

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 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 2

You are a Dynamics 365 for Field Service Administrator. Your organization wants to use Connected Field Service for existing Customer Assets.

You install Connected Field Service and set up Azure IoT Central, but it seems no alerts are being received in Dynamics 365 for the devices.

You need to find the issue and resolve it.

Which action should you choose?

- A. Configure the Create CFS alerts from IoT Central Workflow within Dynamics 365.
- B. Create the IoT Connected Device connection role to link devices to customer assets.
- C. Register the device in Dynamics 365 Connected Field Service.
- D. Configure the Create CFS alerts from IoT Central within Microsoft Flow.

Answer: D

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-alerts>

NEW QUESTION 3

You are a Dynamics 365 for Field Service Administrator.

You install and configure Connected Field Service with Azure IoT Central. Several of your connected devices sent alerts back to Dynamics 365 and work orders were created. However, the work orders were not sent back to Azure IoT Central.

You need to resolve the issue.

Which Action should you take to resolve the issue?

- A. Configure the Microsoft Flow When a work order is created in Connected Field Service, update IoT Central.
- B. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.
- C. Configure the Dynamics 365 workflow When a work order is created in Connected Field Service, update IoT Central.
- D. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.

Answer: A

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-central-work-orders>

NEW QUESTION 4

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 5

DRAG DROP

You are a Dynamics 365 for Field Service administrator. Your company only uses contractors as Bookable Resources. The contractors are not licensed Dynamics 365 users.

The scheduling team books work orders to resources based on location. The team provides you with scenarios because many resources are not showing up in the scheduling assistant.

You need to update bookable resource records based on the provided scenarios.

Which address type should you use with each scenario? To answer, drag the appropriate address type to the appropriate scenario. Each address type may be used one, 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:

Entity

Location Agnostic

Business Unit Address

Resource Address

Contact Addresses

Organizational Unit Address

Requirement

Contractors in TerritoryA start the day at their home location.

Contractors in Territory8 do not have a starting location.

Contractors in TerritoryA end the day at TerritoryA office.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Entity

Location Agnostic

Business Unit Address

Resource Address

Contact Addresses

Organizational Unit Address

Requirement

Contractors in TerritoryA start the day at their home location.

Contractors in Territory8 do not have a starting location.

Contractors in TerritoryA end the day at TerritoryA office.

Contact Addresses

Location Agnostic

Organizational Unit Address

NEW QUESTION 6

The field service team manager needs you to give a new technician user access to the system. The technician will use the mobile application to fill out work orders when they are onsite doing filed work to repair factory motors at customer sites. When the dispatcher takes vacation, the new technician user will manage dispatcher functions.
Which two field service security roles will the new technician user need? Each correct answer presents part of the solution.

- A. Field Service-Dispatcher
- B. Field Service-App Access and Field Service -Resource
- C. Field Service-Mobile User
- D. Field Service-User

Answer: AB

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/view-user-accounts-security-roles#field-service-roles>

NEW QUESTION 7

DRAG DROP

Your company has a requirement to use the out-of-the-box Resource types to categorize Active Bookable Resource types. The company wants to ensure easy Dynamics 365 upgrades as needed.
You need to ensure that you only use the appropriate Resource types.
Which types are available for your use? To answer, drag each description on the left to the appropriate column on the right. Each description 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		
Descriptions	Resource Type	Not a Resource Type
Account		
User		
Service Center		
Equipment		
Team		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 8

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 9

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 10

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:

Answer Area

Resource Crew
Requirement Group
Schedule Board
Booking Rule
Incident type
Booking Resource Booking

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.	
Dispatchers must be able to locate the resources needed for the heavy machinery repair within a single search to allow for efficient scheduling.	
Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.	
When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Resource Crew
Requirement Group
Schedule Board
Booking Rule
Incident type
Booking Resource Booking

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
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
Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.	Schedule Board
When customers on credit hold request service, no technician can be sent and dispatchers must be alerted of the credit hold status.	Booking Rule

DRAG DROP

You are setting your environment to use Resource Scheduling Optimization (RSO). You have enabled Optimize Schedule for all Bookable Resources. You need to complete the remaining steps to prepare your work order data for optimization.

