Microsoft

Exam Questions mb-240

Microsoft Dynamics 365 for Field Service

NEW QUESTION 1
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 for Field Service system administrator.
You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to accurately capture the cost of work order bookings.
Solution: You implement the following configuration changes:
1)Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.
2)Assign an Hourly Markup percentage to each Resource Pay Type.
3)Assign Resource Pay Types to the applicable Pay Type.4) Create the Holiday Schedule.
Does this meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 2
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 for Field Service system administrator.
You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to accurately capture the cost of work order bookings.
Solution: You implement the following configuration changes:
1)Create Resource Pay Types for regular, holiday, overtime, travel, and breaks.
2)Assign an Hourly Markup percentage to each Resource Pay Type.
3)Assign Resource Pay Types to the applicable Pay Type.
4)Create Business Closures.
5)Create Bookable Resources with Hourly Rates and Work Hours.
Does this meet the goal?

A. Yes
B. No

Answer: A

NEW QUESTION 3
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.
You are a Dynamics 365 for Field Service system administrator.
You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.
Solution: You implement the following configuration changes.
1)Create Agreement
2)Define Agreement Products
3)Set Booking Recurrence
4)Create Invoice Setup
5)Define Invoice Recurrence
Does this meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 4
Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.
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You are a Dynamics 365 for Field Service system administrator.
You are configuring a new instance of Dynamics 365 for Field Service. The organization needs to automatically generate work orders based on agreements, and send invoices on a recurring basis by customer.
Solution: You implement the following configuration changes.
1) Create Agreement
2) Define Booking Setup
3) Create Invoice Setup
4) Set Auto Generate Invoice = Yes
5) Populate Generate Agreement Invoices X Days in Advance
Does this meet the goal?

A. Yes
B. No

Answer: B

NEW QUESTION 5

DRAG DROP
You are a field service administrator for your company.
You review the Field Service administrator guide to understand how the status fields can support your company's business processes.
Which unique entity system status value matches with its Entity Type? To answer, drag the appropriate unique entity system status values to the appropriate Entity Type. Each unique entity system status value 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.

Answer Area

| Purchase Order |
| Agreement |
| Booking Status |

Draft	
Billed	
Estimate	
Expired	
Traveling	
In progress	

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

| Purchase Order |
| Agreement |
| Booking Status |

Draft	Purchase Order
Billed	Purchase Order
Estimate	Agreement
Expired	Agreement
Traveling	Booking Status
In progress	Booking Status

NEW QUESTION 6
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:

STEPS

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.

ORDER

Set up a Twilio account.

Generate account SID and authentication token.

Install a Twilio-managed solution.

Obtain phone numbers.

