

## [Feb 14, 2023 Get Free Updates Up to 365 days On Developing MB-240 Braindumps [Q47-Q67]



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[Feb 14, 2023] Get Free Updates Up to 365 days On Developing MB-240 Braindumps  
Best Quality Microsoft MB-240 Exam Questions

What is the duration, language, and format of MB-240: Microsoft Dynamics 365 for Field Service Exam -  
Number of Questions: 40 to 60 questions(Since Microsoft does not publish this information, the number of exam questions may change without notice.)- language: English, Chinese (Simplified), Chinese (Traditional), French, German, Italian, Japanese, Korean, Portuguese (Brazil), Russian, Spanish, Spanish (Latin America), Turkish- Type of Questions: This test format is multiple choice.- Passing Score: 700 / 1000- Length of Examination: 50 mins

Microsoft MB-240 Exam Syllabus Topics:  
TopicDetailsConfigure field service applications (15-20%)  
Configure settings- define and configure key required security roles

- define and configure resource required scheduling options

- define required entities

- customize entities to meet requirements
- configure territories, postal codes, and organizational units
- determine and configure required skill types
- configure characteristics and skills
- configure proficiency models
- implement resource roles and categories
- enable schedule board geocoding
- configure technician time trackingConfigure product and service pricing- define required product and service types
- configure minimum charge amounts and durations
- determine when a product has a default list price and a work order price list
- associate products and services with price lists
- define tax codesConfigure bookable resources- manage bookable resources
- enable mapping functionality
- configure geocoding
- define start and end locations for resources
- determine the types of addresses to use
- configure pay types and rates
- configure working hours and working hour templates
- manage time off requests
- describe use cases for resource pools, crews, and resource groups
- define resource groups and resource group templates
- set up resource pools and crews
- configure technician location trackingIntegrate other tools with Field Service- use Power Automate flows to automate tasks and enhance Dynamics 365 Field Service
- describe use cases for collecting customer feedback by using Dynamics 365 Customer Voice
- implement Dynamics 365 Remote Assist for use with Dynamics 365 Field Service

- configure and use Remote Assist one-time call
  - use Guides with work orders
  - integrate with Dynamics 365 Supply Chain Management
- ## Manage work orders (15-20%)
- Describe the work order lifecycle- configure work orders
- configure work order lifecycle stages
  - configure booking status and work order status values
  - configure uses and capabilities for billing accounts, service accounts, and functional locations
  - understand the key work order summary metrics on the Field Service Insights Dashboard
- ## Create and manage work orders- create a work order from an incident or an opportunity
- add status and sub-status information to a work order
  - organize work orders and resources by geography
  - associate a work order and a price list
  - identify processes required to close a work order
  - close a work order
  - use key field service metrics dashboard
  - configure asset hierarchy and location on a work order
  - configure and add work order resolutions
- ## Manage incidents- configure incident types
- assign requirement group templates to incident types
  - add service tasks to incidents
  - add products and services to incidents
- ## Create and manage agreements- determine when to use agreements
- define and configure agreement preferences and settings
  - configure automatic generation of bookings
  - create bookings
  - create invoices
  - create service-level agreements (SLAs) and entitlements for agreements
- ## Create and use inspections- create inspections
- associate inspections to work orders

- complete inspections through Field Service Mobile
- describe use cases for analyzing results of inspections
- Schedule and dispatch work orders (25-30%)**  
Manage scheduling options- schedule work orders using Schedule Board and Schedule Assistant
- determine when to use each scheduling option
- configure fulfillment preferences
- configure Quick book
- describe use cases for predictive work duration
- describe use cases for predictive travel time
- describe scenarios to modify and use the enhance work hours calendar for requirements
- describe use cases for implementing the technician locator functionality
- describe use cases for implementing travel outside of working hours
- describe use cases for appointment scheduling on Microsoft Outlook
- Implement schedule boards- identify features and uses for Booking Requirements view
- implement the integrated map feature
- manually schedule work orders
- reassign and reschedule work orders
- move incomplete work orders
- generate driving instructions for field agents
- configure schedule boards
- customize the schedule board
- describe use cases for travel outside of working hours
- Implement the Schedule Assistant- apply constraints to resource queries
- filter data
- specify a search radius
- troubleshoot the Schedule Assistant
- Optimize resource scheduling- describe the resource optimization process
- define objectives and constraints
- create optimization profiles

- describe uses for embedded optimizer within the schedule board  
**Configure Universal Resource Scheduling**- describe use cases for Universal Resource Scheduling

