C - The service order status on the service order header determines the repair status on the service order lines using the priority assigned to the service order status in the Repair Status Setup window

D - The repair status on the service order lines determines the service order status on the service order header using the priority assigned to the repair status in the Repair Status Setup window

Answer: D

Question: 6

Service Items can be created automatically when invoicing a customer for the Item being sold and shipped. What must be done in order for this Service Item to be created automatically?

A - Place a check mark on the Item Card in the Create Service Item Automatically?field.

B - On the Service Management Setup form, place a check mark in the automatically Create Service Item?field.

C - Service Items cannot be created automatically.

D - Enter a check mark in the Create Service Item field within the Service Item Groups window.

Answer: D

Question: 7

What does it mean that a resource is preferred to service a service item?

A - The resource is preferred for servicing all items that belong to the customer.

B - The resource is preferred to service items at the same customer location.

C - The customer prefers that resource for the servicing of the service item.

D - The resource has the necessary skills to service the service item.

Answer: C

Question: 8

In how many ways can you create a service item?

A - You can set up service items manually from the service item card, you can create service items within a service order, you can let the program create service items automatically when you ship sold items, and you can create service items within a contract

B - You can set up a service order and you can let the program create service items automatically when you ship sold items

C - You can create service items within a service order and you can let the program create service items automatically when you receive purchased items

D - You can set up service items manually from the service item card, you can create service items within a service order and you can create service items within a contract quote

Answer: B

Question: 9

You are implementing Service Management at a new customer location. What are the different ways you can enter your Service Items into the customer database?

A - You can set up service items manually from the service item card, you can create service items within a service order, you can let the program create service items automatically when shipping sold items, and you can create service items within a contract

B - You can set up service items manually from the service item card, you can create service items within a service order, and you can let the program create service items automatically

when shipping sold items

C - You can create service items within a service order and you can let the program create service items automatically when you receive purchased items

D - Manually from the Service Item card, automatically when shipping sold items

Answer: B

Question: 10

Customer Annie Smith has called into your Service Desk looking for some help in trying to resolve an issue with her Computer Hardware, which was purchased from your store. She bought the Enterprise Computer 667 MHz Server. Prior to having a Service Technician go out on site to service the Server, you decide to attempt to do some troubleshooting over the phone. What is the purpose of troubleshooting?

A - A set of guidelines that helps the technician solve problems related to the repair of service items and helps the service desk personnel suggesting the customer a primary check. Troubleshooting guidelines can also contain a list of questions that have to be asked when you receive a service item.

B - A set of guidelines that helps the technician to report problems related to the repair of particular service items. Troubleshooting guidelines can also contain a list of questions that have to be asked when you receive a service item.

C - A set of guidelines that helps the technician register problems related to the repair of particular service items and helps the service desk personnel registering customer problems.

D - A set of guidelines that helps the technician to identify the fault code of a broken service item and helps the service desk personnel solve customer problems.

Answer: A

Question: 11

Your organization believes that communication with the customer is the key to a healthy service segment for your business. You stress to your service technicians to update the repair status on the service orders. This allows you to give a customer inquiring about their service item a complete answer as to the status of their service order. How many different repair status options are available in the base Microsoft Navision application?

A - Three

B - Five

C - Nine

D - Thirteen

Answer: C

Question: 12

Your service department has some machines used to cannibalize spare parts for service orders. These particular spare parts are found within locations that use Bins within the warehouse of your company. Is Service Management integrated with Warehouse Management within Microsoft Navision, so you can track your spare parts within Warehouse Management?

A - Yes, Service Management and Warehouse Management are integrated

B - No, Service Management and Warehouse Management are not integrated

C - Yes, only if the location is marked with directed Put-Away and Pick?enabled

D - No, you cannot store your spare parts in bins within your warehouse

Answer: B

Question: 13

What must be set up prior to creating customers within service orders?

- A - Customer Templates
- B - Service Order Line Item
- C - Automatically Created Service Items
- D - Item Warranty Information

Answer: A

Question: 14

Your customer would like to be notified when you have completed his service order. What are the different ways that you can notify your customer when you have updated their service order to Finished?

- A - No, By Phone 1, By Fax, By E-Mail
- B - No, By Phone 1, By Phone 2, By Fax, By E-Mail
- C - No, By Phone 1, By TELEX, By E-Mail
- D - By Phone 1, By Fax, By E-Mail

Answer: B

Question: 15

You often have to travel to different areas for pickup and delivery of items to be serviced. You have created different service costs in the Microsoft Navision application to reflect the cost associated with the travel. How should you notate the service costs on the service invoice lines?

- A - Cost
- B - Resource
- C - Item
- D - Item(Charge)

Answer: A

Question: 16

Customer Thompson has brought a Television set that they purchased 4 years ago into your service center. When they purchased the television, they purchased a 2 year service warranty. At this time, the warranty is not active. What will happen when you enter this service item onto the service order line?

- A - The Contract No. field will be blank
- B - The Contract No. field will pull in from the Customer Card
- C - The Contract No. field will be populated with the non-active service contract
- D - You must do a lookup to assign the Contract No.

Answer: A

Question: 17

What is the purpose of a Loaner?

- A - To permanently replace a service item that you have received in for servicing.
- B - To appease a difficult customer by giving them a service item in working condition.
- C - To temporarily replace a service item that you have received in for servicing.
- D - To use as spare parts for service items without a component listing.

Answer: C

Question: 18

What are the 3 parts on a Service Quote?