Configure SMS and IVR workflows.
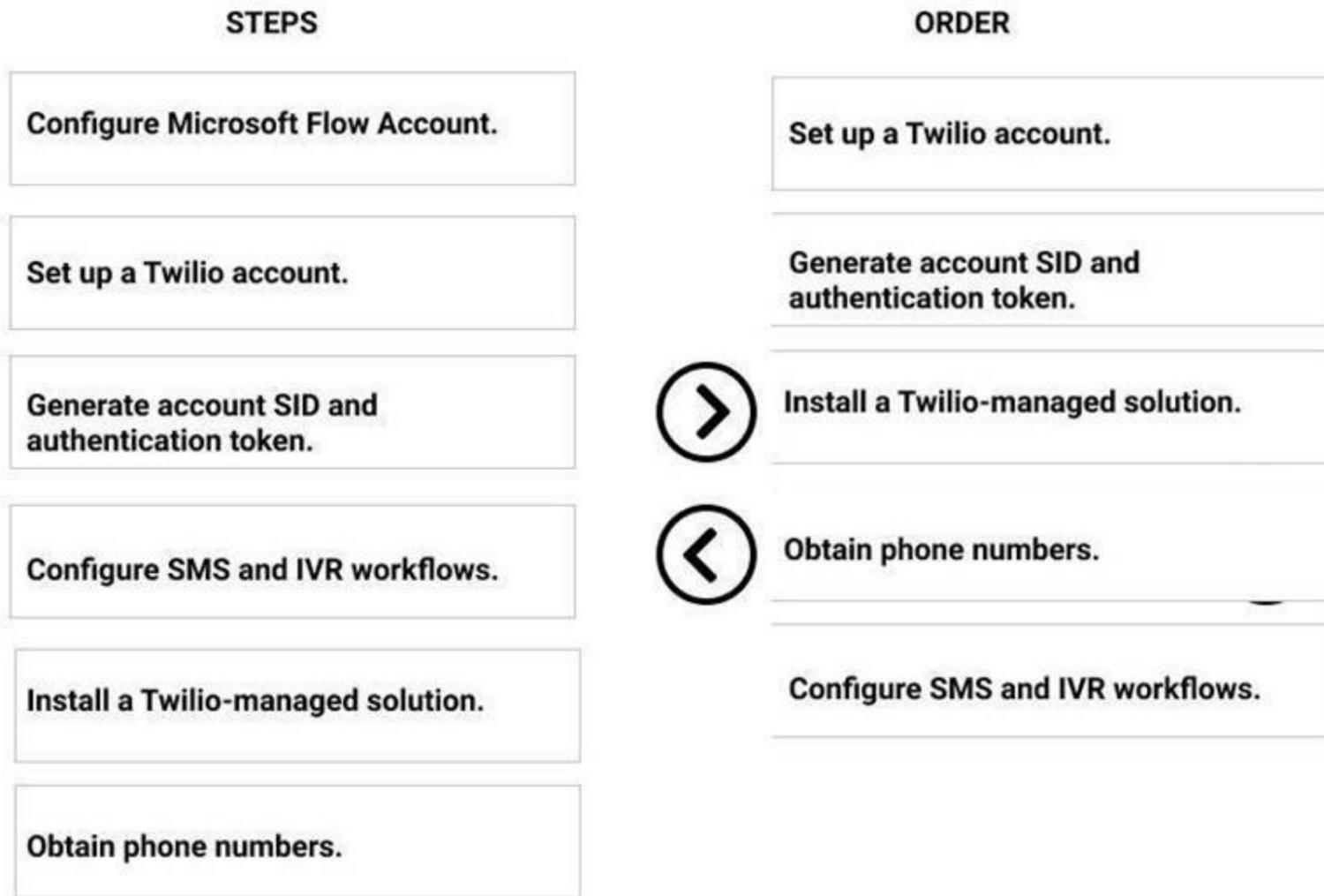
NEW QUESTION 7
You are a Dynamics 365 for Field Service Dispatcher reviewing automatically generated bookings for optimization of the schedule.
You notice that, for certain customers, Work Orders are being generated without service tasks, products, or services, when they should have them documented from 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 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.

Answer Area

Entity		Requirement	
Products	Services	Incident Types must have a Labor Hours record.	
Service Tasks	Characteristics	Incident Types must have 1 product brochure.	
		Incident types must have a checklist for technicians to follow.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Entity		Requirement	
Products	Services	Incident Types must have a Labor Hours record.	Services
Service Tasks	Characteristics	Incident Types must have 1 product brochure.	Products
		Incident types must have a checklist for technicians to follow.	Service Tasks

NEW QUESTION 9
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 10
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 scheduler using the Schedule Assistant.
You notice the Schedule Assistant always sets the Default Radius to 25 KM.
You need to have the schedule assistant Default Radius set to 50 Miles.
Which two options should you choose? Each correct answer presents a complete solution.

A. Set the Default Radius Unit to Miles under Field Service Settings, Work Order/Booking section.
B. Set the Default Radius Value to 50 under Scheduling Parameters.
C. Set the Default Radius Value to 50 under Field Service Settings, Work Order/ Booking section.
D. Set the Default Radius Unit to Miles under Scheduling Parameters.

Answer: BD

NEW QUESTION 11
DRAG DROP
You are a new Dynamics 365 for Field Service Administrator for a manufacturing firm.
Your manager has asked you to configure the system to enable scheduling for maintenance of equipment at customer sites. It is against company policy to dispatch resources to sites with known issues such as credit or safety holds. Many site visits may require more than one technician to be sent for the repair.
Which resource scheduling component should be used for each task? To answer, drag the appropriate resource scheduling component to the appropriate task.
Each resource scheduling component 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:

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Answer Area

Resource Crew	Heavy machinery repair requires three technicians as well as a safety inspector to be sent to the site. Additionally, power testing equipment must be sent to complete the inspection.	Resource Crew
Requirement Group		
Schedule Board	Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.	Schedule Board
Booking Rule	Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.	Schedule Board
Incident type	When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.	Booking Rule
Booking Resource Booking		

NEW QUESTION 12
You are a 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. The resource must be able to be scheduled for other accounts.
How can you achieve this goal?

