

Exam Questions mb-240

Microsoft Dynamics 365 for Field Service

<https://www.2passeasy.com/dumps/mb-240/>



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 Agreement Products
- 3)Set Booking Recurrence
- 4)Create Invoice Setup
- 5)Define Invoice Recurrence

Does this meet the goal?

- A. Yes
B. No

Answer: B

NEW QUESTION 2

You are a Dynamics 365 for Field Service consultant.

One of your Dynamics 365 customers wants to decrease the number of repair appointments by sending fewer technicians onsite.

You need to provide a recommendation of which solution your customer should use to achieve their request.

What should you recommend?

- A. Azure IoT Hub
B. Connected Field Service
C. Dynamics 365 for Field Service
D. Crew Scheduling

Answer: B

NEW QUESTION 3

DRAG DROP

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.

Answer Area

Purchase Order	Draft	
Agreement	Billed	
Booking Status	Estimate	
	Expired	
	Traveling	
	In progress	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Purchase Order

Agreement

Booking Status

Draft	Purchase Order
Billed	Purchase Order
Estimate	Agreement
Expired	Agreement
Traveling	Booking Status
In progress	Booking Status

NEW QUESTION 4

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.

Answer: B

NEW QUESTION 5

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 6

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 7

You are a Dynamics 365 for Field Service Dispatcher reviewing automatically generated bookings for optimization of the schedule.
You notice that, for certain customers, Work Orders are being generated without service tasks, products, or services, when they should have them documented from the Agreement.
Which two of the following should you troubleshoot? Each correct answer presents part of the solution.

- A. Incident Type contains appropriate Service Tasks, Products, and Services.
- B. Incident Type field "Copy Incident Items to Agreement" is marked "Yes".
- C. Agreement Booking Setup field "Auto Generate Work Order" is marked "Yes".
- D. Agreement Booking Setup contains appropriate Service Tasks, Products, and Services

Answer: BD

NEW QUESTION 8

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.

Entity

Products

Service Tasks

Services

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.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Entity

Products

Service Tasks

Services

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.

Services

Products

Service Tasks

NEW QUESTION 9

DRAG DROP

You are a Dynamics 365 for Field Service Dispatcher.

You need to use the schedule board to find resources for a work order. The work order can be completed by any resource who has the correct piece of equipment and who is available at 9:00 A.M during a selected week.

Which four steps must you take, in sequence, to successfully implement this capability within the schedule board? 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

Book the work order.

Create a new requirement group.

Create a requirement group template.

Add the incident type to a work order.

Associate an incident type to the requirement group template.

Book the requirement with the scheduling assistant.

Answer Area

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 10

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 10

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 13

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.		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Steps

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.

Order

Add new service territories.

Add new resource territories.

