



Microsoft

Exam Questions mb-240

Microsoft Dynamics 365 for Field Service

NEW QUESTION 1

You are a Dynamics 365 for Field Service consultant.
One of your Dynamics 365 customers wants to decrease the number of repair appointments by sending fewer technicians onsite.
You need to provide a recommendation of which solution your customer should use to achieve their request.
What should you recommend?

- A. Azure IoT Hub
- B. Connected Field Service
- C. Dynamics 365 for Field Service
- D. Crew Scheduling

Answer: B

NEW QUESTION 2

As a new start-up field services company, you are looking to streamline your customer service process to provide the best customer service experience.
Your company has decided to implement Dynamics Field Services as the foundation for its customer service management processes.
You need to ensure that the cases that the customer service team creates can be quickly and efficiently converted to work orders (that will minimize the need to add additional information to the work orders) using the out-of-the-box capabilities.
Which key item do you need to configure before the customer service agents will be able to convert a case to a work order?

- A. Resources
- B. Work Order Types
- C. Booking Rules
- D. Incident Type

Answer: D

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/configure-incident-types>

NEW QUESTION 3

DRAG DROP

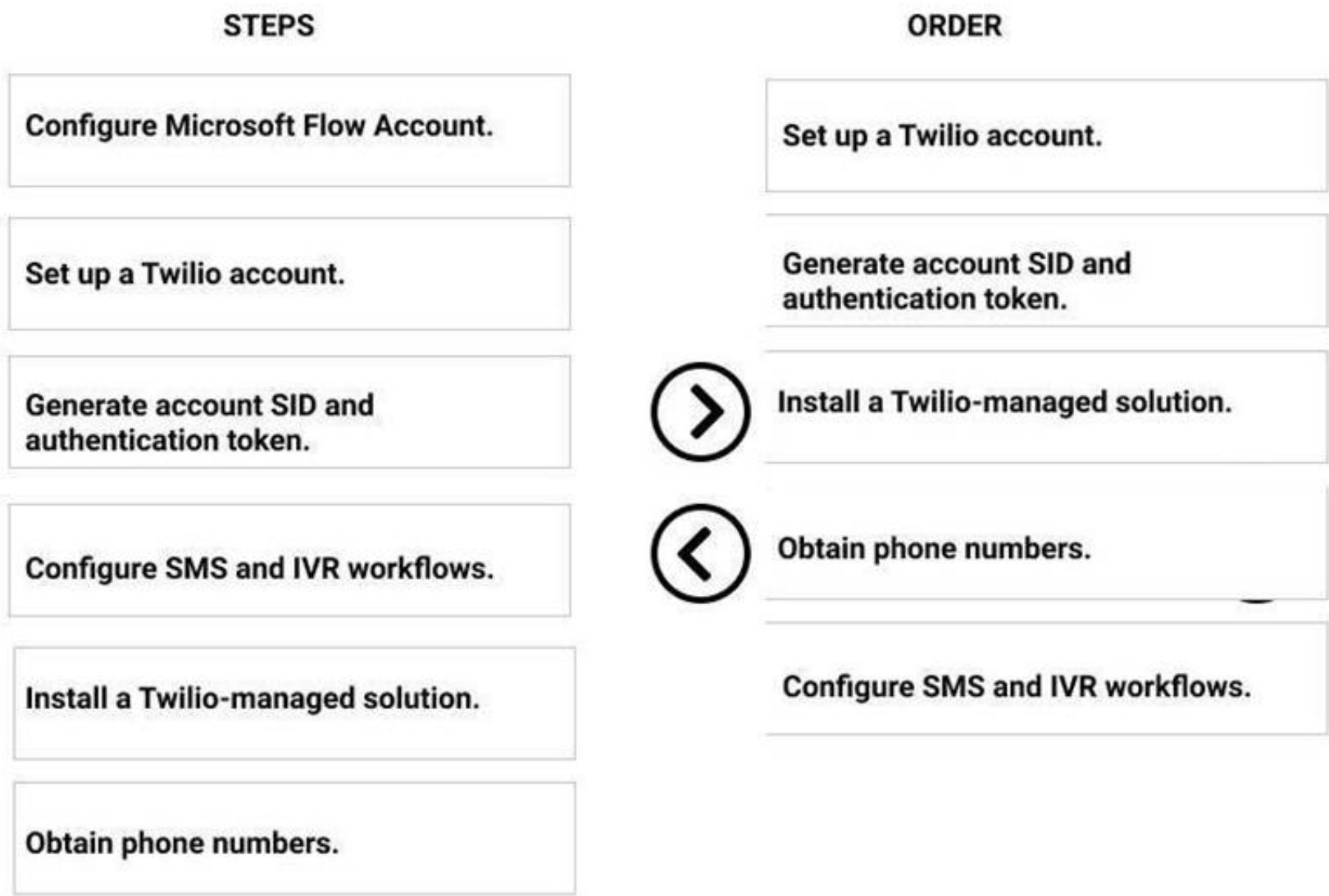
To improve communications with customers, your company has decided to implement Twilio, a third-party communication platform that has call and messaging capabilities.
The Twilio solution includes a number of core components to deliver the capability, all of which need to be set up.
Which five steps should you take in sequence to prepare data for optimization? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

