

MB-240^{Q&As}

Microsoft Dynamics 365 Field Service

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QUESTION 1

You are configuring work orders for technicians to complete the onsite service.

When a work order is completed, the customer needs to receive an invoice for the labor charge time spent by the technician to complete the service.

Which option should the technician use to enter their time spent?

- A. Work Order Service
- B. Field Service Product Type as Non-Inventory
- C. Field Service Product Type as Inventory
- D. Work Order Resource Booking

Correct Answer: A

QUESTION 2

You are viewing the Microsoft Dynamics 365 Field Service historical insights report.

You need to determine the options available for filtering on the reports.

Which three options are available for filtering? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Service task
- B. Service territory
- C. Asset
- D. Technician
- E. Date range

Correct Answer: BDE

QUESTION 3

You are a Field Service resource manager for Contoso, Ltd. and are setting up characteristics for field technicians who are responsible for repairs on rental equipment.

Work performed on certain types of backbones, trenchers, and excavating equipment requires different attributes to be identified for proper work order assignment and scheduling.

Which two characteristics are valid? Each correct answer presents a complete solution.

- A. Certification
- B. Approval Status
- C. Skill
- D. Rating Value

Correct Answer: AC

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

QUESTION 4

You are implementing Dynamics 365 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 to the customer?

- A. Update the Starting Location to Organization Unit within Schedule Board Settings.
- B. Update the filter on the Scheduler resource tool tips view.
- C. Select the Real-Time Mode option in the Schedule Assistant filter window.
- D. Update the Load Default Filters on the Schedule Assistant.

Correct Answer: C

QUESTION 5

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 syncing to server.
- E. Check if sync filter on Bookable Resource Booking entity is too restrictive for offline mode.

Correct Answer: ADE

QUESTION 6

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 7

Your organization wants to use Connected Field Service for existing customer assets.

You install Connected Field Service and set up Azure IoT Central, but 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. Create the IoT Connected Device connection role to link devices to customer assets.
- B. Register the device in Dynamics 365 Connected Field Service.
- C. Configure the Create CFS alerts from IoT Central workflow within Dynamics 365.
- D. Check that the Create CFS alerts from IoT Central within Microsoft Flow Automate is set up properly.

Correct Answer: D

QUESTION 8

You are implementing Microsoft Dynamics 365 Field Service.

The customer wants to use the system to capture changes in various system readings when a technician is onsite servicing an asset.

What should you recommend?

- A. Train the field technicians to take detailed notes on the asset on the work order.
- B. Create asset categories and track the changes from each work order.
- C. Use the Asset Property Log history to track the changes.
- D. Use the Asset Category Log history to track the changes.

Correct Answer: C

QUESTION 9

DRAG DROP

You are a dispatcher for a cable installation company that provides installation services in multiple territories. The company is using Dynamics 365 for Field Service to manage their work orders. Every time a work order is created, the dispatch





team is manually assigning the work order to a territory in order to book the correct resources.

You are tasked with ensuring that Dynamics 365 will automatically assign work orders to territories so that the dispatcher can search for the correct resources.

