



Vendor: Microsoft

Exam Code: MB-240

Exam Name: Microsoft Dynamics 365 for Field Service

Version: DEMO

QUESTION 1

You are a Dynamics 365 for Field Service Mobile Administrator (FSM).

When technicians log into FSM, they receive the following message:

"Your organization has not configured Field Service Mobile."

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

What must you do to fix the issue?

- A. Update the Security Roles for the FSM project within Woodford.
- B. Update the Priority for the FSM project within Woodford.
- C. Update the Security Roles for all Bookable Resources within Dynamics 365.
- D. Set Enabled for Field Service Mobile to Yes for all Bookable Resources.

Answer: A

Explanation:

Your Organization has not configured the Field Service Mobile app with the correct project.
<https://docs.microsoft.com/en-us/dynamics365/field-service/mobile-faq>

QUESTION 2

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?

- A. Yes
- B. No

Answer: B

Explanation:

Set resource hourly rate is missing.
Set resource work hours is missing.
And holiday schedule should be business closures.

QUESTION 3

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

Explanation:

Because by setting connected field service work can be done from hub / shop itself and hence less technicians will be needed to be sent onsite.

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

Explanation:

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

Booking statuses allow you to create multiple sub-statuses mapped to each of your booking statuses in order to more precisely define your company's unique business processes.

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:

Incident types act as service templates that allow users to quickly create work orders for the most common types of jobs that your organization performs. Incident types are also used to define specific work order issues and recommended resolutions.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-booking-statuses>

QUESTION 6

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.

- A. Agreements
- B. Services
- C. Purchase Orders
- D. Products
- E. Work Orders

Answer: ABD

Explanation:

The question is 'configure tax codes' for which you go to Settings area in Field service app. Settings--> Tax codes (under General)--> On Active tax code page, click New. There are only three taxable items [whether we choose Yes/No] products, services and agreements.

<https://docs.microsoft.com/en-us/dynamics365/field-service/set-up-tax-codes>

QUESTION 7

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.

- A. Product
- B. Non Inventory
- C. Inventory
- D. Service

Answer: BC

Explanation:

You only can add Work Order Products of type Inventory and Non-Inventory, if you try to add a product of type Service, popup is displayed with the message: The product can only be a product with the Field Service product type of Inventory or Non Inventory.

QUESTION 8

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

Explanation:

The Copy Incident Items to Agreement field during incident type setup is important for 2 reasons: The incident you want to add to an agreement may be slightly different than the incident you would add to a single work order that's not part of an agreement. For example, normally the incident would require 1 hour of a service, but for the agreement, you negotiated with the customer 2 hours of a service. Rather than having to create a second incident type just for this agreement, you can set Copy Incident Items to Agreement to No, add the incident to the agreement, then manually add the specific service tasks, product, services, and so on. This way you can use the same incident type, which helps for reporting later on. Set this option to Yes and the incident items will be added to the agreement and you can accept these items or make slight variations from there.

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

QUESTION 9

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: C

Explanation:

A group of resources will work together for a set number of days, weeks, or months.

<https://docs.microsoft.com/en-us/dynamics365/field-service/resource-crews>

QUESTION 10

Drag and Drop Question

You are a Dynamics 365 for Field Service Administrator. All Products have the Convert to Customer Asset field set to Yes.

Some users indicate products on a customer asset are not always becoming a customer asset. Users provide you with three scenarios.

You need to review the scenarios and provide the answers.

What happens to the product for each user scenario? To answer, drag the appropriate solution to satisfy each listed requirements. Each solution 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

Product is Converted to Customer Asset.	Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.	
Product is not Converted to Customer Asset.	Work Order Product is Used. Booking is Closed and Work Order is Open - Completed.	
Product is Converted as an Inactive Customer Asset.	Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.	

Answer:

Answer Area

Product is Converted to Customer Asset.	Work Order Product is Estimated. Booking is Closed and Work Order is Closed-Posted.	Product is not Converted to Customer Asset.
Product is not Converted to Customer Asset.	Work Order Product is Used. Booking is Closed and Work Order is Open - Completed.	Product is Converted to Customer Asset.
Product is Converted as an Inactive Customer Asset.	Work Order Product is Used. Booking is Canceled and Work Order is Closed-Posted.	Product is Converted to Customer Asset.

Explanation:

If you test all 3 scenarios in Dynamics the above are the correct options. The key thing is if the product is marked as "used" and the work order goes to Open-Completed or any later stage like Closed-Posted, the product is converted to a customer asset.

QUESTION 11

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 the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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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 a start time and end time duration of 30 minutes for the whole day, create a requirement group, and book it with the schedule assistant.

Does this meet the goal?

- A. Yes
- B. No

Answer: B

QUESTION 12

You recently created a new schedule board tab.

You need to ensure that only a subset of users can view this new tab.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Ensure the schedule board tab is configured to be shared with specific people.
- B. From the schedule board setting, ensure the record is shared with the appropriate users or teams.
- C. From the schedule board setting, email the record link to the appropriate users or teams.
- D. Ensure the users have the proper security role.

Answer: AD

QUESTION 13

Your organization wants to use the new Microsoft Dynamics 365 Field Service mobile app. You need to install this app for the technicians.

In order to run the initial tests, you install the mobile app and connect with the Sandbox environment to verify that everything is working as expected.

Now, you want to connect the mobile app to the Production environment.

Which two actions should you take? Each correct answer presents a part of the solution.

NOTE: Each correct selection is worth one point.

- A. Sign out, and then log in as your new production user.
- B. Stay logged in, and select Reconfigure to delete data and clear cache from your device.
- C. Go to the main menu, then select the Settings icon.
- D. Go to the main menu, then select the Person icon.

Answer: AC

QUESTION 14

Drag and Drop Question

Your customer is offering a new service that requires two resources.

You need to ensure that the right resource requirements are created, so that the technician with the right skill set will be assigned.

What are the first three steps you should perform in sequence? To answer, move the appropriate actions from the list of steps to the answer area and arrange them in the correct order.

Steps		Order
Create resource preferences.		
Create a work order.	➤	➤
Create an incident type.	➤	➤
Create a work order type.	➤	➤
Create a requirement group.		

Answer:

Steps		Order
Create resource preferences.		Create a requirement group.
	➤	Create an incident type.
	➤	Create a work order.
Create a work order type.	➤	

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