STEPS		ORDER
Configure Microsoft Flow Account.		
Set up a Twilio account.		
Generate account SID and authentication token.	➤	⬆
Configure SMS and IVR workflows.	⬅	⬇
Install a Twilio-managed solution.		
Obtain phone numbers.		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 4

You are a Dynamics 365 for Field Service Dispatcher reviewing automatically generated bookings for optimization of the schedule. You notice that, for certain customers, Work Orders are being generated without service tasks, products, or services, when they should have them documented from the Agreement.

Which two of the following should you troubleshoot? Each correct answer presents part of the solution.

- A. Incident Type contains appropriate Service Tasks, Products, and Services.
- B. Incident Type field "Copy Incident Items to Agreement" is marked "Yes".
- C. Agreement Booking Setup field "Auto Generate Work Order" is marked "Yes".
- D. Agreement Booking Setup contains appropriate Service Tasks, Products, and Services

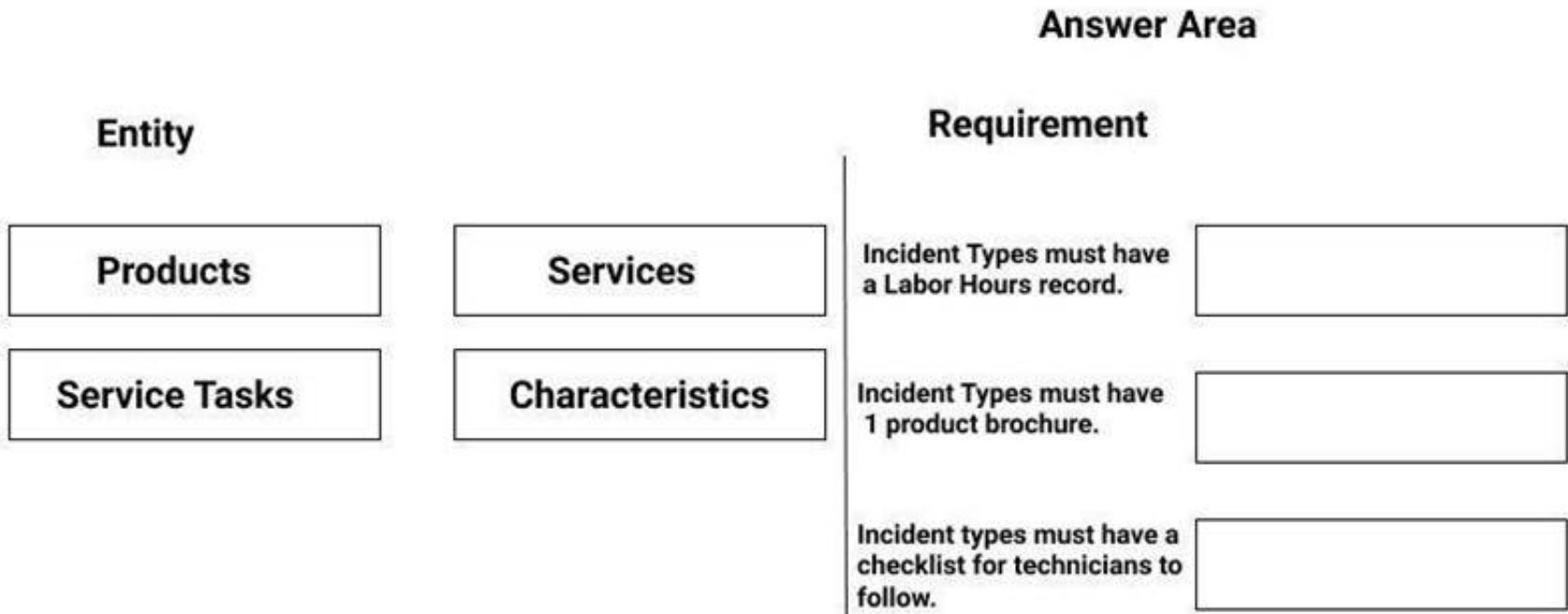
Answer: BD

NEW QUESTION 5

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.

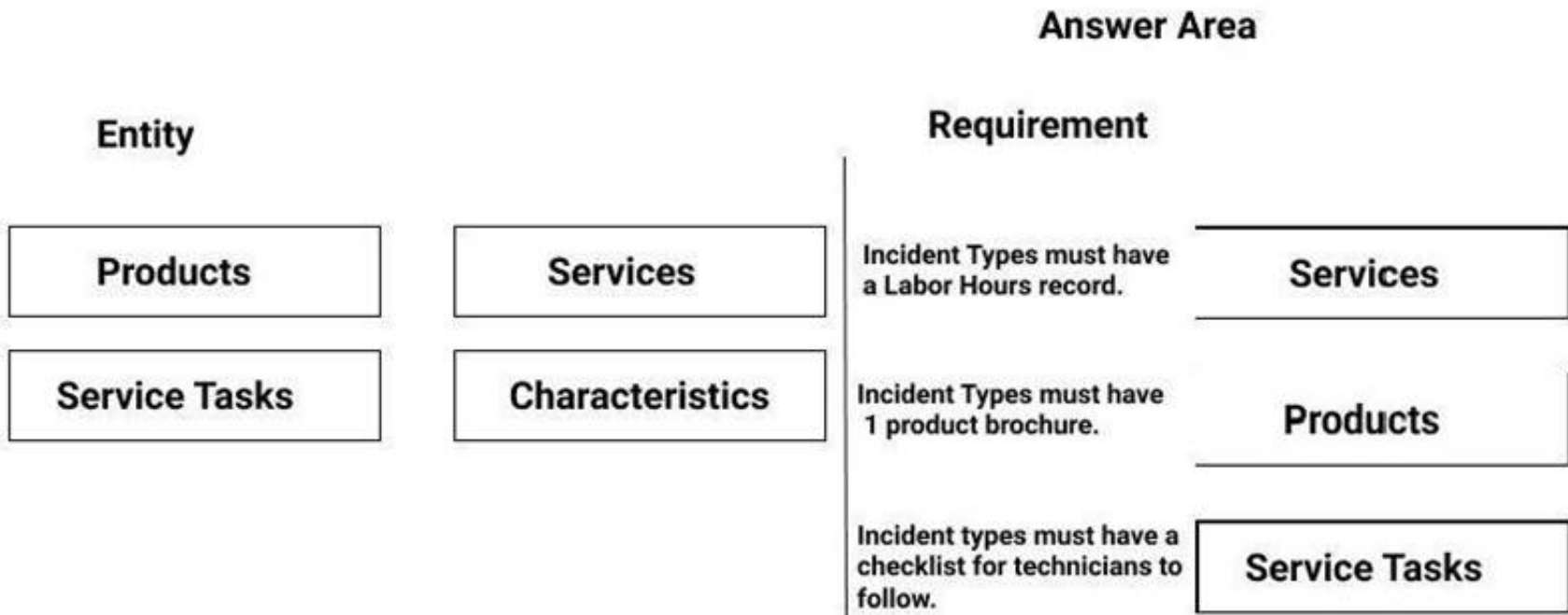
NOTE: Each correct selection is worth one point.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 6

