

MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

You have configured Microsoft Dynamics 365 Customer Voice, along with Dynamics 365 Field Service.

Your manager wants to add the customer's First Name, Last Name, and Work Order Number to the survey.

In which two survey elements can you add these variables? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Section description
- B. Footer text
- C. Post-survey message heading
- D. Survey header

Correct Answer: AC

QUESTION 2

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 create a Requirement Resource Preference record and set the Preference Type to Restricted and select the work order.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 3

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

Correct Answer: D

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

QUESTION 4

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.

Correct Answer: ABD

<https://docs.microsoft.com/en-us/dynamics365/field-service/rso-configuration#settings-to-prepare-data-for-optimization>

QUESTION 5

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

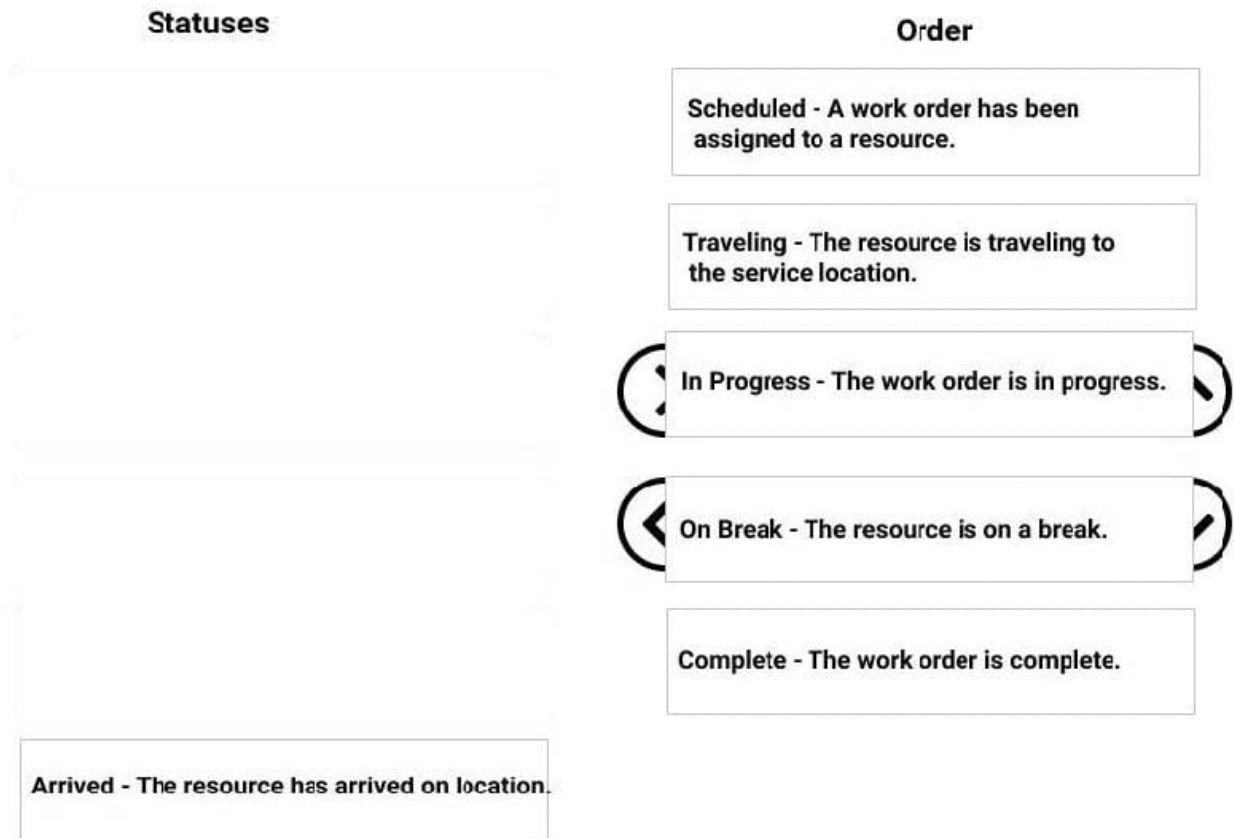
will meet your company's needs.

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		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.		
Arrived - The resource has arrived on location.		