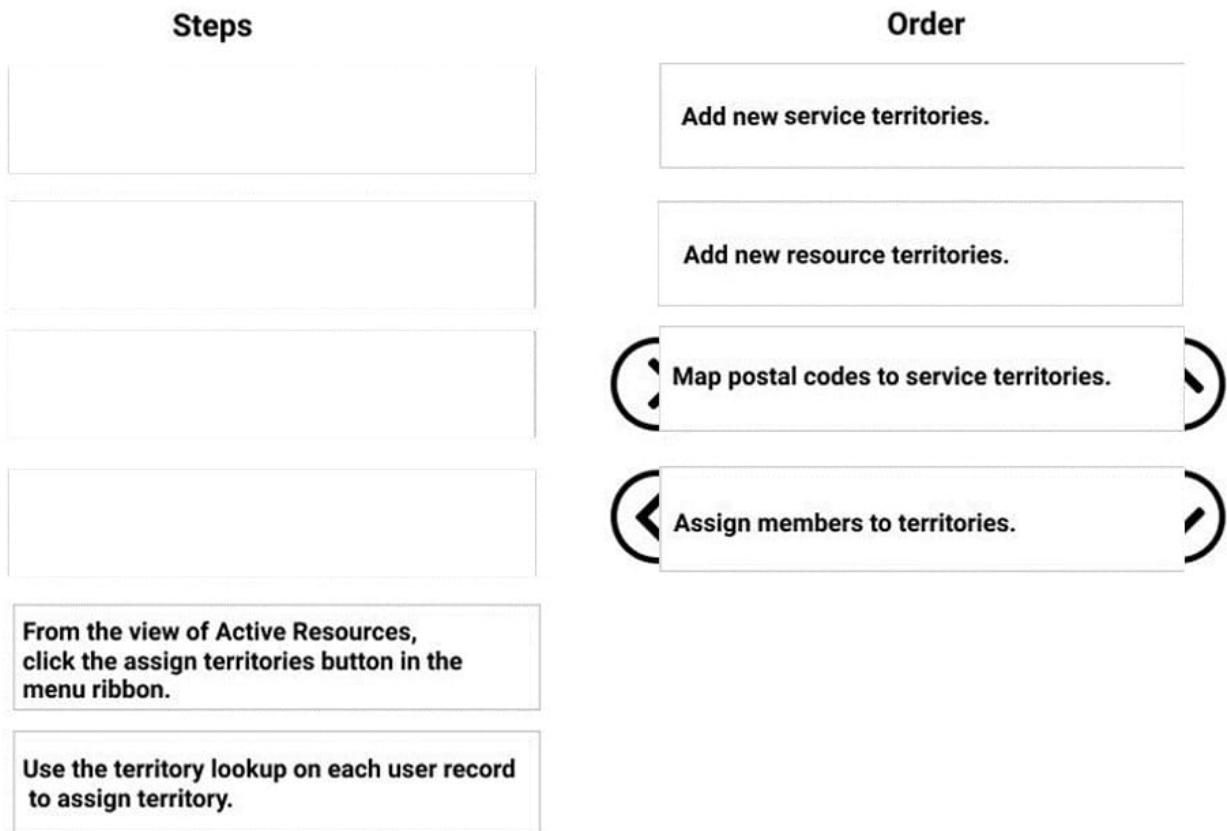
Which four steps, in sequence, must be configured to ensure that when work orders are created they will automatically be mapped to the correct territory? To answer, move the appropriate actions from the list of actions to the answer area

and arrange them in the correct order.

Select and Place:

Steps	Order
Add new resource territories.	
Add new service territories.	
Assign members to territories.	 
Map postal codes to service territories.	 
From the view of Active Resources, click the assign territories button in the menu ribbon.	
Use the territory lookup on each user record to assign territory.	

Correct Answer:



QUESTION 10

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 never received back in IoT Central.

You need to resolve the issue.

Which should you do?

- A. Confirm that the Power Automate When a work order is created in Connected Field Service, update IoT Central is set up properly.
- B. Create an IoT Command in Dynamics 365 to trigger an update in IoT Central.
- C. Reconfigure the devices and send an update to IoT Central.
- D. Create an IoT action in Dynamics 365 to trigger an update in IoT Central.

Correct Answer: A

QUESTION 11

You are implementing Microsoft Dynamics 365 Field Service for a health care institution. Each day, the institution receives a large number of appointment requests for pediatricians.

You have the following requirements:

create a daily schedule for pediatricians with a frequency of 30 minutes for each slot.

provide a full-day schedule with start times and end times.

Solution: You create a fulfillment preference with interval details with a duration of 30 minutes for the whole day, associate it to a requirement, and then book the requirement with the schedule assistant.

Does this meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 12

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

Correct Answer: B

QUESTION 13

You are configuring the schedule board so that dispatchers can:

1.

see all resources on the schedule board at once, with no filtering based on resource type, internal and subcontractors.

2.
quickly look at the board, and determine who is internal versus external.
You need to ensure dispatchers can see the resource type.
In which two places should you add the Resource Type field? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

- A. To Resource Details View
- B. To Resource Tooltips View
- C. To Resource Cell Template
- D. To Retrieve Resources Query

Correct Answer: CD

QUESTION 14**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.

Select and Place:

Answer Area

Entity

Products

Services

Service Tasks

Characteristics

Requirement

Incident Types must have a Labor Hours record.

Incident Types must have 1 product brochure

Incident types must have a checklist for technicians to follow.

Correct Answer:

Answer Area

Entity

Characteristics

Requirement

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

QUESTION 15

You have created a new entity to tie to the Asset to capture key data. You launch the Microsoft Dynamics 365 Field Service mobile app in offline mode.

You need to ensure that you can see the entity.

What should you do?

- A. Sign in to Power Apps, and ensure the entity is enabled for mobile offline.
- B. Sign in to Power Apps, and ensure the entity is enabled for Microsoft Outlook mobile offline.
- C. Sign in to the System Business Settings to ensure the entity is enabled for mobile offline.
- D. Enable the entity for mobile.

Correct Answer: A

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