A. Create a Requirement Resource Preference record for the resource.Set the Preference Type to Restricted and Cascade to No.
B. Create a Requirement Resource Preference record for the resource.Set the Preference Type to Restricted and Account to Adventure Work
C. Select Load the Default Filters on the Schedule Board.
D. Create a Requirement Resource Preference record for the resource.

Answer: B

NEW QUESTION 15
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:

Statuses

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.
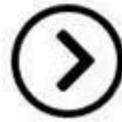
Order

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Statuses

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

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.

NEW QUESTION 17
DRAG DROP
Your organization wants to use the Field Service Mobile App for technicians in the field.
You need to install the solution, so it can be configured for mobile technicians.

What are the four steps you need to perform, in sequence, to ensure the mobile solution is ready for configuration and deployment? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps   **Order**

| Select Publish to enable the derived template for mobile use. |

| Install the Field Mobile Configuration Solution in Woodford. |

| Open the parent mobile project template and select Publish All. |

| Install the Field Service Mobile configuration tool in Dynamics 365. |

| Highlight the mobile project template and select Derive. Assign the security roles. |

| Import the field service mobile project template. Publish the template. |

A. Mastered
B. Not Mastered

Answer: A

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-field-service#download-the-field-service-mobile-app-on-a-phone-or-tablet

NEW QUESTION 20
You are a Dynamics 365 for Field Service Mobile customizer.
Your mobile technicians indicate that when in offline mode, they do not have access to the same data set that is available online. Offline mode contains less account and work order data, and users cannot see warehouses.
You need to determine which updates to make within the mobile project so that technicians can see the appropriate information.
Which three actions should you choose? Each correct answer presents a complete solution.

A. Update Synchronization setting to Always Full Sync.
B. Update entity Sync Filter.
C. Update View filters.
D. Update the Max Sync Records setting.
E. Update the entity Mode to Online and Offline.

Answer: BDE

NEW QUESTION 21
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.

Answer: ACE

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/mobile-faq-bookings-not-showing

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 28
DRAG DROP
You need to create a purchase order for a thermal overload cooling fan for a refrigeration unit on the shop floor.
After creating a purchase order, what are the five steps, in sequence, for completing the order and receiving the products? 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:

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 32
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

ORDER

Warehouse

Bin location

Unit

Product

Quantity

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Fields

ORDER

Warehouse

Bin location

Unit

Product

Quantity

Product

Unit

Quantity

NEW QUESTION 35
DRAG DROP
There are certain steps a Field Service Manager must take for RMA approval, and then for creating an RMA receipt.
Which steps pertain to RMA Approval and which steps pertain to RMA Receipts? To answer, drag RMA Approval or RMA Receipts to the appropriate steps. RMA Approval and RMA Receipts may be used once, more than once, or not at an.
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

RMA Approval	Verify RMA products are linked to customer equipment records.	
RMA Receipt	Arrange shipping and transportation for the products to be returned.	
	Determine if RMA products can be returned to the manufacturer and if a credit must be issued.	
	Give the step a name.	

A. Mastered
B. Not Mastered

Answer: A

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/process-return

NEW QUESTION 38
You are a Dynamics 365 for Field Service Billing Administrator. Your customer wants to purchase a series of quarterly preventative maintenance visits as well as bi-weekly site visits.
The customer wants to be billed for the preventative maintenance quarterly but billed for the site visits monthly.
What are two ways that this can be completed against a single Agreement? Each correct answer presents a complete solution.

A. Create Invoice Setup for preventative maintenance, with Invoice Products tied to Quarterly Price List.
B. Create Invoice Setup for preventative maintenance with Invoice Recurrence of every three months.
C. Create Invoice Setup for site visits, with Invoice Recurrence of each month.
D. Create Invoice Setup for site visits, with Invoice Products tied to Monthly Price List.

Answer: BC

Explanation:
References: https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/set-up-customer-agreements#add-invoice-setup

NEW QUESTION 39
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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