Correct Answer:



QUESTION 6

You are managing your organization's assets.

You need to give your organization's technicians better visibility on their locations in order to reduce travel time and time spent searching for the asset when the technicians are on site.

How should you structure the system to manage this request?

- A. Attach a detailed map of the asset's location to the work order.
- B. Create a detailed service account tree.
- C. Create a custom entity to house asset location details.
- D. Attach a functional location to each asset.

Correct Answer: D

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

You are installing and setting up the Remote Assist model-driven app for your customer.

You need to advise the customer on the actions available in the model-driven app.

Which three actions can be taken in the model-driven app? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Invite an external user to join a one-time call.
- B. Create asset records.
- C. Assign Remote Assist licenses.

- D. Enable the Remote Assist Calls Dashboard.
- E. Enable Remote Assist offline storage capacity.
- F. Assign Remote Assist security roles.

Correct Answer: ABD

QUESTION 9

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 configure the Scheduler Settings to the scenario.

Does this meet the goal?

- A. Yes
- B. No

Correct Answer: B

QUESTION 10

You created a work order and added a price list to that work order.

You need to anticipate what will happen when you add an additional work order product which is missing from the work order price list.

What is the outcome?

- A. The application allows the product to be added and sets the price to zero during the calculations.
- B. There will be an error indicating that the product does not belong to the work order price list.
- C. The application provides an option to add the product to the work order price list.
- D. The list price on the newly-added product record will be used in the calculations.

Correct Answer: D

QUESTION 11





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		

Correct Answer:

Fields	ORDER
<input type="text" value="Warehouse"/>	<input type="text" value="Product"/>
<input type="text" value="Bin location"/>	<input type="text" value="Unit"/>
<input type="text"/>	<input type="text" value="Quantity"/>
<input type="text"/>	<input type="text"/>

QUESTION 12

Your company is losing money on some of the work orders they have been completing. They want to implement a pricing policy to stop the losses on work orders.

You have been asked to setup the application, where applicable, to ensure that minimum charges and fees are enforced.

Which two options are available for enforcing the pricing policy? Each correct answer presents a complete solution.

- A. Minimum flat fee for work order products.
- B. Minimum quantity selling option for work order products.
- C. Minimum charge amount for work order services.
- D. Minimum charge duration for work order services.

Correct Answer: CD

QUESTION 13

Your organization uses the Microsoft Dynamics 365 Field Service solution to perform inspections on customer assets.

Recently, technicians made changes to the service task and completed the inspection again. The analytics team reports

that they are unable to get the responses in this instance.

You need to troubleshoot the issue.

Which two actions should you perform to fix this issue? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Enable Deserialization of Inspection Response Flow.
- B. Change the Analytics frequency setting to Daily.
- C. Set the Analytics frequency to Immediately.
- D. Change the Analytics frequency setting to Custom.

Correct Answer: AC

QUESTION 14

Work Orders, once completed and reviewed, need to go to Dynamics 365 Finance and Operations for invoicing. All Closed-Posted work orders should be sent to Dynamics 365 Finance and Operations, but the Common Data Service project template keeps failing.

What must you do to have the integration complete successfully?

- A. Set Default Work Order Completed Status to Closed - Posted
- B. Set Work Order Invoice Creation setting to On Work Order Posted
- C. Set Work Order Invoice Creation setting to Never
- D. Create Work Order Sub-Status of Dynamics 365 Finance and Operations Invoice. Set work order sub-status to Dynamics 365 Finance and Operations Invoice

Correct Answer: C

QUESTION 15

Contoso, Ltd has just acquired a new company in order to increase the services it offers to its customers. Contoso, Ltd. wants to ensure that it is able to track all of the stages in its service management workflow, including the services offered

by the new service company.

You need to configure Dynamics 365 CE for Field Services to ensure that all of the necessary status values are configured correctly to track your company's unique business process.

Which action must you perform?

- A. Edit the existing system status field values.
- B. Create the necessary sub-status values.

C. Create the necessary system status values.

D. Create the necessary service task values.

Correct Answer: B

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

Booking statuses allow you to create multiple sub-statuses mapped to each of your booking statuses in order to more precisely define your company's unique business processes.

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