- A - The header, service item lines, and body
- B - The header, service invoice lines, and body
- C - The header, service item lines, and service invoice lines
- D - The order number, customer number, and service item

Answer: C

Question: 19

Customer ABC has its home office in Grand Forks, ND, USA.. They have recently purchased computer hardware (Enterprise Computer 667 MHz Server). All troubleshooting techniques have not produced a fix for their issue. As Customer ABC is a repeat customer, you want to ensure that you have the correct resource sent to expedite a fix for their Server. What two factors must be considered prior to sending out the correct resource?

- A - Problem and Serial number of hardware
- B - Service Zone of Customer and Skill Code of Resource
- C - Skill Code of Resource and Serial number of hardware
- D - Service Zone of Customer and Service Contract expiration date

Answer: B

Question: 20

What is the overall idea of service price management?

- A - Increase service prices according to predefined criteria
- B - Decrease service prices according to predefined criteria
- C - Adjust service prices to correspond with a predefined value
- D - Adjust service prices according to predefined criteria

Answer: D

Question: 21

What are the three methods that the total amount of adjustments are calculated depending upon the type of service price adjustment selected?

- A - Maximum, Minimum, and Fixed Percentage
- B - Fixed price, Maximum, and Minimum
- C - Cost Percentage, Fixed Percentage, and Minimum
- D - Cost Percentage, Maximum, and Minimum

Answer: B

Question: 22

What happens when you assign a service price group to a service item?

- A - All special service pricing that is setup in this group will then apply for this service item.
- B - A currency code must be defined for each currency in which you do business.
- C - All special service pricing that is set up in the group will need to be defined each time the

service item is used on a service document

D - The default cost from the Service Item Group will override the Service Price Group cost.

Answer: A

Question: 23

What does the function Allocate to all Service Items in the Resource Allocations window do?

A - It assigns the same resource to all the service items in a service order and it multiplies the hours allocated by the number of service items

B - It assigns the same resource to all the service items in a service order and it splits the hours allocated to all other service items on the service order

C - It assigns the same amount of time to all service items in the same service order

D - It allocates the same resource to all the service items in the same service order and the number of hours is multiplied by the number of service lines

Answer: B

Question: 24

What will you use within Microsoft Navision to see an overview of your service orders and/or service quotes that have been entered into your system?

A - Resource Group

B - Skill Codes

C - Dispatch Board

D- Service Zones

Answer: C

Question: 25

In a Service Contract, what happens if the contract line expires before the starting period ends?

A - The expiration date becomes the contract date

B - The expiration date will become the last day of the month of the contract

C - The expiration date will be defaulted with the work date

D - The expiration date becomes the ending date of the starting period for the line

Answer: D

Question: 26

To save you and your company time, there are five batch jobs that can be run periodically on service contracts. What are the functions of these batch jobs?

A - Create service orders for contracts, update contract prices, adjust service contract prices, remove expired service items, and post prepaid contract entries

B - Register service items, update contract prices, adjust service contract prices, remove expired service items, and post prepaid contract entries

C - Invoice contracts, create service orders for contracts, update contract prices, remove expired service items, and post prepaid contract entries

D - Create service orders for contracts, update contract prices, register service items, remove expired service items, and post prepaid contract entries

Answer: C

Question: 27

The Contract Change Log within Microsoft Navision will store information about service contract changes the program has logged. What option within the Service Mgmt. setup do you need to have marked to log these changes?

- A - Register Contract Changes
- B - Track Contract Changes
- C - Use Contract Cancel Reason
- D - Fault Reason Code Mandatory

Answer: A

Question: 28

There is a limit to the number of days you can use as the date range within the batch job to create service orders from contracts. Where is this date set?

- A - This number is calculated by the Default Response Time (Hours) and the Default Quote Time (Hours) fields
- B - In the Contract Serv. Ord. Max Days field within Service Management Setup
- C - The limit is set up on the Customer Template
- D - In the Maximum Order Days field within Service Management Setup

Answer: B

Question: 29

What are the two options to create service contracts or contract quotes for service items that are already registered in non-canceled contracts owned by the same customer?

- A - System-created and manually
- B - Manually and Registered
- C - Automatically and Registered
- D - Manually and Automatic

Answer: D

Question: 30

What is the purpose of a Service Contract Template?

- A - They show predefined layouts of contracts that include the most commonly used service contract details
- B - They ensure that all customers within a specific Service Zone are given the same service contract
- C - They show predefined layouts of contracts for specific service items
- D - They show Contract Account Groups, Troubleshooting methods and Allocated skills in Service Zones for service items

Answer: A

Question: 31

What is the purpose of a service contract quote?

- A - A quote is used as a legal, binding document used to service items purchased from your organization
- B - A quote is an offer to a customer and needs to be approved before converting into a service contract

- C - A quote is used to manage the service segment of your business
- D - A quote comes before a service contract, but cannot be changed if the terms do not meet specifications of the customer

Answer: B

Question: 32

Why would you want to cover a specific service item under more than one service contract?

- A - Service price paid for different components
- B - Service level agreement with your customer
- C - Service level agreement with your distributor
- D - Timing of when the customer purchases components

Answer: B

Question: 33

What are the three default options of the Status field within the Service Contract window?

- A - Cancelled, In Progress, and New
- B - Signed, Canceled, and In Dispute
- C - Blank, Signed, and Canceled
- D - Blank, In Progress, and Canceled

Answer: C

Question: 34

How do you create a service contract?