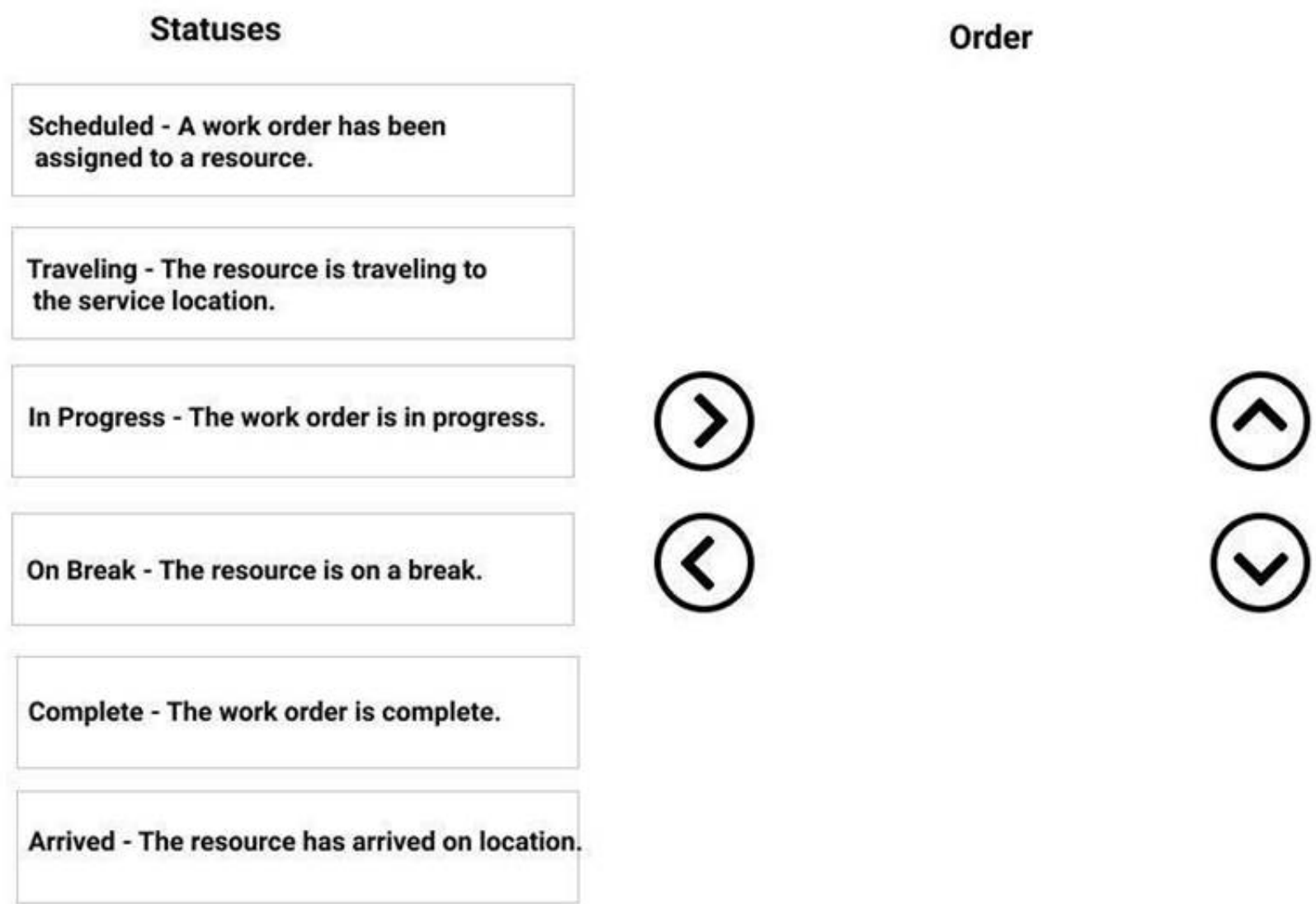
Map postal codes to service territories.

Assign members to territories.

