



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

Microsoft Dynamics 365 Field Service

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### QUESTION 1

Contoso wants to provide special customer pricing, to one of their customers, for two years. All work order products and services will be 10% off. What should they implement?

- A. Create a special price list and associate it to the Billing Account.
- B. Create a special price list and associate it to the Service Account.
- C. Create a special price list, associate it to an entitlement for the Billing Account.
- D. Create a special price list, associate it to an entitlement for the Service Account.

Correct Answer: C

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### QUESTION 2

You have created a new entity to tie to the Asset to capture key data. You launch the Microsoft Dynamics 365 Field Service mobile app in offline mode.

You need to ensure that you can see the entity.

What should you do?

- A. Sign in to Power Apps, and ensure the entity is enabled for mobile offline.
- B. Sign in to Power Apps, and ensure the entity is enabled for Microsoft Outlook mobile offline.
- C. Sign in to the System Business Settings to ensure the entity is enabled for mobile offline.
- D. Enable the entity for mobile.

Correct Answer: A

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### QUESTION 3

You are a Microsoft Dynamics 365 Field Service dispatcher using the Scheduling Assistant function.

One of your customers, Adventure Works, does not want one of your resources to be scheduled to work orders going forward. However, this resource must be available to be scheduled for other accounts.

Solution: You select Load the Default Filters on the Schedule Board.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

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#### QUESTION 4

You are a Dynamics 365 for Field Service Mobile (FSM) customizer.

Technicians report that they are not seeing their Bookings in the FSM app.

You need to investigate why they cannot see their bookings.

What are three actions you must take to perform your investigation? Each correct answer presents a complete solution.

- A. Check Drip Scheduling setting on the Bookable Resource.
- B. Check sync filter on Bookable Resource Booking View.
- C. Check if sync filter on Bookable Resource entity is too restrictive for offline mode.
- D. Check that FSM app is synching to server.
- E. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.

Correct Answer: ADE

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#### QUESTION 5

You need to configure the Microsoft Dynamics 365 Field Service mobile app to provide field technicians with access to custom entities. What should you do?

- A. Go to the mobile offline profile, and add the entity.
- B. Create a new role and assign it to the technicians.
- C. Add the entity to the site map of the Field Service mobile model-driven app.
- D. In the mobile offline profile, add a custom data filter to the entity.

Correct Answer: C

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