- A - From Contract Quotes
- B - From Contracts
- C - From Contracts and Contract Quotes
- D - From Service Orders

Answer: A

Question: 35

Joe TV Source is your Television supplier for the UniVision brand. They have a very limited service department, but will do all service work when a recall is done for certain models of televisions. Normally, you sell service contracts with the UniVision televisions that you sell. Recently, a recall to Model XZZ3344 has been announced and you want to change the owner of all Service Contracts. You have multiple service contracts with the same owner. How will Microsoft Navision handle this situation?

- A - The program will automatically change the owner for all service contracts that include this item and for all other service items included in these contracts
- B - The program will not do anything to the contracts
- C - You must manually change each contract to the new owner
- D - The program will automatically create a new service contract to include only the service item in question. All other service items will remain on the original service contract

Answer: A

Question: 36

Your Job Scheduler produced an error that you viewed from the Job Scheduler Overview window. You have the option ark as Error and Stop?selected in the Error Handling field in the Job Scheduler Setup window. What must occur after the error is fixed?

- A - You must set up the job in the Job Scheduler overview again
- B - You must run the job directly from the Error Checking window
- C - You must restart the Job Scheduler manually
- D - Nothing needs to be done. The Job Scheduler will automatically run the job once again.

Answer: C

Question: 37

What can you use the Job Scheduler for?

- A - To send e-mails to service technicians when the response time is approaching and to send e-mails to the customer in order to let them know that the service request has been completed
- B - To send e-mails to the service technicians when the response time is overdue and to send e-mails to the customer in order to let them know that the service item will be repaired
- C - Only to send e-mails to the service technician when the response time is approaching
- D - Only to send e-mails to the customer in order to let them know that the service item will be repaired on time

Answer: A

Question: 38

Within the Job Scheduler, what code unit is responsible for checking the response time on service items with the Initial repair status in service orders that have a Pending status?

- A - Code Unit 1 - Application Management
- B - Code Unit 5918 - ServOrder-Check Response Time
- C - Code Unit 5906 - ServLogManagement
- D - Code Unit 5915 - Customer-Notify by Email

Answer: B

Question: 39

What types of objects are able to run with the Job Scheduler?

- A - Batch Jobs, Data Ports, and Code Units
- B - Reports, Code Units, and Forms
- C - Reports only
- D - Reports, Data Ports, and Code Units

Answer: D

Question: 40

Your company has started the job scheduler to the outcome of a specific job. You see that the job has been completed and that you do not want the job scheduler to continue to run. What action must be completed?

- A - Update the job so it appears completed
- B - Reset the job scheduler
- C - Stop the job scheduler manually
- D - Remove the job manually

Answer: C

Question: 41

What is the Next Service Calculation Method?

- A - A method for calculating the next planned service date for service orders
- B - A method for calculating the next planned service date for service items included in service contracts
- C - A method for keeping track of the customer service level
- D - A method for planning the next service for the customer

Answer: B

Question: 42

What is the default response time?

- A - The number of hours used by the program to set up the time frame within different service orders
- B - The number of hours it takes to respond to a customer inquiry
- C - The estimated number of hours between the creation of the service order and the time when the repair status on the service item changes from Initial to In Process
- D - The number of hours it takes to generate a response activity

Answer: C

Question: 43

What is the relationship between the repair status and the service order status?

- A - The repair status on the lines and the service order status are linked via the statuses priority method
- B - There is no link between the service order status and the repair status
- C - The service order status on the service order header determines the repair status on the service order lines using the priority assigned to the service order status in the Repair Status Setup window
- D - The repair status on the service order lines determines the service order status on the service order header using the priority assigned to the repair status in the Repair Status Setup window

Answer: D

Question: 44

Customer XYZ, Inc purchased Computer Hardware from your organization to build a server. They have recently called regarding the hard drive (a component in which they purchased) has gone bad. The hard drive is currently under a valid service plan. Prior to assigning a technician, which window will you find a resource located in the proper zone and whether this location has the required skill to perform the service?

- A - Resource Availability
- B - Service Management Setup
- C - Service Order
- D- FaultAreas

Answer: A

Question: 45

John Smith purchased a radio and a service contract on the unit. The radio has recently had some problems that Mr. Smith would like to be addressed. What should you look for to identify the proper technician with skills needed to repair and maintain this item?

- A - Work-Hour Template
- B - Skill Code
- C - Default Service Hours
- D - Service Zone

Answer: B

Question: 46

You are implementing Service Management at a new customer location. What are the different ways you can enter your Service Items into the customer database?

- A - You can setup service items manually from the service item card, you can create service items within a service order, you can let the program create service items automatically when shipping sold items, and you can create service items within a contract
- B - You can setup service items manually from the service item card, you can create service items within a service order, and you can let the program create service items automatically when shipping sold items
- C - You can create service items within a service order and you can let the program create service items automatically when you receive purchased items
- D - Manually from the Service Item card, automatically when shipping sold items

Answer: B

Question: 47

What does it mean that a resource is preferred to service a service item?

- A - The resource is preferred for servicing all items that belong to the customer.
- B - The resource is preferred to service items at the same customer location.
- C - The customer prefers that resource for the servicing of the service item.
- D - The resource has the necessary skills to service the service item.

Answer: C

Question: 48

Customer Annie Smith has called into your Service Desk looking for some help in trying to resolve an issue with her Computer Hardware, which was purchased from your store. She bought the Enterprise Computer 667 MHz Server. Prior to having a Service Technician go out on site to service the Server, you decide to attempt to do some troubleshooting over the phone. What is the purpose of troubleshooting?