You are setting up a maintenance agreement for a new customer that will require preventative maintenance visits as well as emergency visits to repair unforeseen equipment failures. You want to be certain that the price the customer is charged for all maintenance and repairs visits accurately reflects the agreed upon price list. The price of the spare parts used in equipment repairs varies significantly by the territory where the client is located. As the work order administrator, you need to ensure that the prices used when generating the invoices for work completed are correct, based on the agreement with the customer and the territory of the customer. What are three ways that you can accomplish this goal? Each correct answer presents a complete solution.

- A. Add a regional price list to the agreement that includes the price for products and services used.
- B. Add a regional price list to the work order product that includes the price for products and services used.
- C. Add a territory relationship to the work order that includes the price for products and services used.
- D. Add a regional price list to the work order type that includes the price for products and services used.
- E. Add a territory relationship to the agreement that includes the price for products and services used.

Answer: ABD

NEW QUESTION 7

You are a Dynamics 365 for Field Service administrator for a construction company. You need to schedule a work order for a group of resources that will work together for a set number of days, week, or months. How should you achieve the goal without scheduling the same requirements multiple times manually by using the schedule board (or with the schedule assistant)?

- A. Use Facility Scheduling
- B. Use Multi-Resource Scheduling
- C. Use Resource Crew Scheduling
- D. Use Universal Resource Scheduling

Answer: C

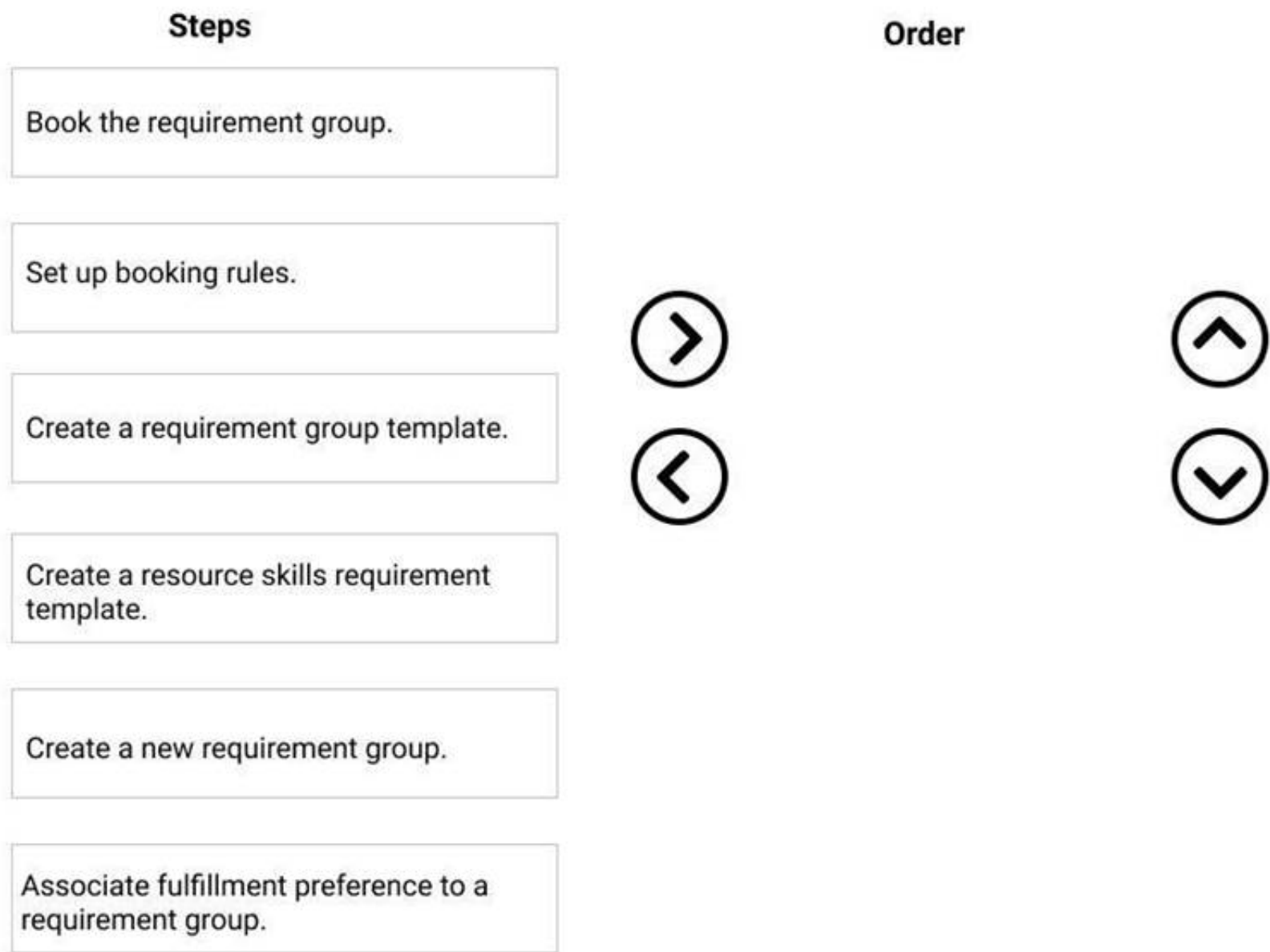
Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups>

