MB-240^{Q&As}

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Microsoft Dynamics 365 Field Service

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QUESTION 1

Your customer asks you to create a dashboard.

The application must meet the following requirements:

Capture work orders, asset information, and customer information.

Allow actions to be taken directly from the dashboard.

Allow data filtration.

You need to determine the type of dashboard you should create in the app designer.

Which type of dashboard should you create?

A. Power BI

B. Classic

C. Single-stream interactive

D. Multi-stream interactive

Correct Answer: D

QUESTION 2

You need to make sure that only a specific set of resources are allowed to be scheduled to perform certain work orders. Which type should you select when you create a resource requirement preference?

A. Must choose from

B. Preferred

C. Restricted

D. Auto-suggested

Correct Answer: A

QUESTION 3

You are managing your organization\\\'s assets.

You need to give your organization\\\'s technicians better visibility on their locations in order to reduce travel time and time spent searching for the asset when the technicians on site.

How should you structure the system to manage this request?

A. Attach a detailed map of the asset\\'s location to the work order.

B. Create a detailed service account tree.

C. Create a custom entity to house asset location details.

D. Attach a functional location to each asset.

Correct Answer: D

QUESTION 4

DRAG DROP

You are a field service administrator for your company.

You review the Field Service administrator guide to understand how the status fields can support your company\\'s business processes.

Which unique entity system status value matches with its Entity Type? To answer, drag the appropriate unique entity system status values to the appropriate Entity Type. Each unique entity system status value may be used once, more than

once, or not at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Purchase Order
Agreement
Booking Status

Draft	
Billed	
Estimate	
Expired	
Traveling	
In progress	

Correct Answer:

Answer Area

Purchase Order	Draft	Purchase Order
Agreement	Billed	Purchase Order
Booking Status	Estimate	Agreement
	Expired	Agreement
	Traveling	Booking Status
	In progress	Booking Status

QUESTION 5

DRAG DROP

You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm.

Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many

site visits may require more than one technician to be sent for the repair.

Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task. Each resource scheduling component may be used once, more than once, or not

at all. You may need to drag the split bar between panes or scroll to view the content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Resource Crew	Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.
Requirement Group	Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.
Schedule Board	Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.
Booking Rule	When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.
Incident type	
Booking Resource Booking	

Correct Answer:

Answer Area

Resource Crew	Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.	Resource Crew
Requirement Group		
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