- A - A set of guidelines that helps the technician solve problems related to the repair of service items and helps the service desk personnel suggesting the customer a primary check. Troubleshooting guidelines can also contain a list of questions that have to be asked when you receive a service item.
- B - A set of guidelines that helps the technician to report problems related to the repair of particular service items. Troubleshooting guidelines can also contain a list of questions that have to be asked when you receive a service item.
- C - A set of guidelines that helps the technician register problems related to the repair of particular service items and helps the service desk personnel registering customer problems.
- D - A set of guidelines that helps the technician to identity the fault code of a broken service item and helps the service desk personnel solve customer problems.

Answer: A

Question: 49

Service Items can be created automatically when invoicing a customer for the Item being sold and shipped. What must be done in order for this Service Item to be created automatically?

- A - Place a check mark on the Item Card in the reate Service Item Automatically?field.
- B - On the Service Management Setup form, place a check mark in the utomatically Create Service Item?field.
- C - Service Items cannot be created automatically.
- D - Enter a check mark in the Create Service Item field within the Service Item Groups window.

Answer: D

Question: 50

In how many ways can you create a service item?

- A - You can set up service items manually from the service item card, you can create service items within a service order, you can let the program create service items automatically when you ship sold items, and you can create service items within a contract
- B - You can set up a service order and you can let the program create service items automatically when you ship sold items
- C - You can create service items within a service order and you can let the program create service items automatically when you receive purchased items
- D - You can set up service items manually from the service item card, you can create service items within a service order and you can create service items within a contract quote

Answer: B

Question: 51

Your organization believes that communication with the customer is the key to a healthy service segment for your business. You stress to your service technicians to update the repair status on the service orders. This allows you to give a customer inquiring about their service item a complete answer as to the status of their service order. How many different repair status options are available in the base Microsoft Navision application?

- A - Three
- B - Five
- C - Nine
- D - Thirteen

Answer: C

Question: 52

Where can you find the Fault Area Code, Symptom Code, Fault Code, and Resolution Code fields?

- A - In the Service Item Worksheet
- B - In the service invoice lines
- C - In the service invoice lines and Service Item Worksheet
- D - In the service invoice lines, Service Item Worksheet, and the Service Order

Answer: D

Question: 53

Your customer would like to be notified when you have completed his service order. What are the different ways that you can notify your customer when you have updated their service order to Finished?

- A - No, By Phone 1, By Fax, By E-Mail
- B - No, By Phone 1, By Phone 2, By Fax, By E-Mail
- C - No, By Phone 1, By TELEX, By E-Mail
- D - By Phone 1, By Fax, By E-Mail

Answer: B

Question: 54

What must be set up prior to creating customers within service orders?

- A - Customer Templates
- B - Service Order Line Item
- C - Automatically Created Service Items
- D - Item Warranty Information

Answer: A

Question: 55

Customer Thompson has brought a Television set that they purchased 4 years ago into your service center. When they purchased the television, they purchased a 2 year service warrant/. At this time, the warranty is not active. What will happen when you enter this service item onto the service order line?

- A - The Contract No. field will be blank
- B - The Contract No. field will pull in from the Customer Card
- C - The Contract No. field will be populated with the non-active service contract
- D - You must do a lookup to assign the Contract No.

Answer: A

Question: 56

What are the 3 parts on a Service Quote?

- A - The header, service item lines, and body
- B - The header, service invoice lines, and body
- C - The header, service item lines, and service invoice lines
- D - The order number, customer number, and service item

Answer: C

Question: 57

What is the purpose of a Loaner?

- A - To permanently replace a service item that you have received in for servicing.
- B - To appease a difficult customer by giving them a service item in working condition.
- C - To temporarily replace a service item that you have received in for servicing.
- D - To use as spare parts for service items without a component listing.

Answer: C

Question: 58

Your service department has some machines used to cannibalize spare parts for service orders. These particular spare parts are found within locations that use Bins within the warehouse of your company. Is Service Management integrated with Warehouse Management within Microsoft Navision, so you can track your spare parts within Warehouse Management?

- A - Yes, Service Management and Warehouse Management are integrated
- B - No, Service Management and Warehouse Management are not integrated
- C - Yes, only if the location is marked with irected Put-Away and Pick?enabled
- D - No, you cannot store your spare parts in bins within your warehouse

Answer: B

Question: 59

What will you use within Microsoft Navision to see an overview of your service orders and/or service quotes that have been entered into your system?

- A - Resource Group
- B - Skill Codes
- C - Dispatch Board
- D - Service Zones

Answer: C

Question: 60

What is the overall idea of service price management?

- A - Increase service prices according to p redefined criteria
- B - Decrease service prices according to p redefined criteria
- C - Adjust service prices to correspond with a predefined value
- D - Adjust service prices according to predefined criteria

Answer: D

Question: 61

What happens when you assign a service price group to a service item?

- A - All special service pricing that is setup in this group will then apply for this service item.
- B - A currency code must be defined for each currency in which you do business.
- C - All special service pricing that is set up in the group will need to be defined each time the service item is used on a service document
- D - The default cost from the Service Item Group will override the Service Price Group cost.

Answer: A

Question: 62

What does the function Allocate to all Service Items in the Resource Allocations window do?

