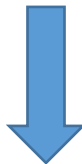


## Microsoft Dynamics 365 Certification MB-240 Exam



- **Vendor: Microsoft**
- **Exam Code: MB-240**
- **Exam Name: Microsoft Dynamics 365 for Field Service**

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NEW QUESTION 1

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:

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

NEW QUESTION 2

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 field 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. Choose two.)

- 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:

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

NEW QUESTION 3

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: B

Explanation:

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

NEW QUESTION 4

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: C

#### NEW QUESTION 5

You are Dynamics 365 for Field Service Administrator and work for a manufacturing company. The company provides customers with large power systems for sophisticated data centers. The power systems are serviced by a field engineering team. The field engineering team documents work done on repairs and maintenance by completing Work Orders within Dynamics 365. You need to easily schedule work orders for the field engineering team via the schedule and enable geocoding. Which two steps must you take to schedule resources via the schedule board and enable geocoding? (Each correct answer presents part of the solution. Choose two.)

- A. Connect to Maps in Resource Scheduling.
- B. Configure the map on the Schedule Board.
- C. Set Auto Geo Code Addresses to Yes in Resource Scheduling.
- D. Set Auto Geo Code Addresses to Yes in Field Service Settings.

Answer: AC

#### NEW QUESTION 6

The company has hired a new manager to set up and configure Field Service to automatically schedule work orders to the most appropriate resource scheduling. The manager is unable to optimize requirements and bookings related to work orders. Which three settings are required? (Each correct answer presents part of the solution. Choose three.)

- A. Assign the Field Service-Administrator security role to the RSO user.
- B. Add the RSO dispatcher role to a dispatcher.
- C. Enable Resource Scheduling Optimization.
- D. Set Connect to Maps as Yes.
- E. Add RSO to the profile Field Service-Administrator.

Answer: CDE

Explanation:

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

#### NEW QUESTION 7

You are Dynamics 365 for Field Service Development Manager. You need to enable customization development for multiple developers, via the Woodford solution, where customizations can be combined together to complete the development requirements. What should you create in order to enable this capability?

- A. Create a project for each developer, which publishes changes to a master project.
- B. Create a project for each developer, using security roles to identify what customizations are available for modification.
- C. Create a Dynamics 365 solution for each developer, which publishes changes to the

Woodford solution.

- D. Create a project for each developer, each within its own Woodford solution.

Answer: A

**NEW QUESTION 8**

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. Choose three.)

- 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

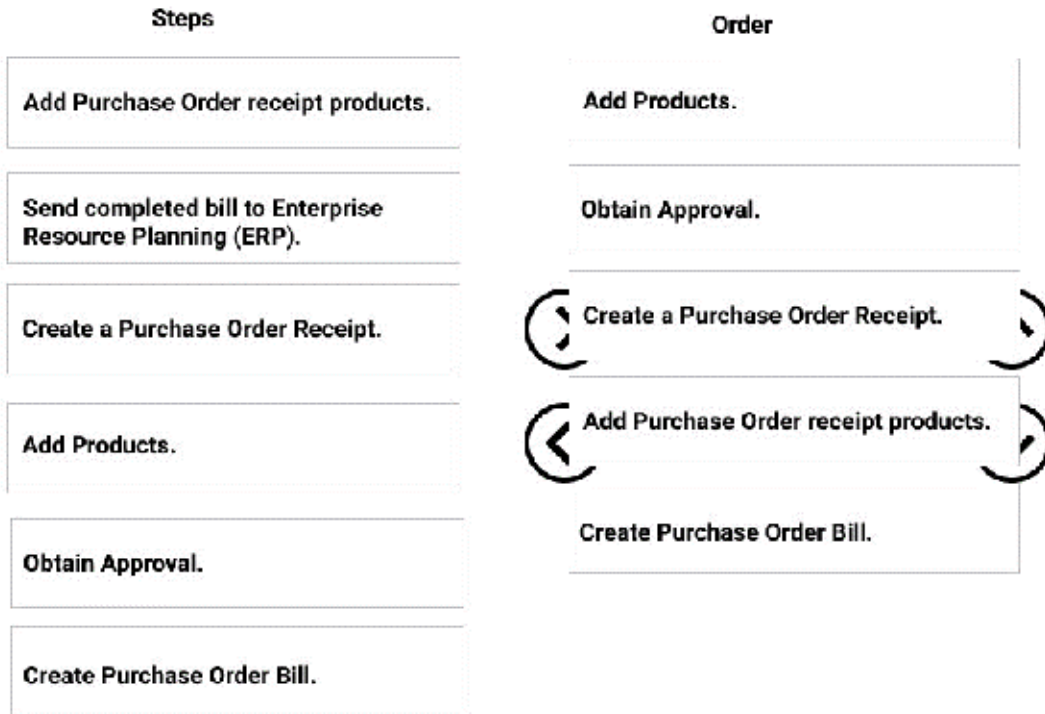
**NEW QUESTION 9**

Drag and 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.)

