



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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**QUESTION 1**

You are Dynamics 365 for Field Service Development Manager.

You need to enable customization development for multiple developers, via the Woodford solution, where customizations can be combined together to complete the development requirements.

What should you create in order to enable this capability?

- A. Create a project for each developer, which publishes changes to a master project.
- B. Create a project for each developer, using security roles to identify what customizations are available for modification.
- C. Create a Dynamics 365 solution for each developer, which publishes changes to the Woodford solution.
- D. Create a project for each developer, each within its own Woodford solution.

Correct Answer: A

QUESTION 2

Your company recently implemented Microsoft Dynamics 365 Field Service. You helped set up and configure the required components to ensure that a work order can be created and completed successfully.

One of the dispatchers reports to their manager that the duration in the work order is missing.

You need to ensure the duration is rolled-up to the work order duration.

Which component must you configure?

- A. Estimated Duration in Service Task
- B. Hourly Rate of the Resources
- C. Pricing in Product / Service
- D. Start Date and End Date in Service Task

Correct Answer: A

QUESTION 3

You are implementing Microsoft Dynamics 365 Field Service for your organization.

You are about to finalize the updates to booking statuses. The booking statuses, and corresponding Field Service Status values are:



Booking Status	Field Service Status
Scheduled	Scheduled
Traveling	Traveling
Arrive	In Progress
Wrench Time	In Progress
On Break	On Break
Completed	Completed
Canceled	Canceled

You want technicians\' time entries to be generated every time they update the booking status.

Which two steps must you set up to ensure the time entries are correctly generated? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Set the Timestamp Frequency setting to Auto-Generate from Booking Timestamps
- B. Set the Time Entry Generation Strategy setting to Per Booking Status Change
- C. Set the Timestamp Frequency setting to Per Booking Status Change
- D. Set the Time Entry Generation Strategy setting to Auto-Generate from Booking Timestamps

Correct Answer: CD

QUESTION 4

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 5

Your organization is planning to use Microsoft Azure IoT Hub to manage the IoT devices which monitor the temperature of the cold storage.

You need to install the Microsoft Dynamics 365 Connected Field Service solution with Azure IoT Hub.



Which Azure security role is a prerequisite to the installation?

- A. Account Administrator
- B. Cloud Device Administrator
- C. Application Administrator
- D. Dynamics 365 Administrator

Correct Answer: A

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