



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

Microsoft Dynamics 365 Field Service

**Pass Microsoft MB-240 Exam with 100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/mb-240.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Microsoft  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



**QUESTION 1**

You are a Contoso, Ltd. dispatcher for Dynamics 365 Field Service application.

A technician's mobile phone is having difficulties, and the Field Service Mobile app will not open. The technician is headed to a work site and needs directions.

How can you provide the technician with directions?

- A. Click on Get Driving Directions from the Work Order record.
- B. Click on Get Driving Directions from the Actions menu on the Schedule Board.
- C. Click Geo Code from the Work Order record.
- D. Click Geo Code from the Booking record.

Correct Answer: B

---

**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 define the Top-Level Asset with as many parent-child sub-assets as necessary, rolling up for viewing in a hierarchy.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

---

**QUESTION 3**

Your company is implementing a new CRM system. They have selected Microsoft Dynamics 365 Field Service because of its flexibility.

During the basic training sessions, you need to train the field service team on how work orders are created.

What are three out-of-the-box ways to create work orders? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. from a purchase order



- B. from the Dynamics 365 Field Service mobile app
- C. from an asset
- D. from a case record
- E. from an agreement

Correct Answer: BDE

---

#### QUESTION 4

##### DRAG DROP

You are a dispatcher for a cable installation company that provides installation services in multiple territories. The company is using Dynamics 365 for Field Service to manage their work orders. Every time a work order is created, the dispatch

team is manually assigning the work order to a territory in order to book the correct resources.





You are tasked with ensuring that Dynamics 365 will automatically assign work orders to territories so that the dispatcher can search for the correct resources.

Which four steps, in sequence, must be configured to ensure that when work orders are created they will automatically be mapped to the correct territory? To answer, move the appropriate actions from the list of actions to the answer area

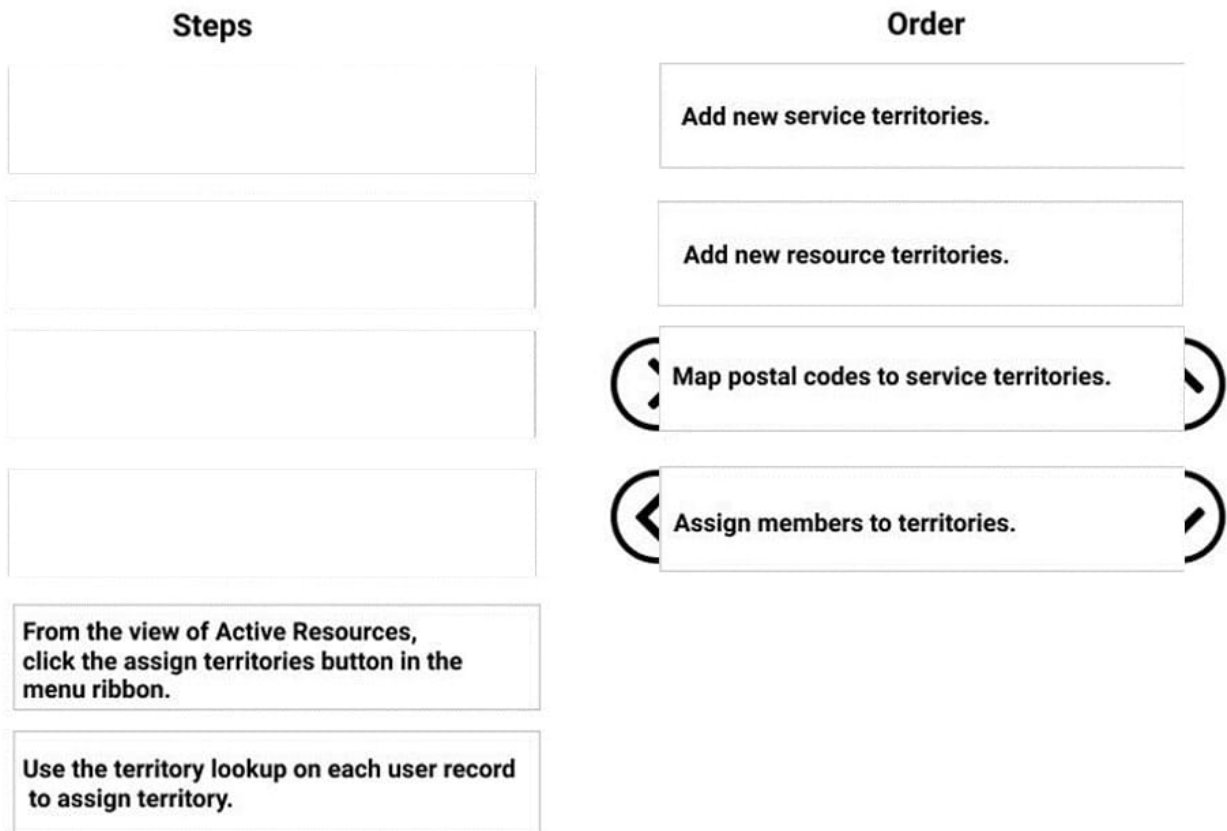
and arrange them in the correct order.

Select and Place:



Steps	Order
Add new resource territories.	
Add new service territories.	
Assign members to territories.	 
Map postal codes to service territories.	 
From the view of Active Resources, click the assign territories button in the menu ribbon.	
Use the territory lookup on each user record to assign territory.	

Correct Answer:



### QUESTION 5

Your company processes a large number of work orders each day. The company wants to ensure the high priority work orders are dealt with immediately.

You need to configure the schedule board so that bookings are easily visible to the dispatchers.

How can you configure Dynamics Field Services to increase booking visibility?

- A. Configure a work order type for high priority issues, to help categorize high priority work order records.
- B. Configure an Incident type for high priority incidents on work order records.
- C. Configure the status color for a booking status record, to identify high priority work order records.
- D. Configure a priority record to allow you to identify high priority work order records.

Correct Answer: D

Correct answer is D. You can create priority records in Dynamics 365 for Field service app and assign color along with level of importance. <https://docs.microsoft.com/en-us/dynamics365/field-service/set-priorities>



VCE & PDF

Pass4itSure.com

<https://www.pass4itsure.com/mb-240.html>

2024 Latest pass4itsure MB-240 PDF and VCE dumps Download

---

[MB-240 Practice Test](#)

[MB-240 Exam Questions](#)

[MB-240 Braindumps](#)