



MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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**QUESTION 1**

You are configuring Dynamics 365 Field Service to create an option to see only a specific set of resources on the schedule board. As part of the system setup, all Resources have been assigned to a territory. You want to create the option to

see only resources that are in Washington territory.

Solution: You highlight the Washington Territory in the Map View of the Filter and Map View section.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 2

You are a consultant implementing Dynamics 365 Field Service for Contoso Manufacturing.

The Field Service director wants to set preventive maintenance schedules for sub-components that have a different maintenance routine than the top-level or parent asset.

The goal is to increase asset useful life and provide increased customer satisfaction.

How should you manage different preventive maintenance schedules for multiple sub-components of a parent or top-level asset?

A. Create Asset Properties, and associate the appropriate new Asset Property schedule to each sub-component.

B. Create an Agreement for each Asset Sub-Component to ensure the proper preventive maintenance schedule is set.

C. Create Asset Categories for each preventive maintenance schedule, and assign to the appropriate sub-component.

D. Associate an Agreement Booking Incident to the Asset Sub-Component requiring a different preventive maintenance schedule.

Correct Answer: D

QUESTION 3

You work for a recycling company that provides customers with large compactor units to collect their recyclable materials. The compactor units are comprised of two separate components: a container to collect the recyclable materials and a

separate component that compacts the recyclable materials to make them easier to transport.



These containers are expensive, and the components tend to break down frequently, requiring ongoing maintenance and repairs.

You need to easily track the containers that your company has at each client location and maintain a service history for each of the sub-components.

- A. Configure the customer asset records hierarchically, and maintain service history at the sub-component level.
- B. Configure the customer inventory records individually, in order to maintain the service history at the parent component level.
- C. Configure the customer inventory records in a hierarchy, and maintain service history at the sub-component level.
- D. Configure the customer asset records hierarchically, and maintain service history at the service account level.

Correct Answer: A

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-set-up-customer-assets>

QUESTION 4

You are a Dynamics 365 for Field Service scheduling coordinator.

When you select the Book button on a work order, TechnicianA never shows up as available.

You need to update the system to see TechnicianA's availability.

What should you do?

- A. Set Enable for Availability Search to Yes on the TechnicianA bookable resource record.
- B. Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.
- C. Set Real Time Mode to Yes on the Schedule Assistant view.
- D. Set Display on Schedule Board to Yes on the TechnicianA bookable resource record.

Correct Answer: A

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-bookable-resources>

QUESTION 5





DRAG DROP

Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible.




Which three steps, in sequence, are needed to receive the products to the existing rush order in Field Service? 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
Click Receipt Products		
Create an Inventory Adjustment record.		
Click Show Purchase order Products not fully received yet.		
Click the drop-down arrow next to the P.O. name.		
Post the Receipt record.		

Correct Answer:

STEPS		ORDER
		Click the drop-down arrow next to the P.O. name.
Create an Inventory Adjustment record.		Click Receipt Products
		Click Show Purchase order Products not fully received yet.
		
		
Post the Receipt record.		

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/create-purchase-order>

**QUESTION 6****DRAG DROP**

A new member of your company's scheduling department is learning which scheduling function to use in Dynamics 365 for Field Service, based on different scenarios.

You need to provide a scheduling matrix to the new team member.

Which scheduling function should be used with each scenario? To answer, drag the appropriate function to the appropriate scenario. Each function 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

Schedule Board	View map of resource, organizational units, bookings, or requirements.	
Schedule Assistant	Filter resources to see select resources' actively scheduled work orders.	
Booking Rules	Filter resources based on requirements of the work order.	
Resource Scheduling Optimization	Schedule requirements that are part of a group.	
Facility Scheduling		

Correct Answer:

**Answer Area****Schedule Board****Schedule Assistant****Booking Rules****Resource Scheduling
Optimization****Facility Scheduling**

View map of resource, organizational units, bookings, or requirements.

Filter resources to see select resources' actively scheduled work orders.

Filter resources based on requirements of the work order.

Schedule requirements that are part of a group.

Schedule Board**Schedule Board****Schedule Assistant****Schedule Assistant****QUESTION 7**

You are implementing a Microsoft Dynamics 365 Field Service solution for a customer who has the Field Service Dispatcher security role.

You recently built a custom work order form, but the customer is having trouble viewing it when they log into Dynamics 365. You confirm that the form is set to Display to Everyone, but the customer is still not able to see the form.

You need to resolve this issue.

What should you do before selecting Save and Publish?

- A. 1. Navigate to the app designer.
- 2. In the site map designer, ensure the work order area is present.
- B. 1. Navigate to the app designer.
- 2. Under the work order, ensure the custom form is set to be visible.
- C. 1. Navigate to the work order form.
- 2.

Select Enable Security Roles

- 3.



Ensure Enabled for Fallback is selected.

D. 1. Navigate to the work order form.

2.

Select Enable Security Roles and Display to only these selected Security Roles

3.

Ensure the Field Service Dispatcher role is applied to the form.