- A - It assigns the same resource to all the service items in a service order and it multiplies the hours allocated by the number of service items
- B - It assigns the same resource to all the service items in a service order and it splits the hours allocated to all other service items on the service order
- C - It assigns the same amount of time to all service items in the same service order

D - It allocates the same resource to all the service items in the same service order and the number of hours is multiplied by the number of service lines

Answer: B

Question: 63

What are the three methods that the total amount or adjustments are calculated depending upon the type of service price adjustment selected?

- A - Maximum, Minimum, and Fixed Percentage
- B - Fixed price, Maximum, and Minimum
- C - Cost Percentage, Fixed Percentage, and Minimum
- D - Cost Percentage, Maximum, and Minimum

Answer: B

Question: 64

Customer ABC has its home office in Grand Forks, ND, USA.. They have recently purchased computer hardware (Enterprise Computer 667 MHz Server). All troubleshooting techniques have not produced a fix for their issue. As Customer ABC is a repeat customer, you want to ensure that you have the correct resource sent to expedite a fix for their Server. What two factors must be considered prior to sending out the correct resource?

- A - Problem and Serial number of hardware
- B - Service Zone of Customer and Skill Code of Resource
- C - Skill Code of Resource and Serial number of hardware
- D - Service Zone of Customer and Service Contract expiration date

Answer: B

Question: 65

Todd Smith holds a current service contract for the computer hardware he purchased six months ago. He recently has purchased a new stereo system and would like to have a service plan. What must be done first prior to adding the new item to the existing service contract?

- A - Verify his contact information
- B - Verify his contract has been paid up to date
- C - Register the item as a service item
- D - Ensure that the contract line has a valid expiration date

Answer: C

Question: 66

What are the three default options of the Status field within the Service Contract window?

- A - Cancelled, In Progress, and New
- B - Signed, Canceled, and In Dispute
- C - Blank, Signed, and Canceled
- D - Blank, In Progress, and Canceled

Answer: C

Question: 67

How do you create a service contract?

- A - From Contract Quotes

- B - From Contracts
- C - From Contracts and Contract Quotes
- D - From Service Orders

Answer: A

Question: 68

To save you and your company time, there are five batch jobs that can be run periodically on service contracts. What are the functions of these batch jobs?

- A - Create service orders for contracts, update contract prices, adjust service contract prices, remove expired service items, and post prepaid contract entries
- B - Register service items, update contract prices, adjust service contract prices, remove expired service items, and post prepaid contract entries
- C - Invoice contracts, create service orders for contracts, update contract prices, remove expired service items, and post prepaid contract entries
- D - Create service orders for contracts, update contract prices, register service items, remove expired service items, and post prepaid contract entries

Answer: C

Question: 69

In a Service Contract, what happens if the contract line expires before the starting period ends?

- A - The expiration date becomes the contract date
- B - The expiration date will become the last day of the month of the contract
- C - The expiration date will be defaulted with the work date
- D - The expiration date becomes the ending date of the starting period for the line

Answer: D

Question: 70

Joe TV Source is your Television supplier for the UniVision brand. They have a very limited service department, but will do all service work when a recall is done for certain models of televisions. Normally, you sell service contracts with the UniVision televisions that you sell. Recently, a recall to Model XZZ3344 has been announced and you want to change the owner of all Service Contracts. You have multiple service contracts with the same owner. How will Microsoft Navision handle this situation?

- A - The program will automatically change the owner for all service contracts that include this item and for all other service items included in these contracts
- B - The program will not do anything to the contracts
- C - You must manually change each contract to the new owner
- D - The program will automatically create a new service contract to include only the service item in question. All other service items will remain on the original service contract

Answer: A

Question: 71

What is the purpose of a Service Contract Template?

- A - They show predefined layouts of contracts that include the most commonly used service contract details
- B - They ensure that all customers within a specific Service Zone are given the same service contract
- C - They show predefined layouts of contracts for specific service items

D - They show Contract Account Groups, Troubleshooting methods and Allocated skills in Service Zones for service items

Answer: A

Question: 72

What are the two options to create service contracts or contract quotes for service items that are already registered in non-canceled contracts owned by the same customer?

- A - System-created and manually
- B - Manually and Registered
- C - Automatically and Registered
- D - Manually and Automatic

Answer: D

Question: 73

There is a limit to the number of days you can use as the date range within the batch job to create service orders from contracts. Where is this date set?

- A - This number is calculated by the Default Response Time (Hours) and the Default Quote Time (Hours) fields
- B - In the Contract Serv. Ord. Max Days field within Service Management Setup
- C - The limit is set up on the Customer Template
- D - In the Maximum Order Days field within Service Management Setup

Answer: B

Question: 74

Why would you want to cover a specific service item under more than one service contract?

- A - Service price paid for different components
- B - Service level agreement with your customer
- C - Service level agreement with your distributor
- D - Timing of when the customer purchases components

Answer: B

Question: 75

The Contract Change Log within Microsoft Navision will store information about service contract changes the program has logged. What option within the Service Mgmt. setup do you need to have marked to log these changes?

- A - Register Contract Changes
- B - Track Contract Changes
- C - Use Contract Cancel Reason
- D - Fault Reason Code Mandatory

Answer: A

Question: 76

What types of objects are able to run with the Job Scheduler?

- A - Batch Jobs, Data Ports, and Code Units
- B - Reports, Code Units, and Forms

- C - Reports only
- D - Reports, Data Ports, and Code Units

Answer: D

Question: 77

Which fields should be entered on the Job Scheduler Overview to ensure that the job is scheduled and run at the proper time?