Which three actions should you perform, in sequence, to achieve the goal? 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:

Actions		Order
Set Optimize Schedule field to Yes for all Work Order Requirement records.		
Configure Scheduling Method for booking statuses.		
Set Default Scheduling Method to Optimize for work order booking setup metadata.	➤	⬆
Set Optimize Schedule field to Yes for all Unscheduled Work Order Requirement records.	➤	⬇
Update From Data and To Date for all unscheduled work order requirement record.		

- A. Mastered
- B. Not Mastered

Answer: A

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

NEW QUESTION 11

DRAG DROP

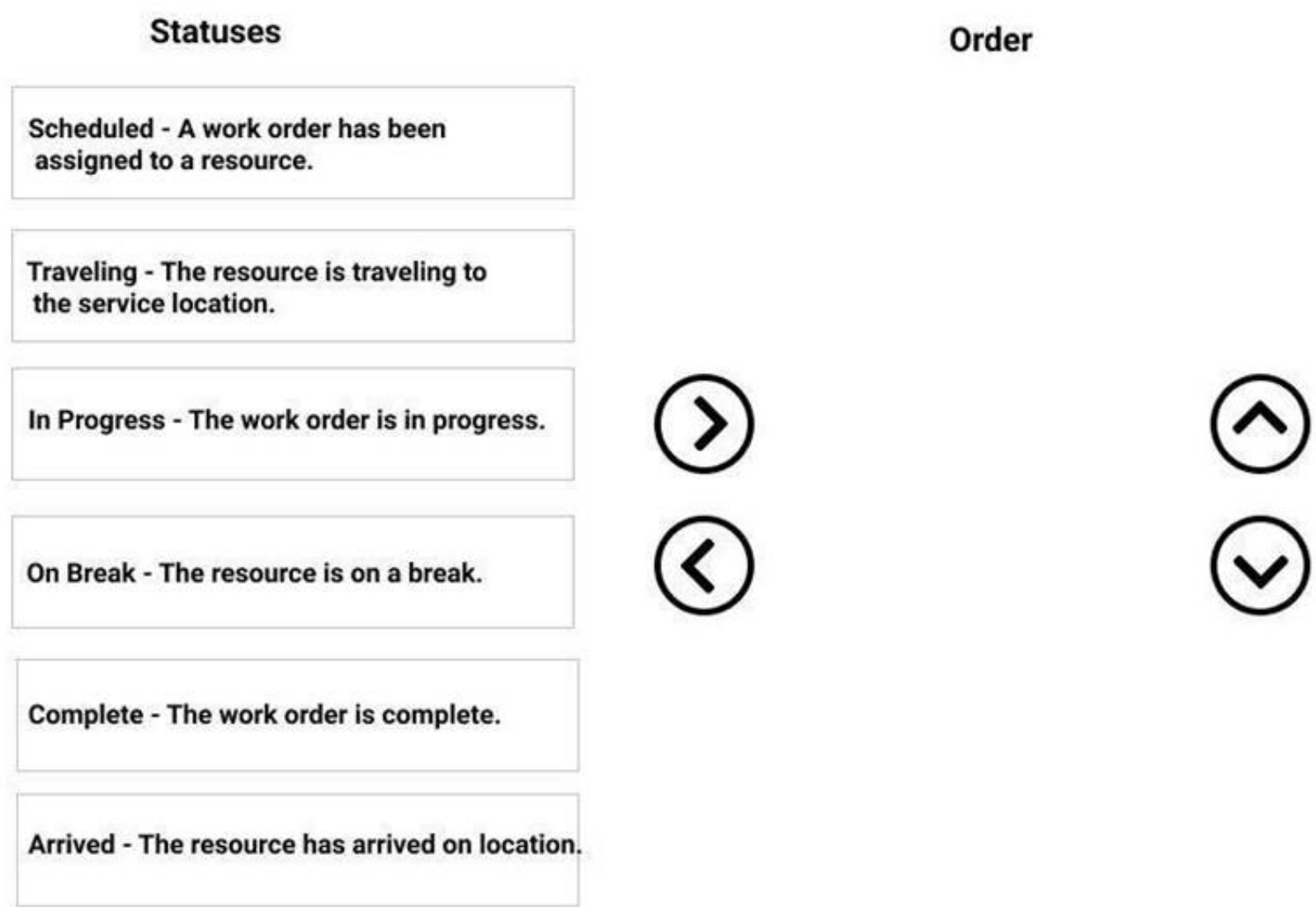
Your company is preparing to deploy the Dynamics Field Service with Mobile Application.