Correct Answer: D

QUESTION 8

DRAG DROP

You are a Dynamics 365 Field Service Administrator Your organization wants to use Incident Types with Work Orders.

You need to create and configure Incident Types based on the provided scenarios.

Which Incident Type feature should you use with each scenario? To answer, drag the appropriate Incident Type feature to the appropriate scenario. Each feature 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

Entity

Products

Services

Service Tasks

Characteristics

Requirement

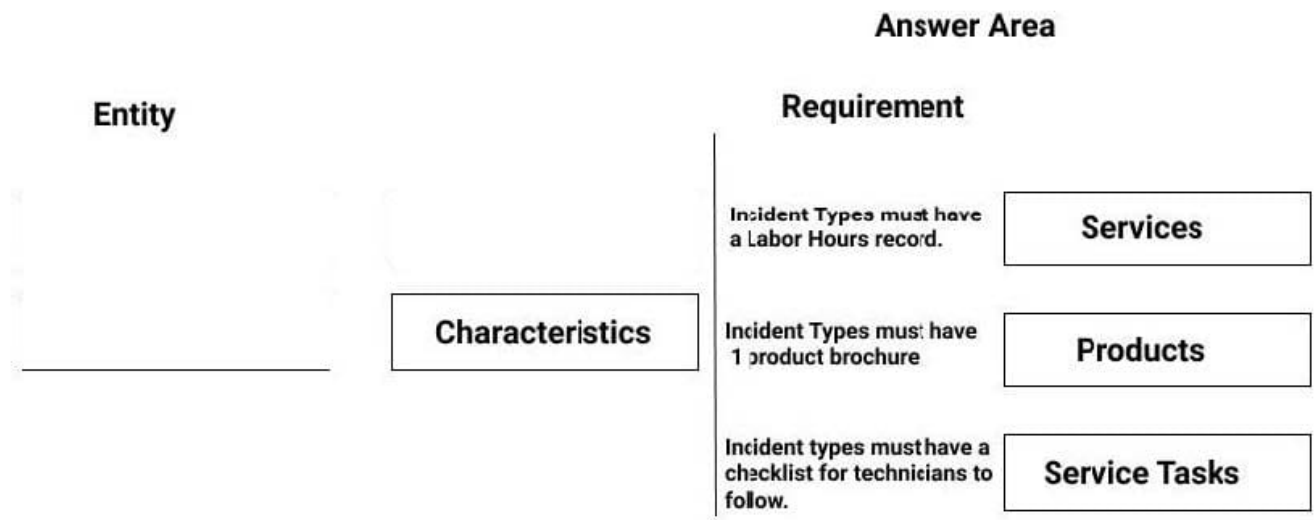
Incident Types must have a Labor Hours record.

Incident Types must have 1 product brochure

Incident types must have a checklist for technicians to follow.



Correct Answer:



QUESTION 9

You are the lead consultant on a Microsoft Dynamics 365 Field Service implementation.

Your customer is interested in seeing an example of how IoT works with Field Service.

Without an actual device, what is the best tool to use to provide the best experience for your customer?

- A. Simulator
- B. Logic Apps
- C. IoT Hub
- D. Stream analytics

Correct Answer: A

QUESTION 10

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

QUESTION 11

A customer service agent fails to solve a customer's issue over the phone.

The agent needs to convert the case to a work order in order to schedule a technician visit.

What is required to successfully convert a case to a work order?

- A. SLA
- B. Incident Type
- C. Work Order Type
- D. Customer Asset

Correct Answer: B

QUESTION 12

Your organization is implementing a Microsoft Dynamics 365 Field Service solution and plans to use inspections.

When creating inspections, you need to ensure that technicians are able to add additional rows on the inspection dynamically to capture information.

Which element should you add to the inspection?

- A. Matrix
- B. Dropdown
- C. Entity lookup
- D. Textbox

Correct Answer: A



QUESTION 13

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 14

You are a Dynamics 365 for Field Service Administrator and work for a manufacturing firm. You are receiving support requests that field engineers are unable to see a custom area entitled "Parts Requests" within the Dynamics 365 Field Service Mobile App.

You need to troubleshoot the Dynamics 365 for Field Service mobile app to ensure that the field engineers are able to view the customizations created.

What are the three steps you can take to troubleshoot the issue reported? Each correct answer presents a complete solution.

- A. Ensure that the Dynamics Mobile solution with the appropriate customizations has been published.
- B. Synchronize the Dynamics 365 for Field Service Mobile App.
- C. Ensure that a security role has been assigned to the project.
- D. Verify that the impacted field engineers are enabled to use this project.



E. Ensure that the Woodford project with the appropriate customizations has been published.

Correct Answer: BCE

QUESTION 15

You are configuring work orders for technicians to complete the onsite service.

When a work order is completed, the customer needs to receive an invoice for the labor charge time spent by the technician to complete the service.

Which option should the technician use to enter their time spent?

- A. Work Order Service
- B. Field Service Product Type as Non-Inventory
- C. Field Service Product Type as Inventory
- D. Work Order Resource Booking

Correct Answer: A

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