- A - Next Check Date and Next Check Time
- B - Last Date Checked and Last Time Checked
- C - Unit of Measure and Next Check Time
- D - No fields will need to be set up. The Job Scheduler will run all jobs in the Job Scheduler Overview.

Answer: A

Question: 78

Within the Job Scheduler, what code unit is responsible for checking the response time on service items with the Initial repair status in service orders that have a Pending status?

- A - Code Unit 1 - Application Management
- B - Code Unit 5918- ServOrder-Check Response Time
- C - Code Unit 5906 - ServLogManagement
- D - Code Unit 5915 - Customer-Notify by Email

Answer: B

Question: 79

What can you use the Job Scheduler for?

- A - To send e-mails to service technicians when the response time is approaching and to send e-mails to the customer in order to let them know that the service request has been completed
- B - To send e-mails to the service technicians when the response time is overdue and to send e-mails to the customer in order to let them know that the service item will be repaired
- C - Only to send e-mails to the service technician when the response time is approaching
- D - Only to send e-mails to the customer in order to let them know that the service item will be repaired on time

Answer: A

Question: 80

Your Job Scheduler produced an error that you viewed from the Job Scheduler Overview window. You have the option Error and Stop selected in the Error Handling field in the Job Scheduler Setup window. What must occur after the error is fixed?

- A - You must set up the job in the Job Scheduler overview again
- B - You must run the job directly from the Error Checking window
- C - You must restart the Job Scheduler manually
- D - Nothing needs to be done. The Job Scheduler will automatically run the job once again.

Answer: C

Question: 81

Customer XYZ, Inc purchased Computer Hardware from your organization to build a server. They have recently called regarding the hard drive (a component in which they purchased) has gone bad. The hard drive is currently under a valid service plan. Prior to assigning a technician, which window will you find a resource located in the proper zone and whether this location has the required skill to perform the service?

- A - Resource Availability
- B - Service Management Setup
- C - Service Order
- D- Fault Areas

Answer: A

Question: 82

What is the default response time?

- A - The number of hours used by the program to set up the time frame within different service orders
- B - The number of hours it takes to respond to a customer inquiry
- C - The estimated number of hours between the creation of the service order and the time when the repair status on the service item changes from Initial to In Process
- D - The number of hours it takes to generate a response activity

Answer: C

Question: 83

What is the relationship between the repair status and the service order status?

- A - The repair status on the lines and the service order status are linked via the statuses priority method
- B - There is no link between the service order status and the repair status
- C - The service order status on the service order header determines the repair status on the service order lines using the priority assigned to the service order status in the Repair Status Setup window
- D - The repair status on the service order lines determines the service order status on the service order header using the priority assigned to the repair status in the Repair Status Setup window

Answer: D

Question: 84

John Smith purchased a radio and a service contract on the unit. The radio has recently had some problems that Mr. Smith would like to be addressed. What should you look for to identify the proper technician with skills needed to repair and maintain this item?

- A - Work-Hour Template
- B - Skill Code
- C - Default Service Hours
- D - Service Zone

Answer: B

Question: 85

What is the Next Service Calculation Method?

- A - A method for calculating the next planned service date for service orders

- B - A method for calculating the next planned service date for service items included in service contracts
- C - A method for keeping track of the customer service level
- D - A method for planning the next service for the customer

Answer: B

Question: 86

Service Items can be created automatically when invoicing a customer for the Item being sold and shipped. What must be done in order for this Service Item to be created automatically?

- A - Place a check mark on the Item Card in the reate Service Item Automatically?field.
- B - On the Service Management Setup form, place a check mark in the utomatically Create Service Item?field.
- C - Service Items cannot be created automatically.
- D - Enter a check mark in the Create Service Item field within the Service Item Groups window.

Answer: D

Question: 87

What does it mean that a resource is preferred to service a service item?

- A - The resource is preferred for servicing all items that belong to the customer.
- B - The resource is preferred to service items at the same customer location.
- C - The customer prefers that resource for the servicing of the service item.
- D - The resource has the necessary skills to service the service item.

Answer: C

Question: 88

Customer Annie Smith has called into your Service Desk looking for some help in trying to resolve an issue with her Computer Hardware, which was purchased from your store. She bought the Enterprise Computer 667 MHz Server. Prior to having a Service Technician go out on site to service the Server, you decide to attempt to do some troubleshooting over the phone. What is the purpose of troubleshooting?

- A - A set of guidelines that helps the technician solve problems related to the repair of service items and helps the service desk personnel suggesting the customer a primary check. Troubleshooting guidelines can also contain a list of questions that have to be asked when you receive a service item.
- B - A set of guidelines that helps the technician to report problems related to the repair of particular service items. Troubleshooting guidelines can also contain a list of questions that have to be asked when you receive a service item.
- C - A set of guidelines that helps the technician register problems related to the repair of particular service items and helps the service desk personnel registering customer problems.
- D - A set of guidelines that helps the technician to identify the fault code of a broken service item and helps the service desk personnel solve customer problems.

Answer: A

Question: 89

In how many ways can you create a service item?

- A - You can set up service items manually from the service item card, you can create service items within a service order, you can let the program create service items automatically when

you ship sold items, and you can create service items within a contract

B - You can set up a service order and you can let the program create service items automatically when you ship sold items

C - You can create service items within a service order and you can let the program create service items automatically when you receive purchased items

D - You can set up service items manually from the service item card, you can create service items within a service order and you can create service items within a contract quote

Answer: B

Question: 90

You are implementing Service Management at a new customer location. What are the different ways you can enter your Service Items into the customer database?