- create Power Automate flows to populate data in requirements records

- create requirement views

- enable scheduling for an entity

- restrict booking status values for an entity by using and option set

- configure geocoding for a custom entity

- manage work hours calendar for requirements

- enable Outlook appointment scheduling  
**Manage field service mobility (10-15%)**

Install the mobile application- identify pre-requisites and supported platforms

- install and sign into the Field Service Mobile application

- work offline

- use Dynamics 365 Field Service Mobile app and Connected Field Service

- use Dynamics 365 Field Service Mobile app and Dynamics 365 Remote Assist  
Configure the mobile application- configure actions that field agents can perform

- configure steps for Field Service Mobile application

- configure Field Service Mobile application functions for technicians

- configure the Booking and Work Order forms

- configure offline data and sync filters

- customize global search and enable scan to search

- customizing Mobile Offline capabilities

- set up and configure technician push notifications

- use and capture technician time tracking on Dynamics 365 Field Service Mobile app

- set up knowledge articles to work on mobile

- configure knowledge articles for offline  
**Manage inventory and purchasing (5-10%)**

Manage customer assets- configure uses for customer assets

- create and register customer assets

- configure products to enable automatic creation of customer assets
  - associate work orders with customer assets
  - create child assets
  - configure 3D asset models
  - use functional locations
  - configure asset properties
  - Manage inventory and warehouses- set up inventory and warehouses
  - view product inventory
  - adjust inventory levels
  - transfer inventory between warehouses
  - determine when to integrate inventory with Enterprise Resource Planning application
  - manually update inventory by using inventory journals
  - Manage purchasing and product returns- describe the purchase order process
  - create purchase orders
  - create a list of receivable products for a purchase order
  - determine product return options
  - create return merchandise authorizations (RMAs)
  - finalize returns
- Implement Connected Field Service (10-15%)**  
Describe use cases for Internet of Things (IoT)- identify use cases for IoT
- describe IoT components
  - identify user cases for Connected Field Service on Field Service Mobile application

**NO.47** Drag and Drop Question

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.

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.	

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

**NO.48** 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?

- \* Set Enable for Availability Search to Yes on the TechnicianA bookable resource record.
- \* Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.

- \* Set Real Time Mode to Yes on the Schedule Assistant view.
- \* Set Display on Schedule Board to Yes on the TechnicianA bookable resource record.

Section: Schedule and dispatch work orders

Explanation/Reference:

References:

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

**NO.49** 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.

- \* Field Service-Dispatcher
- \* Field Service-App Access and Field Service -Resource
- \* Field Service-Mobile User
- \* Field Service-User

Explanation/Reference:

References:

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

**NO.50** 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?

- \* Yes







\* No





Section: Configure field service applications

**NO.51** 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.

Fields		ORDER
Warehouse		
Bin location		
Unit		
Product		
Quantity		

Fields		ORDER
Warehouse		
Bin location		
Unit		
Product		
Quantity		

**ORDER**

<b>Product</b>
<b>Unit</b>
<b>Quantity</b>

**NO.52** 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?

- \* Resources
- \* Work Order Types
- \* Booking Rules
- \* Incident Type

**NO.53 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	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.	
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.	
Booking Rule	Dispatchers and scheduling administrators must have a way to easily review all resource availability and be able to schedule the work order.	
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 Resource Booking		

**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 Resource Booking		Booking Rule

Section: Schedule and dispatch work orders

**NO.54** You are a Dynamics 365 for Field Service Mobile Administrator (FSM).When technicians log into FSM, they receive the following message:

&#8220;Your organization has not configured Field Service Mobile.&#8221;

You log into FSM and cannot reproduce the issue with your login.

What must you do to fix the issue?

- \* Update the Security Roles for the FSM project within Woodford.
- \* Update the Priority for the FSM project within Woodford.
- \* Update the Security Roles for all Bookable Resources within Dynamics 365.

\* Set Enabled for Field Service Mobile to Yes for all Bookable Resources.

**NO.55** Your company is expanding nationally.

You need to configure tax codes for a new territory, so the company can start to operate in the new territory.

You realize that you can identify which field service record types the tax code will be applied to.

Which three Field Service record types are taxable within the new tax code? Each correct answer presents a complete solution.

- \* Agreements
- \* Services
- \* Purchase Orders
- \* Products
- \* Work Orders

**NO.56** You are entering products and services into Dynamics 365 CE Field Services.

You need to ensure that your field technicians can use the products when completing work orders.

Which two field service product types should you configure to allow your technicians to add work order products? Each correct answer presents a complete solution.