NEW QUESTION 17

DRAG DROP

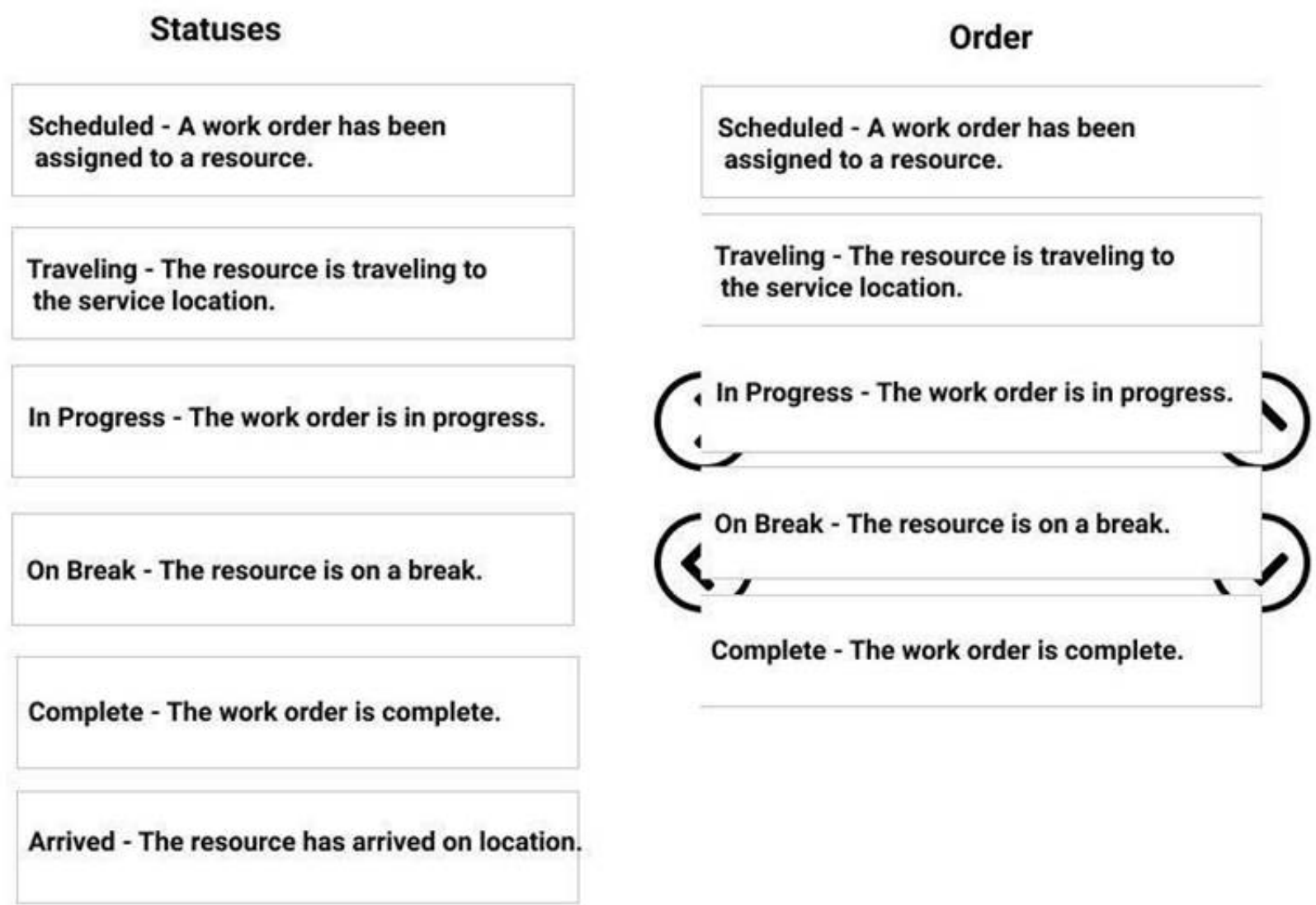
Your company is preparing to deploy the Dynamics Field Service with Mobile Application. Your manager asks you to ensure that the Booking Statuses will match with the current business process the field technicians are following. As the Field Service Administrator, you review the documentation and discover 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 18

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?

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

Answer: C

NEW QUESTION 21

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.

- 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:

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

NEW QUESTION 22

DRAG DROP

Your organization wants to use the Field Service Mobile App for technicians in the field.

You need to install the solution, so it can be configured for mobile technicians.

What are the four steps you need to perform, in sequence, to ensure the mobile solution is ready for configuration and deployment? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Steps		Order
Select Publish to enable the derived template for mobile use.		
Install the Field Mobile Configuration Solution in Woodford.		
Open the parent mobile project template and select Publish All.	➤	⬆
Install the Field Service Mobile configuration tool in Dynamics 365.	⬅	⬇
Highlight the mobile project template and select Derive. Assign the security roles.		
Import the field service mobile project template. Publish the template.		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/install-field-service#download-the-field-service-mobile-app-on-a-phone-or-tablet>

NEW QUESTION 26

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.

- A. Update Synchronization setting to Always Full Sync.
- B. Update entity Sync Filter.
- C. Update View filters.
- D. Update the Max Sync Records setting.
- E. Update the entity Mode to Online and Offline.

Answer: BDE

NEW QUESTION 27

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

Answer: ACE

Explanation:

References: <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/mobile-faq-bookings-not-showing>

NEW QUESTION 29

DRAG 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.

Select and Place:

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.		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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





NEW QUESTION 34

DRAG DROP

Your company's inventory clerk has received a truck shipment of parts for repair of equipment on such a rush order. The order needs to be completed as soon as possible.

Which three steps, in sequence, are needed to receive the products to the existing rush order in Field Service? 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
Click Receipt Products		
Create an Inventory Adjustment record.		
Click Show Purchase order Products not fully received yet.		
Click the drop-down arrow next to the P.O. name.		
Post the Receipt record.		

- A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 37

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