NEW QUESTION 8

DRAG DROP

You work for a digital billboard manufacturing company. When manufacturing is completed, the new digital billboards are shipped to a client site for installation. As the dispatcher for your company, you need to identify and schedule the different resources that are required to complete the installation of the digital billboard. The installation of a billboard is a complicated process and requires a large team of resources all with different skills. These installations occur frequently, so you want to dispatch the resources for installations as efficiently as possible. You need to configure multi-resource scheduling. Which three steps should you perform, in sequence, to enable the multi-resource scheduling? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/multi-resource-scheduling-requirement-groups>

NEW QUESTION 9

You are implementing Dynamics 365 for Field Service.

Your customer needs to understand how they can schedule the closest possible resource to a work order. The requirement further specifies it could be start of day from the company's site or during the middle of the day from an existing work order.

You need to provide them with the settings they need to properly configure so the closest resource is found when using the schedule assistant. What should you suggest?

- A. Update the Resources Synchronization Timeout (in sec) setting within the Schedule Board Settings.
- B. Update the Load Default Filters on the Schedule Assistant.
- C. Update the Starting Location to Organization Unit within Schedule Board Settings.
- D. Update the filter on the Scheduler core tool tips view.

Answer: D

NEW QUESTION 10

You are a Dynamics 365 for Field Service Administrator. You configure Route Scheduling Optimization (RSO) and publish the schedule.

One of your schedulers indicates two of their resources are not getting work orders assigned.

You need to determine reasons why the two resources are not assigned work orders through RSO.

Which three options should you choose? Each correct answer presents a complete solution.

- A. Work Hours is not properly configured for days being optimized.
- B. Optimize Schedule field is not set to Yes.
- C. The Work Location field is not set to Onsite.
- D. Scheduling Method is not set to Optimize.
- E. Start Location and End Location fields are not the same.