- \* Product
- \* Non Inventory
- \* Inventory
- \* Service

Explanation

<https://docs.microsoft.com/en-us/dynamics365/field-service/configure-set-up-customer-assets> Only products where Field Service Product Type is set to Inventory or Non-inventory can be added to work orders. Only those products can be automatically converted to customer assets. However, when manually creating a customer asset, you can add all products.

**NO.57** Your company processes a large number of work orders each day. The company wants to ensure the high priority work orders are dealt with immediately.

You need to configure the schedule board so that bookings are easily visible to the dispatchers.

How can you configure Dynamics Field Services to increase booking visibility?

- \* Configure a work order type for high priority issues, to help categorize high priority work order records.
- \* Configure an Incident type for high priority incidents on work order records.
- \* Configure the status color for a booking status record, to identify high priority work order records.
- \* Configure a priority record to allow you to identify high priority work order records.

**NO.58** 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.

- 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.

- 
- 
- 
- 

- 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.

Resource Crew

Schedule Board

Schedule Board

Booking Rule

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

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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 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.

Does this meet the goal?

- \* Yes
- \* No

Section: Configure field service applications



**NO.60** 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.

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.	⬅	⓪
Update From Data and To Date for all uncheduled work order requirement record.		

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 uncheduled work order requirement record.		

Order
Set Optimize Schedule field to Yes for all Unscheduled Work Order Requirement records.
Update From Data and To Date for all uncheduled work order requirement record.
➤
Configure Scheduling Method for booking statuses.
⬅
⤴
⓪

## Order

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.

Configure Scheduling Method for booking  
statuses.

**NO.61** 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.

- \* Update Synchronization setting to Always Full Sync.
- \* Update entity Sync Filter.
- \* Update View filters.
- \* Update the Max Sync Records setting.
- \* Update the entity Mode to Online and Offline.

Section: Manage field service mobility

**NO.62** 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 '&#8220;Parts Requests&#8221; 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.

- \* Ensure that the Dynamics Mobile solution with the appropriate customizations has been published.
- \* Synchronize the Dynamics 365 for Field Service Mobile App.
- \* Ensure that a security role has been assigned to the project.
- \* Verify that the impacted field engineers are enabled to use this project.
- \* Ensure that the Woodford project with the appropriate customizations has been published.

Section: Manage field service mobility

**NO.63** You work for a recycling company that provides customers with large compactor units to collect theirrecyclable materials.

The compactor units are comprised of two separate components: a container to collectthe recyclable materials and a separate component that compacts the recyclable materials to make themeasier 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.

- \* Configure the customer asset records hierarchically, and maintain service history at the sub-component level.
- \* Configure the customer inventory records individually, in order to maintain the service history at the parent component level.
- \* Configure the customer inventory records in a hierarchy, and maintain service history at the subcomponent level.
- \* Configure the customer asset records hierarchically, and maintain service history at the service account level.

**NO.64** 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?

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

**NO.65** You need to provide agents with a checklist of actions to complete as part of a work order. The duration of these actions must roll up to the work order.

Which record type should you use?

- \* time entries
- \* service tasks
- \* incidents
- \* service activities

**NO.66** You are a Dynamics 365 for Field Service scheduling coordinator. When you select the Book button on a work order, Technician A never shows up as available.

You need to update the system to see Technician A's availability.

What should you do?

- \* Set Enable for Availability Search to Yes on the Technician A bookable resource record.
- \* Set Ignore Proposed Bookings to Yes on the Schedule Assistant view.
- \* Set Real Time Mode to Yes on the Schedule Assistant view.
- \* Set Display on Schedule Board to Yes on the Technician A bookable resource record.

**NO.67** 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.

<b>Purchase Order</b>	<b>Draft</b>	
<b>Agreement</b>	<b>Billed</b>	
<b>Booking Status</b>	<b>Estimate</b>	
	<b>Expired</b>	
	<b>Traveling</b>	
	<b>In progress</b>	

<b>Purchase Order</b>	<b>Draft</b>	<b>Purchase Order</b>
<b>Agreement</b>	<b>Billed</b>	<b>Purchase Order</b>
<b>Booking Status</b>	<b>Estimate</b>	<b>Agreement</b>
	<b>Expired</b>	<b>Agreement</b>
	<b>Traveling</b>	<b>Booking Status</b>
	<b>In progress</b>	<b>Booking Status</b>

**Draft**      **Purchase Order**

**Billed**      **Purchase Order**

**Estimate**      **Agreement**

**Expired**      **Agreement**

**Traveling**      **Booking Status**

**In progress**      **Booking Status**

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