A - You can setup service items manually from the service item card, you can create service items within a service order1 you can let the program create service items automatically when shipping sold items, and you can create service items within a contract

B - You can set up service items manually from the service item card, you can create service items within a service order, and you can let the program create service items automatically when shipping sold items

C - You can create service items within a service order and you can let the program create service items automatically when you receive purchased items

D - Manually from the Service Item card, automatically when shipping sold items

Answer: B

Question: 91

What are the 3 parts on a Service Quote?

A - The header, service item lines, and body

B - The header, service invoice lines, and body

C - The header, service item lines, and service invoice lines

D - The order number, customer number, and service item

Answer: C

Question: 92

Your customer would like to be notified when you have completed his service order. What are the different ways that you can notify your customer when you have updated their service order to Finished?

A - No, By Phone 1, By Fax, By E-Mail

B - No, By Phone 1, By Phone 2, By Fax, By E-Mail

C - No, By Phone 1, By TELEX, By E-Mail

D - By Phone 1, By Fax, By E-Mail

Answer: B

Question: 93

What must be set up prior to creating customers within service orders?

A - Customer Templates

B - Service Order Line Item

C - Automatically Created Service Items

D - Item Warranty' Information

Answer: A

Question: 94

Where can you find the Fault Area Code, Symptom Code, Fault Code, and Resolution Code fields?

- A - In the Service Item Worksheet
- B - In the service invoice lines
- C - In the service invoice lines and Service Item Worksheet
- D - In the service invoice lines, Service Item Worksheet, and the Service Order

Answer: D

Question: 95

Customer Thompson has brought a Television set that they purchased 4 years ago into your service center. When they purchased the television, they purchased a 2 year service warranty. At this time, the warranty is not active. What will happen when you enter this service item onto the service order line?

- A - The Contract No. field will be blank
- B - The Contract No. field will pull in from the Customer Card
- C - The Contract No. field will be populated with the non-active service contract
- D - You must do a lookup to assign the Contract No.

Answer: A

Question: 96

Your service department has some machines used to cannibalize spare parts for service orders. These particular spare parts are found within locations that use Bins within the warehouse of your company. Is Service Management integrated with Warehouse Management within Microsoft Navision, so you can track your spare parts within Warehouse Management?

- A - Yes, Service Management and Warehouse Management are integrated
- B - No, Service Management and Warehouse Management are not integrated
- C - Yes, only if the location is marked with irected Put-Away and Pick?enabled
- D - No, you cannot store your spare parts in bins within your warehouse

Answer: B

Question: 97

Can you allocate the same resource to all the service items in a service order?

- A - Yes
- B - No
- C - It depends from the Service Management Setup
- D - Only if the service items are not registered in other service orders

Answer: A

Question: 98

What is the purpose of a Loaner?

- A - To permanently replace a service item that you have received in for servicing.

- B - To appease a difficult customer by giving them a service item in working condition.
- C - To temporarily replace a service item that you have received in for servicing.
- D - To use as spare parts for service items without a component listing.

Answer: C

Question: 99

What will you use within Microsoft Navision to see an overview of your service orders and/or service quotes that have been entered into your system?

- A - Resource Group
- B - Skill Codes
- C - Dispatch Board
- D - Service Zones

Answer: C

Question: 100

What is the overall idea of service price management?

- A - Increase service prices according to predefined criteria
- B - Decrease service prices according to predefined criteria
- C - Adjust service prices to correspond with a predefined value
- D - Adjust service prices according to predefined criteria

Answer: D

Question: 101

What happens when you assign a service price group to a service item?

- A - All special service pricing that is setup in this group will then apply for this service item.
- B - A currency code must be defined for each currency in which you do business.
- C - All special service pricing that is set up in the group will need to be defined each time the service item is used on a service document
- D - The default cost from the Service Item Group will override the Service Price Group cost.

Answer: A

Question: 102

Customer ABC has its home office in Grand Forks, ND, USA.. They have recently purchased computer hardware (Enterprise Computer 667 MHz Server). All troubleshooting techniques have not produced a fix for their issue. As Customer ABC is a repeat customer, you want to ensure that you have the correct resource sent to expedite a fix for their Server. What two factors must be considered prior to sending out the correct resource?

- A - Problem and Serial number of hardware
- B - Service Zone of Customer and Skill Code of Resource
- C - Skill Code of Resource and Serial number of hardware
- B - Service Zone of Customer and Service Contract expiration date

Answer: B

Question: 103

What does the function Allocate to all Service Items in the Resource Allocations window do?

- A - It assigns the same resource to all the service items in a service order and it multiplies the

hours allocated by the number of service items

B - It assigns the same resource to all the service items in a service order and it splits the hours allocated to all other service items on the service order

C - It assigns the same amount of time to all service items in the same service order

D - It allocates the same resource to all the service items in the same service order and the number of hours is multiplied by the number of service lines

Answer: B

Question: 104

What are the three methods that the total amount of adjustments are calculated depending upon the type of service price adjustment selected?

A - Maximum, Minimum, and Fixed Percentage

B - Fixed price, Maximum, and Minimum

C - Cost Percentage, Fixed Percentage, and Minimum

D - Cost Percentage, Maximum, and Minimum

Answer: B

Question: 105

There is a limit to the number or days you can use as the date range within the batch job to create service orders from contracts. Where is this date set?