Answer: BDE

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/rso-configuration>

NEW QUESTION 10

DRAG DROP

Your company is preparing to deploy the Dynamics Field Service with Mobile Application. Your manager asks you to ensure that the Booking Statuses will match with the current business process the field technicians are following. As the Field Service Administrator, you review the documentation and discover that the out-of-the-box Booking Statuses will meet your company's needs. What is the order of the Booking Statuses for the five out-of-the box booking status fields? To answer, move the five out-of-the-box booking status fields to the answer area and arrange them in the correct order. Select and Place:

Statues

Scheduled - A work order has been assigned to a resource.

Traveling - The resource is traveling to the service location.

In Progress - The work order is in progress.

On Break - The resource is on a break.

Complete - The work order is complete.

Arrived - The resource has arrived on location.

Order

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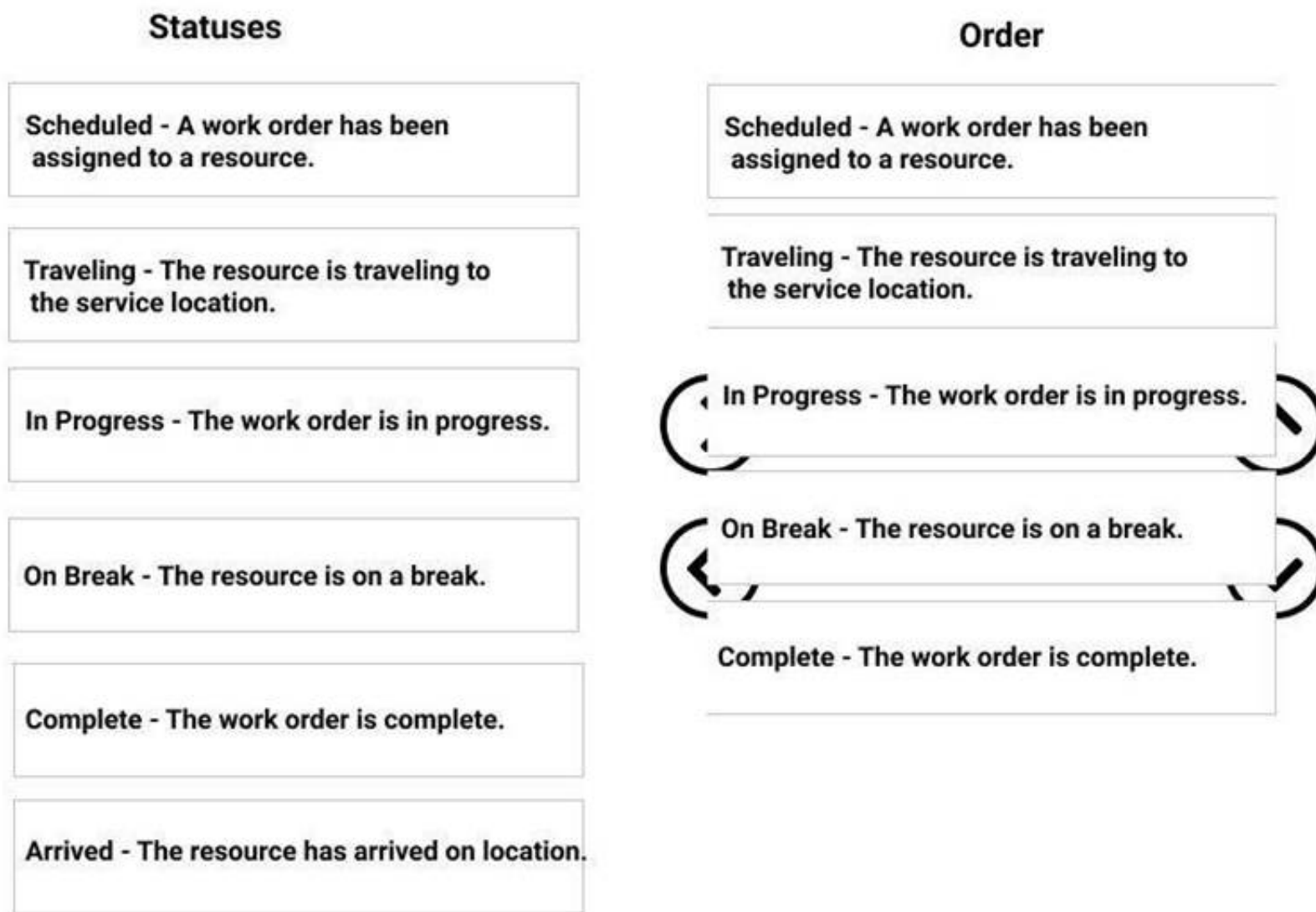
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- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 11