Steps		Order
Add Purchase Order receipt products.		
Send completed bill to Enterprise Resource Planning (ERP).		
Create a Purchase Order Receipt.	➤	⬆
Add Products.	⬅	⬇
Obtain Approval.		
Create Purchase Order Bill.		

Answer:



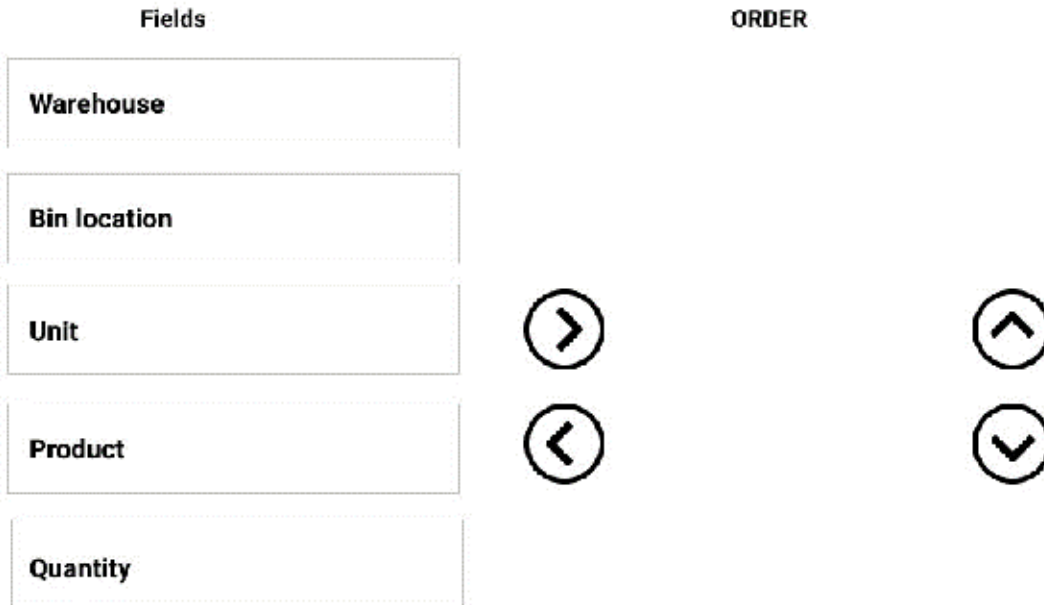
Explanation:

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

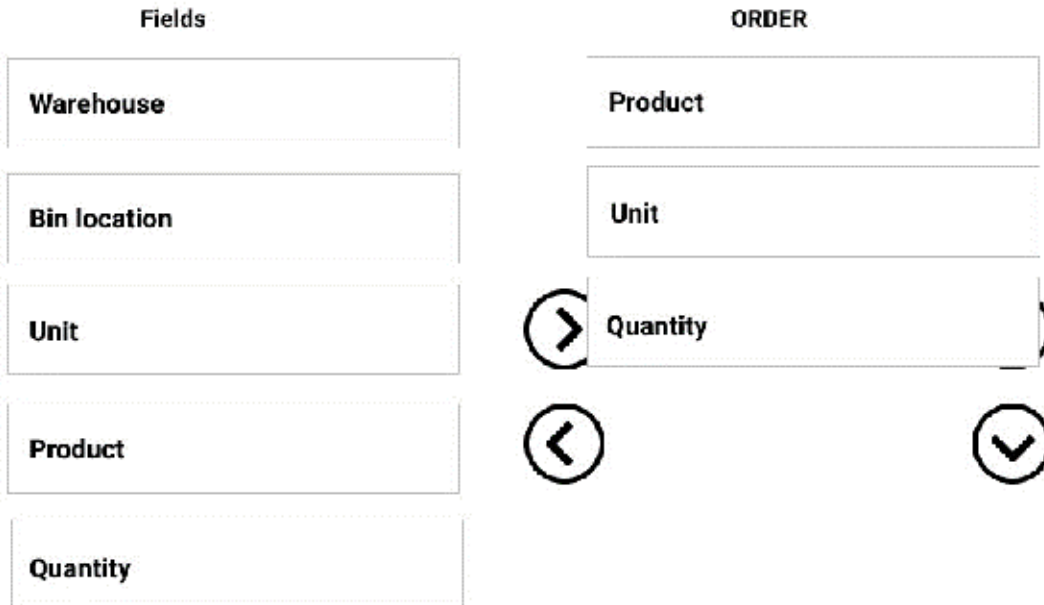
**NEW QUESTION 10**

Drag and 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.)



Answer:



**NEW QUESTION 11**

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. Choose two.)

- 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:

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

NEW QUESTION 12

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?

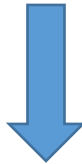
- A. Add the compressor sub-components as sub-assets on the refrigerator customer asset record.
- B. Click View Hierarchy on the refrigerator customer asset record.
- C. Set the Master Asset on the sub-components to the refrigerator Customer Asset record.
- D. Add the compressor sub-components as customer asset records.

Answer: A

NEW QUESTION 13

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