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.

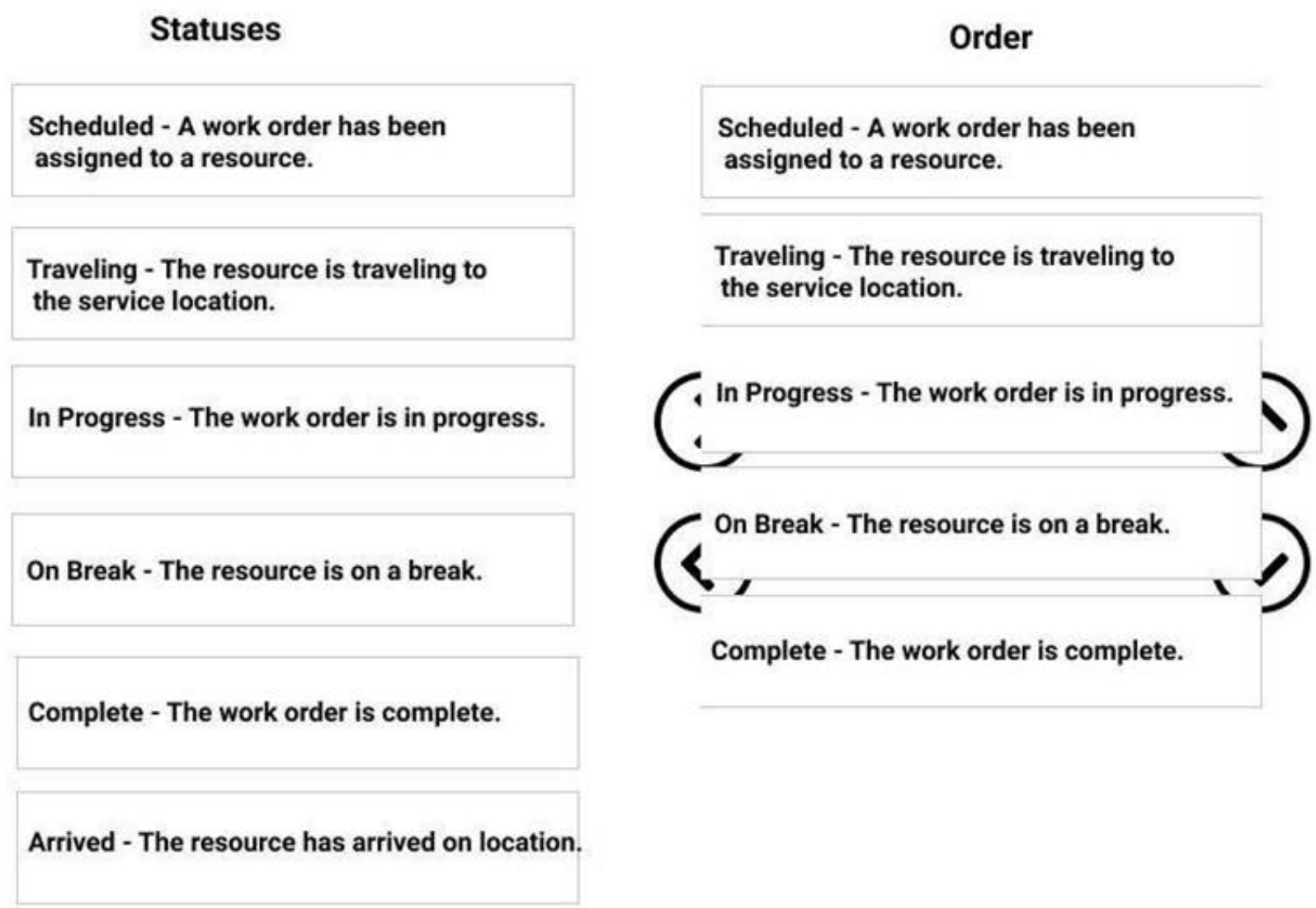
Select and Place:



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 15
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 16

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

>

<

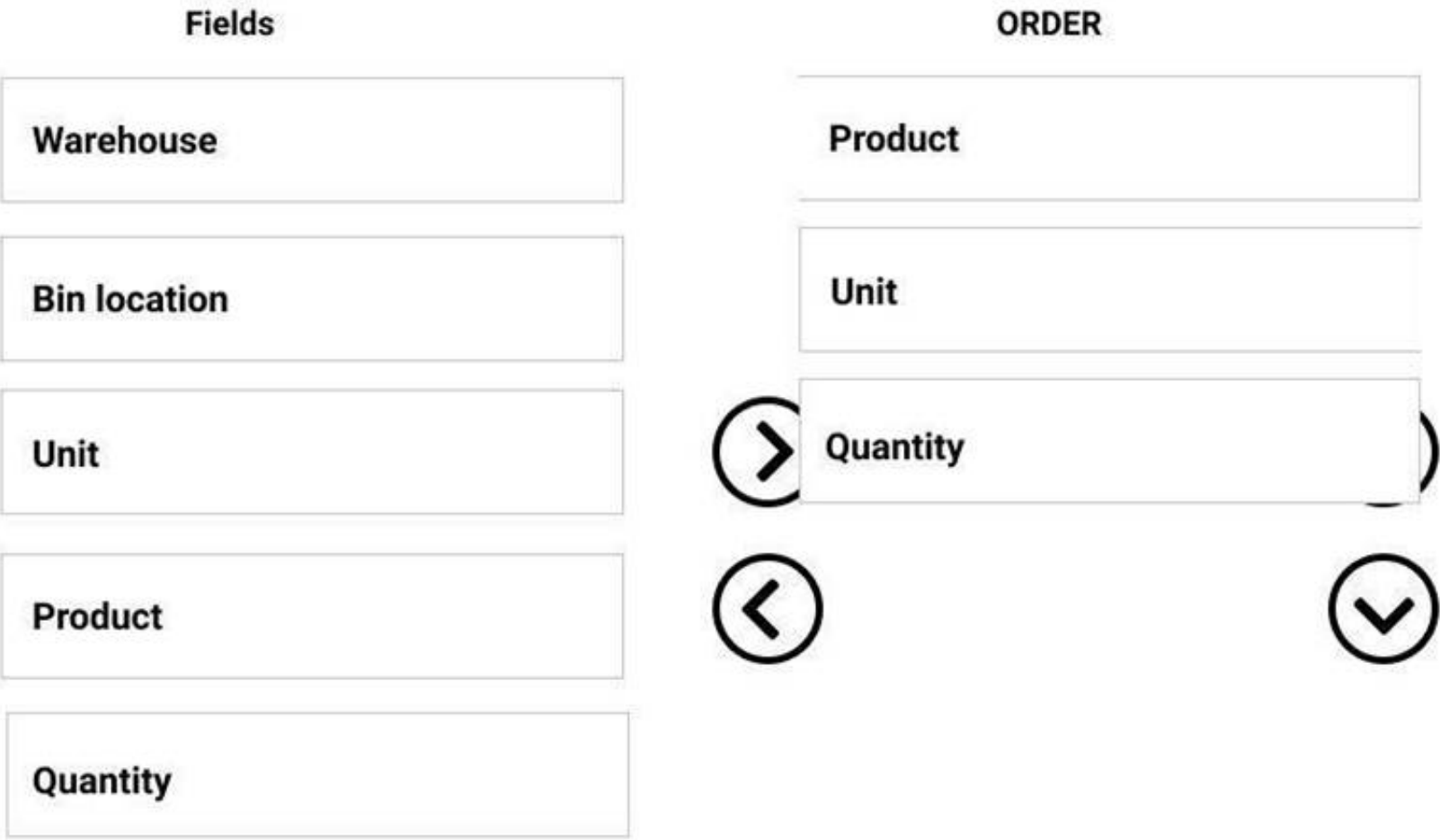
⤴

⤵

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 20

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.

Answer: A

Explanation:

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

NEW QUESTION 23

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