You are a Field Service resource manager for Contoso, Ltd. and are setting up characteristics for field technicians who are responsible for repairs on rental equipment.
 Work performed on certain types of backhones, trenchers, and excavating equipment requires different attributes to be identified for proper work order assignment and scheduling.
 Which two characteristics are valid? Each correct answer presents a complete solution.

- A. Certification
- B. Approval Status
- C. Skill
- D. Rating Value

Answer: AC

Explanation:

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

NEW QUESTION 12

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.

Answer: A

Explanation:

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

NEW 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.

Answer: BCE

NEW QUESTION 17

You are a Dynamics 365 for Field Service Administrator.

You have a requirement to make a custom attribute "Contract Status" required and to not allow invalid data to be entered in the attribute.

What are three ways that you can make an attribute required on a form within the Dynamics 365 for Field Service Mobile App and ensure invalid data cannot be entered? Each correct answer presents a complete solution.

- A. Create an OnSave rule, and display a message to the user if the specific field does not meet the required conditions.
- B. Create an OnChange rule, and set a simple validation for a field to check whether the field contains data.
- C. Create an Option Set with all possible options for the attribute.
- D. Create an OnChange rule to highlight a field when it does not contain correct field data.
- E. Create an OnSave rule to check any field's data, but without highlighting the field when the condition is not met.

Answer: ACE

NEW QUESTION 21

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

When technicians log into FSM, they receive the following message: "Your organization has not configured Field Service Mobile." You log into FSM and cannot reproduce the issue with your login.

What must you do to fix the issue?

- A. Update the Security Roles for the FSM project within Woodford.
- B. Update the Priority for the FSM project within Woodford.
- C. Update the Security Roles for all Bookable Resources within Dynamics 365.
- D. Set Enabled for Field Service Mobile to Yes for all Bookable Resources.

Answer: D

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/field-service-mobile-app-user-guide>

NEW QUESTION 25

You are in charge of setting up the new Dynamics 365 CE Field Services environment for your company.

As the field Service Administrator, you need to configure the field service settings for work orders for your environment.

Which three work order settings can be configured by the Field Service Administrator? Each correct answer presents a complete solution.

- A. Default work order type
- B. Auto generate resource requirement for work order
- C. Work order invoice creation
- D. Default work order completed status
- E. Auto generate work order for agreement booking

Answer: ABD

NEW QUESTION 26

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

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.

ORDER

A. Mastered

B. Not Mastered

Answer: A

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

NEW QUESTION 31

DRAG DROP

Your company uses Dynamics 365 for Field Service.
The company's inventory clerk goes to the bin location for electrical switches and discovers there are none in stock. However, the Field Service Inventory shows a quantity of one.
In which order should the required fields be entered to adjust the inventory to the correct amount? To answer, move the three appropriate actions from the list of actions to the answer area and arrange them in the correct order.
Select and Place:

Fields

Warehouse

Bin location

Unit

Product

Quantity

ORDER

A. Mastered

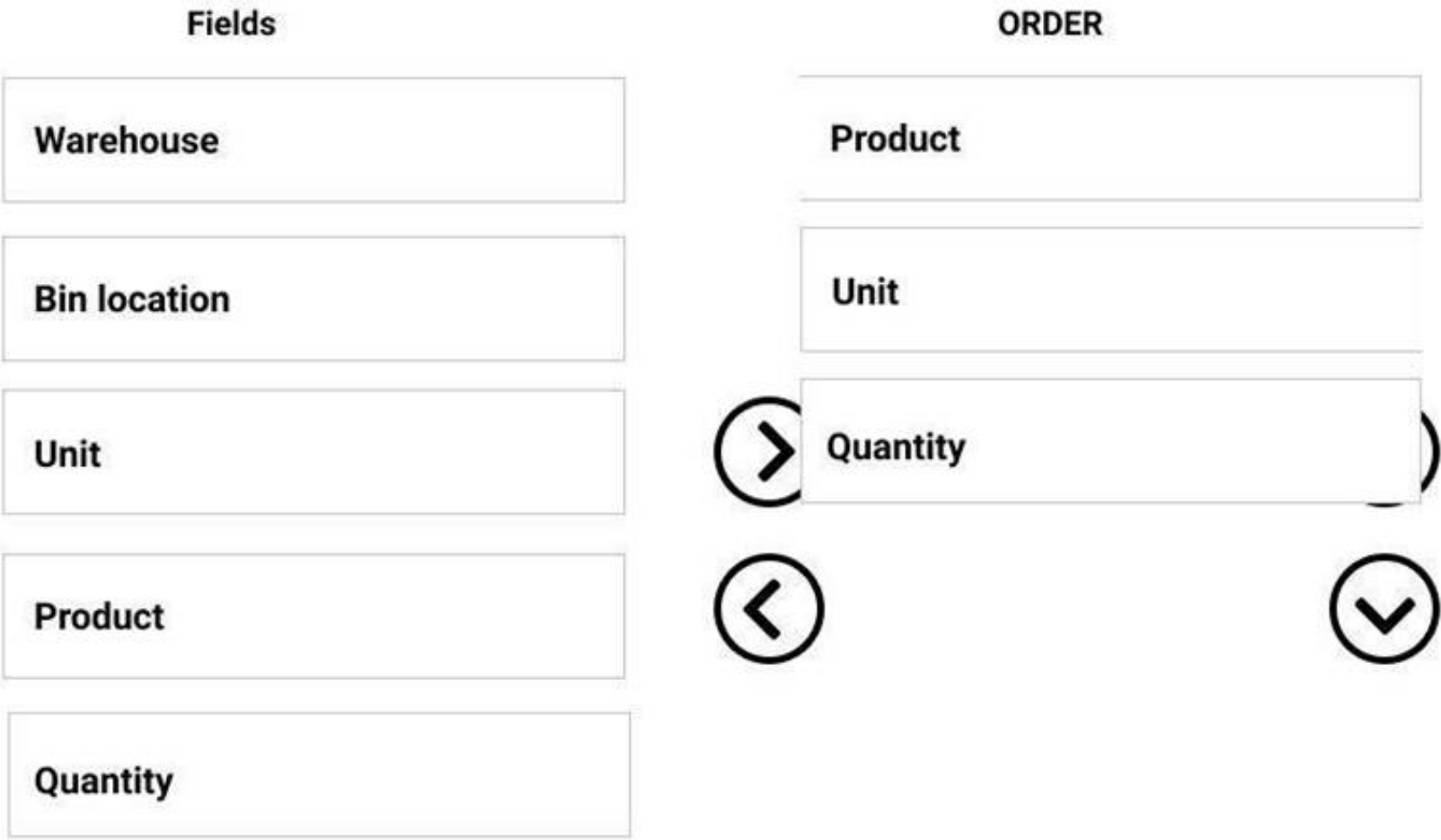
B. Not Mastered

Answer: A

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Explanation:



NEW QUESTION 35

You are a Dynamics 365 for Field Service Administrator.
You need to add two compressor sub-components to one of the refrigerator customer assets, in the environment and set up the sub-components for the customer asset.
What must you do to properly set up the assets?

- A. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.

B. Click View Hierarchy on the refrigerator customer asset record.

C. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.

D. Add the compressor sub-components as customer asset records.

Answer: A

NEW QUESTION 40

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