A - This number is calculated by the Default Response Time (Hours) and the Default Quote Time (Hours) fields

B - In the Contract Serv. Ord. Max Days field within Service Management Setup

C - The limit is set up on the Customer Template

D - In the Maximum Order Days field within Service Management Setup

Answer: B

Question: 106

In a Service Contract, what happens if the contract line expires before the starting period ends?

A - The expiration date becomes the contract date

B - The expiration date will become the last day of the month of the contract

C - The expiration date will be defaulted with the work date

D - The expiration date becomes the ending date of the starting period for the line

Answer: D

Question: 107

Joe TV Source is your Television supplier for the UniVision brand. They have a very limited service department, but will do all service work when a recall is done for certain models of televisions. Normally, you sell service contracts with the UniVision televisions that you sell. Recently, a recall to Model XZZ3344 has been announced and you want to change the owner of all Service Contracts. You have multiple service contracts with the same owner. How will Microsoft Navision handle this situation?

A - The program will automatically change the owner for all service contracts that include this item and for all other service items included in these contracts

B - The program will not do anything to the contracts

- C - You must manually change each contract to the new owner
- D - The program will automatically create a new service contract to include only the service item in question. All other service items will remain on the original service contract

Answer: A

Question: 108

Todd Smith holds a current service contract for the computer hardware he purchased six months ago. He recently has purchased a new stereo system and would like to have a service plan. What must be done first prior to adding the new item to the existing service contract?

- A - Verify his contact information
- B - Verify his contract has been paid up to date
- C - Register the item as a service item
- D - Ensure that the contract line has a valid expiration date

Answer: C

Question: 109

What is the purpose of a service contract quote?

- A - A quote is used as a legal, binding document used to service items purchased from your organization
- B - A quote is an offer to a customer and needs to be approved before converting into a service contract
- C - A quote is used to manage the service segment of your business
- D - A quote comes before a service contract, but cannot be changed if the terms do not meet specifications of the customer

Answer: B

Question: 110

Why would you want to cover a specific service item under more than one service contract?

- A - Service price paid for different components
- B - Service level agreement with your customer
- C - Service level agreement with your distributor
- D - Timing of when the customer purchases components

Answer: B

Question: 111

What are the three default options of the Status field within the Service Contract window?

- A - Cancelled, In Progress, and New
- B - Signed, Canceled, and In Dispute
- C - Blank, Signed, and Canceled
- D - Blank, In Progress, and Canceled

Answer: C

Question: 112

What are the two options to create service contracts or contract quotes for service items that are already registered in non-canceled contracts owned by the same customer?

- A - System-created and manually
- B - Manually and Registered
- C - Automatically and Registered
- D - Manually and Automatic

Answer: D

Question: 113

What is the purpose of a Service Contract Template?

- A - They show predefined layouts of contracts that include the most commonly used service contract details
- B - They ensure that all customers within a specific Service Zone are given the same service contract
- C - They show predefined layouts of contracts for specific service items
- D - They show Contract Account Groups, Troubleshooting methods and Allocated skills in Service Zones for service items

Answer: A

Question: 114

To save you and your company time, there are five batch jobs that can be run periodically on service contracts. What are the functions of these batch jobs?

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- D - Create service orders for contracts, update contract prices, register service items, remove expired service items, and post prepaid contract entries

Answer: C

Question: 115

The Contract Change Log within Microsoft Navision will store information about service contract changes the program has logged. What option within the Service Mgmt. setup do you need to have marked to log these changes?

- A - Register Contract Changes
- B - Track Contract Changes
- C - Use Contract Cancel Reason
- D - Fault Reason Code Mandatory

Answer: A

Question: 116

What can you use the Job Scheduler for?

- A - To send e-mails to service technicians when the response time is approaching and to send e-mails to the customer in order to let them know that the service request has been completed
- B - To send e-mails to the service technicians when the response time is overdue and to send e-mails to the customer in order to let them know that the service item will be repaired
- C - Only to send e-mails to the service technician when the response time is approaching
- D - Only to send e-mails to the customer in order to let them know that the service item will be

repaired on time

Answer: A

Question: 117

Your company has started the job scheduler to the outcome of a specific job. You see that the job has been completed and that you do not want the job scheduler to continue to run. What action must be completed?

- A - Update the job so it appears completed
- B - Reset the job scheduler
- C - Stop the job scheduler manually
- D - Remove the job manually

Answer: C

Question: 118

Your Job Scheduler produced an error that you viewed from the Job Scheduler Overview window. You have the option Error and Stop? selected in the Error Handling field in the Job Scheduler Setup window. What must occur after the error is fixed?

- A - You must set up the job in the Job Scheduler overview again
- B - You must run the job directly from the Error Checking window
- C - You must restart the Job Scheduler manually
- D - Nothing needs to be done. The Job Scheduler will automatically run the job once again.

Answer: C

Question: 119

Which fields should be entered on the Job Scheduler Overview to ensure that the job is scheduled and run at the proper time?

- A - Next Check Date and Next Check Time**
- B - Last Date Checked and Last Time Checked
- C - Unit of Measure and Next Check Time
- D - No fields will need to be set up. The Job Scheduler will run all jobs in the Job Scheduler Overview.

Answer: A

Question: 120

What types or objects are able to run with the Job Scheduler?

- A - Batch Jobs, Data Ports, and Code Units
- B - Reports, Code Units, and Forms
- C - Reports only
- D - Reports, Data Ports, and Code Units

Answer: D