



# MB-240<sup>Q&As</sup>

Microsoft Dynamics 365 Field Service

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### QUESTION 1

You are a Dynamics 365 for Field Service Administrator. Your organization wants to use Connected Field Service for existing Customer Assets.

You install Connected Field Service and set up Azure IoT Central, but it seems no alerts are being received in Dynamics 365 for the devices.

You need to find the issue and resolve it.

Which action should you choose?

- A. Configure the Create CFS alerts from IoT Central Workflow within Dynamics 365.
- B. Create the IoT Connected Device connection role to link devices to customer assets.
- C. Register the device in Dynamics 365 Connected Field Service.
- D. Configure the Create CFS alerts from IoT Central within Microsoft Flow.

Correct Answer: D

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-alerts>

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### QUESTION 2

You are setting up assets for a customer.

The VP of Field Service wants to have greater visibility to all the serialized components of an asset in a hierarchical view.

Solution: You create an Asset Category and associate it with each component, and use the Location Tree for viewing.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

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### QUESTION 3

You are implementing Microsoft Dynamics 365 Field Service for a health care institution. Each day, the institution receives a large number of appointment requests for pediatricians.

You have the following requirements:

create a daily schedule for pediatricians with a frequency of 30 minutes for each slot.



provide a full-day schedule with start times and end times.

Solution: You create a fulfillment preference with a start time and end time duration of 30 minutes for the whole day, create a requirement group, and book it with the schedule assistant.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

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#### QUESTION 4

You are working on the Dynamics 365 Field Service self-scheduling portal. You are explaining the states of a booking or appointment that are visible in the portal to your customer.

The customer asks which portal states will yield a message that includes a link to an online web experience hosted on Microsoft Power Portals.

Which three messages will include this link? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Booking Canceled
- B. Booking Reminder
- C. Booking Complete
- D. Technician Traveling
- E. Booking Committed

Correct Answer: ACD

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#### QUESTION 5

You are implementing Dynamics 365 Field Service. Your customer needs to understand how they can schedule the closest possible resource to a work order. The requirement further specifies it could be start of day from the company's site or during the middle of the day from an existing work order.

You need to provide them with the settings they need to properly configure so the closest resource is found when using the schedule assistant. What should you suggest to the customer?

- A. Update the Starting Location to Organization Unit within Schedule Board Settings.
- B. Update the filter on the Scheduler resource tool tips view.
- C. Select the Real-Time Mode option in the Schedule Assistant filter window.



D. Update the Load Default Filters on the Schedule Assistant.

Correct Answer: C

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